

Wheelbase

Policies & Procedures (Staff)

2010 / 11

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1. Sickness and Absence Policy

1.1 Introduction

Wheelbase believes that the well-being of the organisation is directly related to the well-being of its employees. This policy, which is intended to provide guidance on the control and monitoring of sickness absence, is designed to ensure the smooth running of the organisation whilst providing the optimum support for employees with health difficulties.

As a responsible employer Wheelbase has a duty to ensure that a healthy and safe working environment is provided for all its employees. As part of this process the monitoring system within this policy is designed to ensure the long-term well being of the organisation and its employees.

Wheelbase will ensure that the operation of this policy will not result in any employee feeling under any pressure to return to work whilst unfit as this may lead to future problems or place colleagues or service users at risk.

Wheelbase recognises however that frequent short-term absences or a longer term absence may be indicative of underlying health problems, personal problems or issues relating to the individual's employment and as such these issues need to be addressed to ensure the health of the employee.

Wheelbase is fully aware of its responsibilities under the Disability Discrimination Act. If at any stage during this procedure it is apparent that the employee could be covered by its provision the organisation will ensure that full consultation takes place with the employee to see whether any reasonable adjustments could be made to enable an early return to work.

During any period of sickness absence and especially long term absence an employee has specific responsibilities to Wheelbase. These include:

- Notifying each period of sickness absence in accordance with the sickness notification procedure
- Keeping the organisation informed or responding to management's requests about progress should the absence develop longer term
- Supply certification or doctor's notes at the appropriate intervals
- Notify the project manager if contact points change, for example a temporary or permanent change of address or going on holiday whilst on sickness absence
- Complying with reasonable requests by the organisation for visits or meetings to discuss sickness absence and to work with their Project Manager to agree positive measures and solutions

In all formal matters relating to this policy the employee is entitled to be accompanied or represented by a work colleague of their choice or a suitably qualified Trade Union representative.

1.2 Notification

Notification of absence from work owing to illness must be given directly to the employees Project Manager or nominee in their absence by telephone or letter, as soon as possible, on the first working day of absence.

Direct contact must be made with the employer, answer phone messages will only be accepted as notification of absence in exceptional circumstances. If an employee fails to follow the notification procedure this could result in a loss of pay.

This policy is divided into two sections:

1. Managing short term sickness absence
2. Managing long term sickness absence.

SECTION 1: MANAGING SHORT TERM SICKNESS ABSENCE

Definitions

Short-term absence is defined as an absence lasting from 1 to 5 days.

Medium term absence is defined as an absence lasting from 6 to 20 days. This section covers any absence of less than 21 days.

Managing intermittent sickness absence

The non-attendance of employees on a regular basis can cause problems for any organisation. Wheelbase is especially concerned that this can result in service users not receiving the standard of service they are entitled to expect and can place increased pressure on work colleagues.

Procedure

This policy identifies the following trigger points at which management action will be taken. Such action will occur when an employee has been absent for:

- 6 days in 6 months. This can be a single episode of six days or a number of episodes, including single days
- 3 times in 6 months
- in an identifiably regular pattern, for example either side of a weekend

Should any of the above trigger points occur the Project Manager will conduct a Return to Work Interview. This will be recorded on the appropriate form. The form will be passed to the Administrator who will ensure that it forms part of the employee's personal record.

In many circumstances bringing the issue to the attention of the employee will be sufficient to resolve the matter and a monitoring and review period will be agreed. In those circumstances where this action is not enough to resolve the problem then the Project Manager will conduct a formal interview. The purpose of this interview will be to establish the underlying reasons for the intermittent absences.

There are a number of possible reasons including genuine sickness, which may be causing these absences. They could include personal or domestic reasons, questionable sickness or circumstances relating to the employee's job.

Genuine Absence

Frequent absences due to sickness may be either the result of a single recurring condition such as a back problem or a number of unrelated illnesses. In either case it is important to find out how the medical problem(s) will affect the employee's future attendance and work performance.

Wheelbase believes that it has a legitimate right to identify the problem in discussion with the employee and to seek a solution that will improve the employee's attendance at work.

This action does not suggest that the Project manager does not believe that the employee is sick but rather demonstrates a reasonable response to a management problem.

Personal / Domestic reasons

Where sickness absence is identified as being related to some other cause such as personal or domestic matters the Project Manager will seek to determine whether an improvement in attendance is likely. Where appropriate the Project Manager will discuss with the employee any short term options, which may benefit the employee.

If the Project Manager believes that these absences may be related to the use or misuse of alcohol, drugs or other substances then the matter should be dealt with in line with Wheelbase's policy on such matters.

Questionable sickness

Wheelbase recognises that it may be difficult to identify absences that fall into this category. However it may be indicated by absences that follow a regular pattern or a regular pattern of absence that do not require a doctors' certificate. The Project Manager will ensure that the pattern of absence is pointed out to the employee and that the employee is made aware that management is concerned.

Other procedures

If the employee is unable to give satisfactory reasons for the overall level or frequency of sickness absence that has reached a level considered unacceptable in relation to service provision then the Project Manager should make the employee aware of the reasons for this dissatisfaction.

The Project Manager will make the employee aware that a monitoring period with a review date will be set and that if no improvement is made by that date a formal meeting will take place. The outcome of such a meeting may be reference to other policies of Wheelbase for example Discipline.

Return to work following a period of sickness

When an employee returns to work from a period of sickness absence they will initially make contact with their Project Manager. This will enable the removal of any temporary cover arrangements and the opportunity to brief the employee on any relevant matters that have occurred during the absence. At this time the Project Manager will also confirm that the employee is fit to work and identify any future absence problems that might arise.

The return to work interview is an informal meeting and the Project Manager will seek to explore all contributory factors and encourage an open discussion. If appropriate the employee should be informed that the absence has caused concern and that a further meeting or other action is now necessary.

A Formal Interview on Sickness absence

If a situation is reached where an employee's sickness absence becomes unacceptable and previous informal procedures have failed to achieve any improvement then a formal interview should be convened.

The employee should be advised of the meeting in writing and will be informed of their right to be accompanied by a work colleague or suitably qualified Trade Union representative. The employee should be advised of the purpose of the meeting and its possible outcomes.

A written record will be made of the meeting and this will include the course of action identified to remedy the problem.

It is likely that the Project Manager will recommend either one or a combination of:

- No further action is required
- An identified period during which the employee's attendance will be more closely monitored
- Further medical opinion or other specialist intervention such as counselling

This meeting is not a disciplinary meeting and if this course of action is necessary a separate meeting will be held in accordance with the disciplinary procedure.

Second formal interview

- If an employee's attendance does not improve following the action taken following the first formal interview the Project Manager will call a second formal interview.
- A formal record of the interview and its outcome will be made.

Where improvements in attendance are required then the time scale will normally be three months at which time a review will take place. Wheelbase reserves the right to vary that time scale if thought appropriate.

SECTION 2: MANAGING LONG TERM SICKNESS

Definition

Long term sickness absence is defined as a period of continuous absence of 21 days or more.

The Procedure

Wheelbase will seek to ensure that its management of long-term sickness absence is consistent throughout the organisation. In all circumstances the organisation will consider the range of options available and only where an employee's health precludes their continued performance at the required standard should dismissal on health grounds be contemplated.

Welfare Visits

An employee who has been sick for a longer period may benefit from one or more welfare visits. Such visits may be formal or informal and will be arranged at an appropriate time and place for the employee.

An employee may wish to be accompanied at a welfare visit. The visit may take place at the employee's home, the workplace or some other mutually convenient place.

All welfare visits should provide the opportunity for a proper exchange of information and ensure that the employee is provided with every opportunity to contribute fully. Visits should be conducted in a supportive context and should not be regarded as in any way threatening or policing.

Reviews

The timing of reviews will vary according to the individual circumstances of the employee but will not normally take place before 21 days and no later than three months from the first date of absence. Subsequent reviews will be undertaken as necessary at monthly intervals or whenever the employee's status changes significantly.

Following a three-week continuous sickness absence the Project Manager will contact the employee to:

- Assess the nature of the illness
- Provisionally assess the length of absence
- Initiate an action plan to facilitate a return to work or mutually suitable arrangement
- Monitor the absence through maintaining contact with the employee if the return to work is not imminent
- Consider filling the employee's post on a temporary basis if a return to work is not imminent

In some cases it may become apparent that an employee will be incapable of returning to their previous job due to the fact that the injury or absence may have some long-term consequences that affect the employee's ability to do their job.

In these circumstances the Project Manager will explore with the employee whether alternative hours or ways of working would be appropriate. It is only after all such options have been explored that a decision regarding terminating the employee's contract will be made.

Wheelbase will pay due attention to the provisions of the Disability Discrimination Act when considering alternative ways of working.

Alternative working arrangements

Wheelbase will make every effort to consider alternative working arrangements to enable an employee to return to their job. All arrangements to facilitate the employee's return to work must take into account both the needs of the employee and the needs of the service.

The Project Manager will be able to consider the following options:

- Adapting the duties of the job on a permanent or temporary basis to accommodate the employee
- Provide physical aids/adaptations within the work area to allow the job to be carried out to a reasonably practical extent.
- Reduce hours by offering the post as part-time or flexible working. This may be on a temporary or permanent basis.

Termination of employment on medical grounds

If following the medical report an imminent return is unlikely the Project Manager must make a judgement on how long it is reasonable to keep the job open.

Where the employee's absence is having a detrimental effect on the service and the employee is unlikely to recover within an acceptable period then termination of the contract of employment may be the only alternative.

Termination of employment will be the responsibility of the Trustees following discussion with the Project Manager.

Right of appeal

The employee will have a right of appeal against the termination of their contract of employment. This right of appeal will be explained in the letter confirming the termination of the contract.

2. Confidential Information Policy

2.1 Statement of General Principles

Wheelbase recognises that the right to privacy is essential to ensure that service users are able to have trust and confidence in these organisations. *Wheelbase* will make every effort to ensure and maintain a working environment where personal rights, choices and dignity are respected.

Wheelbase is therefore committed to the principle that any service user has the right to expect that any information provided by them be used solely for the purpose for which it was given. Information will not be divulged to any other person or organisation outside *Wheelbase* without their consent other than in those circumstances identified in this policy when this principle cannot be adhered to.

For the purpose of this policy the term 'service user' refers to anyone; whether an individual or organisation that uses any service provided by *Wheelbase* either directly or indirectly.

Wheelbase also recognises its duty of confidentiality to all its Trustees, Employees, Volunteers and young people where no child protection or other similar situation is present.

The principle of confidentiality also extends to all relevant information regarding the internal affairs of *Wheelbase* especially any information relating to or involving any aspect of the business. This duty of confidentiality applies to Trustees, Employees and Volunteers.

2.2 Duty of Confidentiality to Wheelbase

Wheelbase believes that its Trustees, Employees and Volunteers have a duty of confidentiality to the organisation. Employees are bound by their contract of employment and all Employees, Trustees and Volunteers are expected to act honestly and in good faith in all their dealings with the organisation.

All work undertaken by employees during their employment with *Wheelbase* remains the property of the organisation.

Employees are not allowed to make copies of reports, policies, databases, mailing lists or other documents which are the property of the organisation unless as a direct requirement of their duties and with the specific authorisation of their line manager.

Whilst in the employment of the organisation employees are prohibited from using information provided by the organisation to set themselves up in competition.

Employees are not allowed to discuss the internal business of the organisation, including development plans and funding applications with outside organisations or individuals.

2.3 Whistle Blowing Policy

Wheelbase is committed to the highest standards of openness, probity and accountability.

An important aspect of accountability and transparency is a mechanism to enable staff and other members of Wheelbase to voice concerns in a responsible and effective manner. It is a fundamental term of every contract of employment that an employee will faithfully serve his or her employer and not disclose confidential information about the employer's affairs. Nevertheless, where an individual discovers information which they believe shows serious malpractice or wrongdoing within the organisation then this information should be disclosed internally without fear of reprisal, and there should be arrangements to enable this to be done independently of line management (although in relatively minor instances the line manager would be the appropriate person to be told). The Public Interest Disclosure Act, which came into effect in 1999, gives legal protection to employees against being dismissed or penalised by their employers as a result of publicly disclosing certain serious concerns. Wheelbase has endorsed the provisions set out below so as to ensure that no members of staff should feel at a disadvantage in raising legitimate concerns.

It should be emphasised that this policy is intended to assist individuals who believe they have discovered malpractice or impropriety. It is not designed to question financial or business decisions taken by Wheelbase nor should it be used to reconsider any matters which have already been addressed under harassment, complaint, disciplinary or other procedures. Once the whistle blowing procedure is in place, it is reasonable to expect staff to use them rather than air their complaints outside Wheelbase.

Scope of Policy

This policy is designed to enable employees of Wheelbase to raise concerns internally and at a high level and to disclose information which the individual believes shows malpractice or impropriety. This policy is intended to cover concerns which are in the public interest and may at least initially be investigated separately but might then lead to the invocation of other procedures e.g. disciplinary.

These concerns could include

- Financial malpractice or impropriety or fraud
- Failure to comply with a legal obligation or Statutes
- Dangers to Health & Safety or the environment
- Safeguarding issues
- Criminal activity
- Improper conduct or unethical behaviour
- Attempts to conceal any of these

Safeguards

Confidentiality

Wheelbase will treat all such disclosures in a confidential and sensitive manner. The identity of the individual making the allegation may be kept confidential so long as it does not hinder or frustrate any investigation. However, the investigation process may reveal the source of the information and the individual making the disclosure may need to provide a statement as part of the evidence required.

Anonymous Allegations

This policy encourages individuals to put their name to any disclosures they make. Concerns expressed anonymously are much less credible, but they may be considered at the discretion of Wheelbase.

In exercising this discretion, the factors to be taken into account will include:

- The seriousness of the issues raised
- The credibility of the concern
- The likelihood of confirming the allegation from attributable sources

Untrue Allegations

If an individual makes an allegation in good faith, which is not confirmed by subsequent investigation, no action will be taken against that individual. In making a disclosure the individual should exercise due care to ensure the accuracy of the information. If, however, an individual makes malicious or vexatious allegations, and particularly if he or she persists with making them, disciplinary action may be taken against that individual.

Procedures for Making a Disclosure

On receipt of a complaint of malpractice, the member of staff who receives and takes note of the complaint, must pass this information as soon as is reasonably possible, to the appropriate designated investigating officer as follows:

- In normal circumstances, complaints should be made to the CEO.
- Complaints against the CEO should be passed to the Chairman of Trustees.
- Complaints of malpractice, complaints should be made to the Chair of Trustees.
- If a complaint refers to the behaviour / actions of the Chair of Trustees, the complaint should be passed to the CEO
- The complainant has the right to bypass the line management structure and take their complaint direct to the Chairman of Trustees. The Chairman has the right to refer the complaint back to management if he/she feels that the management without any conflict of interest can more appropriately investigate the complaint.
- If there is evidence of criminal activity then the investigating officer should inform the police. Wheelbase will ensure that any internal investigation does not hinder a formal police investigation.

Investigating Procedure

- The investigating officer should follow these steps:
- Full details and clarifications of the complaint should be obtained.
- Written confirmation of receipt of the complaint should be made to the complainant as soon as practically possible.
- The investigating officer should inform the member of staff against whom the complaint is made as soon as is practically possible. The member of staff will be informed of their right to be accompanied by a trade union or other representative at any future interview or hearing held under the provision of these procedures.
- The investigating officer should consider the involvement of Wheelbase auditors and the Police.
- The allegations should be fully investigated by the investigating officer with the assistance where appropriate, of other individuals / bodies.
- A judgment concerning the complaint and validity of the complaint will be made by the investigating officer. This judgment will be detailed in a written report containing the findings of the investigations and reasons for the judgment. The report will be passed to the CEO or Chairman as appropriate.
- The CEO / Chairman will decide what action to take. If the complaint is shown to be justified, then they will invoke the disciplinary or other appropriate Company procedures.
- The complainant should be kept informed of the progress of the investigations and, if appropriate, of the final outcome.
- If appropriate, a copy of the outcomes will be passed to Wheelbase Auditors to enable a review of the procedures.
- If the complainant is not satisfied that their concern is being properly dealt with by the investigating officer, they have the right to raise it in confidence with the CEO / Chairman or may refer to the Charity Commission for advice.
- If the investigation finds the allegations unsubstantiated and all internal procedures have been exhausted, but the complainant is not satisfied with the outcome, the complainant is not satisfied with the outcome of the investigation, Wheelbase recognises the lawful rights of employees and ex-employees to make disclosures to prescribed persons (such as the Health and Safety Executive, the Audit Commission, Charity Commission or the utility regulators), or, where justified, elsewhere.

Duty of Confidentiality to Service Users

Wheelbase is committed to the principle that all information it collects on potential or actual service users is collected with the full knowledge and consent of the individual.

Wheelbase will ensure that all information held on a service user is:

- Accurate and kept up to date
- Relevant to and sufficient for only the purpose for which it has been collected
- Held for no longer than that purpose requires and that it is subsequently destroyed.

The collection and recording of information in all its contacts with potential or actual service users, whether in person, by telephone or in writing Wheelbase will ensure that:

- The individual is informed of the fact that information is being recorded and the purpose for which it will be used
- That in possession of that knowledge the individual gives consent to the information being recorded
- That specific consent is obtained before any information is recorded relating to:
 - Racial or ethnic origin
 - Religious or similar beliefs
 - Physical or mental condition
 - Sexual life
 - Political opinions
 - Any alleged or actual criminal offence or conviction

Mailing Lists

Wheelbase holds contact lists for membership records, newsletters, and information on training, other services e.g. Advocacy, Peer Support and Open Day Events.

The list is held to enable a steady flow of information to service users including professionals.

All service users are given the opportunity to choose whether or not they wish to be on Wheelbase's mailing list. They are given and asked to sign a permission declaration. The details are therefore justified as each individual has given a positive response in choosing to be on our list(s).

Information Provided by a Third Party

Before any information is recorded relating to a potential or actual service user that has been provided by a third party, whether in person, by telephone or in writing Wheelbase will take every reasonable step to ensure that the individual has given consent to the disclosure of that information.

Information regarding an individual provided by a third party that is being provided without the knowledge or consent of the individual, will not knowingly be recorded by Wheelbase

Wheelbase will ensure that as soon, as is practicable the individual concerned is informed of the nature of the information that has been provided and that they consent to this information being recorded.

Monitoring & Security (both storage and usage) of Information.

Wheelbase will take every reasonable step to ensure that information held on a service user is maintained in a manner that preserves confidentiality and is only accessible or disclosed to the identified appropriate staff.

Access control is essential for ensuring that only authorised persons have:

- Access to the fileserver
- Access to manual files containing confidential information about individuals
- Access to databases and computer files containing confidential information about individuals.

Disclosure of Information to a Third Party.

Wheelbase will take every reasonable step to ensure that no information regarding a service user is disclosed without their prior consent except in circumstances where these organisations have a specific legal or contractual obligation to do so.

Any disclosure of information to a third party will be recorded in the service users file together with confirmation that their consent had been received.

Breaches of Confidentiality

Unauthorised disclosure of information by members of staff or by those working under contract to Wheelbase is a serious matter. Disciplinary action will be taken. All staff must be aware of the possible severe consequences of breaching service user confidentiality.

Anonymised information should be used wherever possible in preference to identifiable information, but disclosure should still only be for justifiable purposes.

Information should only be passed to relatives, friends and carers with the written permission of the service user.

Authorised Disclosure or Holding of Confidential Information

In certain circumstances Wheelbase may disclose or hold information regarding a service user without their knowledge or consent. Such disclosure will only take place in clearly specified circumstances and will normally relate to the following situations:

- Behaviour which endangers the individual or others
- Criminal activity
- Suspected or actual abuse of the individual

Wheelbase will normally ensure that every reasonable step has been taken to obtain the consent of the service user and any disclosure may only take place with the agreement of a Trustee, the Managing Director or her/his deputy.

The Duty of Confidentiality to Employees and Volunteers

Wheelbase recognises its duty of confidentiality to all its employees and volunteers both passed and present. Wheelbase will therefore ensure that all personal information, whether held on computer; paper records or known to an employee of Wheelbase will be maintained in a confidential manner.

Recruitment of Employees & Volunteers

Through their recruitment procedures Wheelbase will ensure that all information requested from applicants is:

- Relevant and adequate for the purpose for which it is required
- Only disclosed or accessible to appropriate identified staff

All applicants will be informed of the purpose for which the information will be used and that should their application be unsuccessful that this information will be destroyed after six months from the date at which an appointment was made.

Staff Personnel Files

As employers, Wheelbase is required to maintain personnel files for all its employees.

Wheelbase will ensure that all information held on employees will be:

- Accurate and kept up to date
- Adequate, relevant to and sufficient for only the purpose for which it has been collected
- Held for no longer than that purpose requires and that it is subsequently destroyed
- Accessible to or disclosed only to identified authorised staff

Obtaining Information from a Third Party

Wheelbase may in certain circumstances seek information regarding an employee from a third party. When seeking references for applicants Wheelbase will ensure that they request only information that is relevant to the applicant's ability to perform the proposed post.

Any other information that may from time to time be required will always comply with current legal requirements.

References

In responding to requests from potential employers for references Wheelbase will ensure that the information provided complies with the principles identified in maintaining its personnel records.

References will only be provided in response to a specific request and will not supply individual employees with a general reference.

Disclosure of Information to a Third Party

In general, any personal information given or received in confidence for one purpose may not be used for a different purpose or passed to any one else.

However, information may be passed to someone else:

- With the staff members permission for a particular purpose
- It is a statutory requirement or is a response to a court order
- The public interest in passing on the information outweighs the duty of confidence to the staff member.

2.4 Breaches of Confidentiality

Unauthorised disclosure of information whether relating to computer or paper records or a result of oral disclosure by members of staff or by those working under contract of Wheelbase is a serious matter. Disciplinary action will be taken. All staff must be aware of the possible severe consequences of breaching confidentiality.

Training

The project manager of Wheelbase or nominee will ensure that all employees and volunteers receive appropriate training in relation to the operation of this policy.

3. Handling of CRB Certificate Information

General Principles:

As an organisation using the Criminal Records Bureau (CRB) to help assess the suitability of applicants for positions of trust, Wheelbase complies fully with the CRB Code of Practice regarding the correct handling, use, storage, retention and disposal of certificates and certificate information.

It also complies fully with its obligations under the Data Protection Act 1998 and other relevant legislation pertaining to the safe handling, use, storage, retention and disposal of Certificate information and has a written policy on these matters, which is available to those who wish to see it on request.

Storage & Access

Certificate information should be kept securely, in lockable, non-portable, storage containers with access strictly controlled and limited to those who are entitled to see it as part of their duties.

Handling

In accordance with section 124 of the Police Act 1997, Certificate information is only passed to those who are authorised to receive it in the course of their duties. We maintain a record of all those to whom Certificates or Certificate information has been revealed and it is a criminal offence to pass this information to anyone who is not entitled to receive it.

To note: those Registered Care Homes which are inspected by the Care Quality Commission (CQC), those organisations which are inspected by Ofsted and those establishments which are inspected by Care and Social Services Inspectorate for Wales (CSSIW) may retain the Certificate until the next inspection. Once the inspection has taken place the Certificate should be destroyed in accordance with the CRB Code of Practice.

Usage

Certificate information is only used for the specific purpose for which it was requested and for which the applicant's full consent has been given.

Retention

Once a recruitment (or other relevant) decision has been made, we do not keep Certificate information longer than necessary. This is generally for a period of up to six months, to allow for the consideration and resolution of any disputes or complaints. If, in very exceptional circumstances, it is considered necessary to keep Certificate information for longer than six months, we will consult the CRB about this and will give full consideration to the Data Protection and Human Rights of the individual before doing so. Throughout this time, the usual conditions regarding the safe storage and strictly confidential access will prevail.

Disposal

Once the retention period has elapsed, we will ensure that any Certificate information is immediately destroyed by secure means, i.e. by shredding, pulping or burning. While awaiting destruction, Certificate information will not be kept in any insecure receptacle (e.g. waste bin or confidential waste sack). We will not keep any photocopy or other image of the Certificate or any copy or representation of the contents of the Certificate.

However, notwithstanding the above, we may keep a record of the date of issue of a Certificate, the name of the subject, the type of Certificate requested, the position for which the certificate was requested, the unique reference number of the Certificate and the details of the recruitment decision taken.

4. Volunteers Policy

4.1 Introduction

Wheelbase recognises that commitment and participation of volunteers is integral to the delivery of the services wheelbase offers and the successful achievement of the Organisations aims and objectives. As a result, Wheelbase actively encourages the involvement of volunteers, (due to our client needs, we respectfully have an **over 21 years** of age policy for volunteers for the day provision). All staff encourages and support volunteers and provides those who wish to volunteer with roles in which they can best serve Wheelbase.

Wheelbase considers all those who apply to volunteer from all areas of the community; however, it is at the discretion of the Project Manager, Personal development Worker and Curriculum Manager as to who is accepted to volunteer. This is decided through an informal interview and if successful through the interview, a probationary period.

The purpose of the volunteering policy is to provide direction and guidelines for both staff and volunteers in relation to the volunteering undertaken at Wheelbase.

Values of the Volunteering at Wheelbase:

- Wheelbase does not expect volunteers to undertake the work of paid staff.
- Wheelbase recruits volunteers through an informal interview and trial period. Trial periods are only offered if the applicant is successful at the interview.
- Wheelbase ensures that volunteers are provided with a detailed induction and volunteering handbook.
- Wheelbase does not use volunteers to fulfil the roles of staff or if funding is available to employ staff to do the same role.
- Wheelbase actively encourages the suggestions and participation of volunteers. All suggestions are considered by the organisation.
- Volunteers are provided with the necessary training in order to carry out their role. Furthermore, any training suggested by volunteers will be considered by the organisation.
- Staff at Wheelbase work positively with all volunteers to support and involve them.

4.2 Recruitment of Volunteers

Age of Volunteers

Due to our support and needs, we respectfully have a minimum age of 21 for our volunteers.

In order to recruit volunteers Wheelbase undertakes:

- **An informal interview.** This involves an informal discussion with a member of staff in which volunteers can get to know more about what we do and the volunteering opportunities available. Moreover, they are informed of the responsibilities and what they will do if they volunteer with us.

- **A trial Period.** If an applicant is successful at their interview and wishes to, they are invited for a six week trial period. At the beginning of the trial period, volunteers are provided with a volunteering handbook, in which all essential information about volunteering at Wheelbase is contained. All volunteers are given an induction on their first day of volunteering at Wheelbase.

4.3 Criminal Records Bureau checks (CRB)

All volunteers are subject to a CRB check. All volunteers are requested to provide wheelbase with the necessary information required for the check at their induction.

If the check returns with unsatisfactory results volunteers will be asked to leave the project. This could mean leaving earlier than the six week trial period.

Volunteers Declaration:

Upon commencement of the six week trial period, all volunteers are requested to sign a volunteer declaration. This provides any volunteers with a detailed outline of what is expected of them. Failure to adhere to the requirements of the declaration may lead to suspension or dismissal.

Confidentiality Statement:

All volunteers must sign and adhere to the requirements of the confidentiality regulations and statement. These are detailed in the volunteer handbook. No person will be permitted to volunteer unless this document is signed. Failure to comply may lead to suspension or dismissal.

Policies and Procedures:

All volunteers must adhere to the policies and procedures of Wheelbase. All volunteers must read and be aware of their responsibilities and the requirements under the policies. This forms part of the volunteer induction and declaration. Failure to adhere to Wheelbase policies and procedures will lead to disciplinary action being taken and may lead to suspension or dismissal.

The policies and procedures of Wheelbase are stored in the appropriate files. All volunteers are made aware of their location. Disciplinary and grievance procedures for volunteers are detailed in the volunteer handbook.

All volunteers are given details of the fire procedures and assembly points at their induction. Volunteers must ensure that they are aware of these procedures and the assembly point.

Any behaviour witnessed that is subject to disciplinary procedures will be reported to the project manager. All volunteers must report any behaviour they witness that is subject to the procedures.

4.4 Criminal Offences:

Committing a criminal offence while volunteering at Wheelbase may lead to a suspension period or dismissal. Any volunteer who commits a criminal offence will be subject to disciplinary procedures. Any volunteer who commits an offence must inform the Project Manager and each case will be considered on an individual basis.

Any criminal offence committed by a volunteer and witnessed while on the Wheelbase premises or in the course of volunteering for Wheelbase will be reported to the police.

Volunteers must report any criminal offence they witness while at Wheelbase or in the course of volunteering for Wheelbase. The project manager must be informed of any witnessed criminal offences if committed on the project.

Insurance:

All volunteers are covered by the insurance policies of Wheelbase while they are on the premises or carrying out work in their role as a Wheelbase volunteer.

Expenses:

All volunteers are eligible for expenses whilst volunteering at Wheelbase:

- Travelling expenses. If public transport is used, Wheelbase will reimburse the cost of this on the submission of bus tickets etc.
- Travelling expenses. If the volunteer's own transport is used, the current rate is 40p per mile travelled to and from Wheelbase.
- Lunch expenses. If the volunteer stays all day, they are eligible for lunch expenses, which is currently £2 per day.

Volunteer Handbook:

All volunteers when they begin their trial period are issued with a volunteer handbook. This provides volunteers with details of Wheelbase and what is expected. Volunteers must adhere to the information provided in the volunteer handbook. Failure to do so may lead to disciplinary action being taken and could lead to a suspension or dismissal.

Notification of ability to attend and details:

All volunteers must inform Wheelbase as soon as possible if they are unable to attend.

All volunteers must inform Wheelbase if their personal contact details change.

4.5 Working with young people:

Detailed guide lines for working with young people can be found in the Wheelbase policies and procedures folder along with a variety of literature that Wheelbase has in relation to the area.

Volunteers are required to read the information and are issued with a booklet created by the City Council in relation to the area.

Guidelines can also be found in the volunteer handbook.

These guidelines must be followed.

- All volunteers are advised to stay within their remit and areas of knowledge. If any volunteer becomes uncomfortable with a situation or feels unable to deal with the situation they are advised to seek help from a member of staff.
- Volunteers as with staff are advised not to be alone with young people. This ensures the safety of both the young people and the volunteer.
- For confidentiality and young people please refer to afore mentioned confidentiality statements.
- All volunteers and staff are to ensure that they are flexible and broad minded with young people. Volunteers are not to bully any other member of the organisation and should not impose oppressive behaviour.
- Volunteers should not give out their personal information or accept invitations from young people.
- Volunteers must not lend money or goods in kind to any young person.

4.6 Training and support:

All volunteers receive training and support while at Wheelbase. Within the six week trial period, volunteers are only eligible for training that forms part of their induction.

Wheelbase provides a variety of courses for those who become volunteers. Wheelbase also encourages volunteers to source other training and suggestions will be considered for courses that are not usually offered on an individual basis.

Volunteers must undertake training if they are requested to do so.

Wheelbase has a good support network of staff and volunteers that all members of the organisation can approach for support. Moreover, regular meetings are undertaken with volunteers by members of staff to ensure they are given support and that any issues are dealt with.

Participation of volunteers:

Wheelbase does it all it can to ensure that all those who want to have the opportunity to volunteer.

Every endeavour will be made if adaptations or particular changes are required to allow a person to volunteer if they are suitable within the constraints of cost and practicality.

Wheelbase operates an equal opportunities policy.

Wheelbase actively encourages the participation of volunteers and values their suggestions and input. All suggestions are considered by the organisation.

Ability to Volunteer:

All volunteers must inform the Project Manager if their health, circumstances or knowledge is compromising their ability to volunteer. Every endeavour will be made to ensure that Wheelbase can help and that you can continue to volunteer.

If this involves contacting other agencies, your permission will be sought before any action is taken. Failure to report your concerns will lead to disciplinary action.

Termination of volunteering:

If circumstances affecting the project are deemed to require the termination of volunteering places then volunteers will be requested to leave the project.

A two week notice period of such events will be given.

Review of the policy:

The Board of Trustees and Project Manager undertake the review of the volunteer policy on an ongoing basis.

5. Health and Safety Policy

5.1 General Statement of Policy

It is the policy of Wheelbase to ensure as far as is reasonably practical, to provide and maintain a healthy and safe working and learning environment, including all equipment and systems, for all of its staff, volunteers and young people while at work or attending the course. Additionally, it is policy to comply with all relevant health and safety legislation, regulations and codes of practice.

To achieve this purpose, Wheelbase will provide such information, training and supervision, as its staff volunteers and young people may need.

Wheelbase also accepts its responsibility for the health and safety of young people attending Wheelbase and visitors, providing they do so in a common sense manner. Overall and final responsibility for health & safety in Wheelbase rests with the Chair of the Board of Trustees.

Responsibility for the implementation of the policy is delegated to the Project manager and the designated health and safety representative, as appointed by the project manager.

Although the implementation of the policy is the responsibility of the project manager and appointed health and safety representative it relies upon the co-operation of staff and volunteers to ensure that risks are minimised.

The designated health and safety representative is only responsible for the reduction of risks he is made aware of. It is the responsibility of all staff, volunteers and young people to report risks to the designated health and safety representative and to record accidents.

All employees and volunteers have a responsibility to co-operate with the project manager and health and safety representative to achieve a healthy and safe work place, to adhere to all safety procedures identified by Wheelbase in relation to their area of employment or commitment, to take reasonable care of themselves and others and to report any observed hazards.

This policy will be kept up to date and reviewed on an on going basis.

5.2 Responsibilities within the Organisation

Overall and final responsibility for health and safety in Wheelbase rests with the Chair of the board of Trustees.

The Board of Trustees will be required to approve any amendments to the Health and Safety policy of Wheelbase. The Board of Trustees will review on an on going basis the contents and operation of Health and Safety policy.

The Board of Trustees will delegate to the Project Manager, responsibility for the implementation of the Health and Safety policy. The designated health and safety representative will share this responsibility for implementation.

Although the implementation of the policy is the responsibility of the project manager and appointed health and safety representative it relies upon the co-operation of employees and volunteers to ensure that risks are minimised.

The designated health and safety representative is only responsible for the reduction of risks he is made aware of. It is the responsibility of all staff, volunteers and young people to report risks to the designated health and safety representative and to record accidents.

The Board of Trustees will review the operation and contents of the Health and Safety Policy on an on going basis.

5.3 Responsibilities of the Project Manager

- To work towards the achievement of the policy aims.
- The project manager is to appoint a designated health and safety representative.
- Not to interfere with or misuse anything provided in the interests of health and safety.
- To ensure that appropriate training, advice, protective clothing, equipment and documentation are provided as necessary or advisable.
- To ensure that, as and when it is necessary, assessments of risks are carried out and endeavours made to reduce them as far as is practicably reasonable.
- To ensure that a recording system is in place for the notification of hazards and accidents, that it is regularly reviewed and action taken as soon as possible. Furthermore to ensure any improvements suggested as a result of investigations conducted following such notifications.
- To ensure that the responsibility for health and safety policy is included in all paid staff's job descriptions and volunteer handbooks.
- To ensure that management, staff, volunteers and young people are aware of and accept their individual and collective responsibility in the care of health and safety of themselves and others.

5.4 Responsibilities of Employees and Volunteers

- To make themselves familiar with and adhere to safety procedures, including the fire alarm procedure and evacuation route(s).
- Not to misuse or interfere with anything provided in the interests of health and safety.
- To be aware that it is the duty of all employees and volunteers whilst at work to take reasonable care for the health and safety of others who may be affected by their actions or omissions whilst at work.

- To report any dangerous situation in the workplace or any shortcomings in the arrangements for health and safety within Wheelbase to the designated health and safety representative.
- To report all accidents/incidents to the designated health and safety representative. Accidents to be recorded in the accident book. Any instructions given by the project manager or designated health and safety representative are to be followed.
- To wear protective clothing/equipment as and when necessary, and to report any defect in such clothing/equipment to the designated health and safety representative.
- To co-operate with the Project Manager and designated health and Safety representative of Wheelbase at all times on matters of health and safety.

Responsibilities of the Designated Health & Safety Representative

The following people are the nominated Health & Safety representatives in their specified areas in accordance with the Health and Safety Policy of Wheelbase:

Name	Barbara Crampton
Area	Classroom / Office Block
Date	
Signed	
Name	Sean Hand
Area	Main Workshop
Date	
Signed	
Name	James Lisk
Area	Basement Workshop
Date	
Signed	

Responsibilities:

- To work towards the achievement of the policy aims.
- To work in conjunction with the Project Manager to implement the Health and Safety Policy and achieves the aims of the policy.
- To ensure that the appropriate training, advice, protective clothing, equipment and documentation and instruction are provided for the young people.
- To liaise with other members of staff to identify the need for training and arrange as necessary.
- To ensure that staff, volunteers and young people do not carry out tasks and use equipment without the correct training and instruction.
- To ensure that staff and volunteers have appropriate protective clothing, advice, equipment and documentation available.
- To make sure that when required assessments of risks are carried out, recorded and the necessary actions taken to reduce them as far as reasonably practicable.
- To ensure that management, staff, volunteers and young people are aware of and accept their individual and collective responsibility in the care of health and safety of themselves and others.
- To ensure all tutors are aware that the fire doors should remain closed, unobstructed and that access routes to the fire doors are clear.
- To ensure that relevant inspections are carried out and recorded alongside the administrator. To record inspections and take actions to enforce changes requested or suggested by the inspectors.
- To make certain that equipment and relevant other machines are fitted with the appropriate safety measures and that these are deemed safe by inspections.

The designated health and safety representative is only responsible for the reduction of risks he is made aware of. It is the responsibility of all staff, volunteers and young people to report risks to the designated health and safety representative and to record accidents.

Although the implementation of the policy is the responsibility of the project manger and appointed health and safety representative it relies upon the co-operation of staff and volunteers to ensure that risks are minimised.

Health and Safety Codes of Practice

Administration of the Policy

The overall policy is the collective responsibility of the Board of Trustees.

The project manger and designated health and safety representative have been given the responsibility for ensuring the policy is implemented and ensuring it applies to the activities and services of Wheelbase.

Installation, Operation and Maintenance of Equipment and Systems

No general maintenance work is to be carried out without prior authorisation by the Project Manager.

New equipment and machinery will be purchased in accordance with National or European standards of design and manufacture wherever possible.

Any information supplied by the manufacturer which has health and safety implications will be communicated to all those who use that equipment.

Safe operation of all equipment is the responsibility of those using the equipment. These users are to ensure that they understand the correct method of operation and have received sufficient training in its use and are aware of any identified risks associated with it.

The Administrator is to liaise with other members of staff to ensure that appropriate periodic inspections and where necessary testing, are made of items of equipment affecting the safety and health of those working for, attending and visiting Wheelbase. This will include all equipment in common areas of Wheelbase including lifts and stairways, electrical apparatus, electrical emergency equipment, alarm systems and fire fighting equipment.

Training

Training received will be applicable to and include information relevant to Wheelbase. All staff, volunteers and young people will receive training in relation to health and safety at Wheelbase.

Persons without relevant training and instruction will not carry out tasks or use equipment if they are not trained to do so.

Good Housekeeping

Good housekeeping is a fundamental part of safety management in which everyone is required to play his or her part. The Project Manager is to ensure that there is adequate provision for:

- Workspaces and storage
- Obstruction free maintained walkways
- Unobstructed exit routes; and
- Maintenance of work areas, open areas and toilet and kitchen facilities.

It is the responsibility of all members of staff and volunteers to ensure that the provisions are used and adhered to.

Accidents and Incidents (As included in the policy.)

Emergency Procedures and Security

All key holders to Wheelbase are expected to exercise care in the security of the building particularly at times of minimum staff or volunteers or when they have responsibility for closure of the premises.

All persons working within the premises shall be responsible for the safety of their personal belongings.

The alarm system fitted to Wheelbase premises has a code for entry which shall be known only to those authorised by the project manager.

Those closing the building are responsible for the security of the building at the end of the day.

Fire Prevention

Notices stating the procedure to be adopted in the case of fire are prominently displayed throughout the building. All staff, volunteers and young people within Wheelbase must be conversant with this procedure. Fire extinguishers and blankets are located at various locations throughout the building.

The fire alarm is to be tested every six months and this test is to be recorded and witnessed by members of staff. The drill is to be reported to the project manager and designated health and safety representative.

All fire doors are to remain closed and no obstructions of any description should be placed in either the fire doorways or the access routes to the fire doors.

Lifts must not to be used in the event of fire.

Fire Procedures

In the event of fire, wardens are responsible for clearing the building and ensuring that those unable to evacuate the premise are directed to refuge areas.

The names of the fire wardens will be posted in the reception of the building. A fire warden is designated for each floor of the building.

All fire exit signs are clearly displayed in the building.

Fire extinguishers and fire blankets are available throughout the building - All staff, volunteers, young people and visitors to Wheelbase should adopt the following procedure.

Upon discovery of a fire:

1. Sound the alarm.
2. Tackle the fire with the appropriate extinguisher if it is safe to do so.
3. Evacuate the building by the nearest fire exit as stated in training.

Action on hearing the alarm:

- Leave by the nearest available fire exit.
- Do not stop to collect personal belongings.
- Procedure for wheelchair users and non- ambulant staff, volunteers and visitors to be agreed.
- The appointed person reports to the emergency services and should clearly state if people are waiting in refuge areas.
- Do not re-enter the building until you are told to do so by the designated fire warden.
- Those able to do so must assemble on the corner of Newark Street and Lower Eldon Street. A record of all those present to be taken and reconciled with the register.

Training in the use of fire appliances and knowledge of fire exits and procedures forms part of the induction programme for all staff, volunteers and young people.

Fire Wardens are to bring to the attention of the appointed Health and Safety Representative any safety related/fire prevention potential hazards.

Smoking

Wheelbase is required by law to provide a safe and healthy working environment. Breathing air, which contains other peoples' smoke, has been identified as a risk by the Independent Scientific Committees on Smoking and Health. Wheelbase believes it has an important role in safeguarding the health of its employees and service users and that everyone has the right to breathe smoke free air.

Smoking is only permitted in the designated area. It is not permitted in any other area of Wheelbase premises.

Wheelbase will support any person(s) who wishes to stop smoking through providing positive support and information.

It is the responsibility of all staff, volunteers and young people to make sure that smoking does not take place in smoke free areas.

Review of the Policy

This policy document and code of practice is to be kept up to date. The Board of Trustees will be required to approve any amendments to the Health and Safety Policy and Code of Practice of Wheelbase.

The policy will be reviewed on an on going basis. It is the responsibility of the project manager to initiate any such review.

6. Equal Opportunities

Introduction

Wheelbase works to ensure that all staff, volunteers and young people receive equal access and treatment. Wheelbase recognises the discrimination experienced by certain individuals and groups in society and as such actively works to eliminate all forms of discrimination by the removal of unfair mechanisms, prejudice and oppressive behaviour through education, training and diversity.

Policy Statement

The Board of Trustees acknowledges both its legal and moral duty to ensure equality of opportunity and makes a commitment not to unfairly discriminate. Wheelbase values people as unique individuals regardless of the labels placed upon them by society.

It is the policy of Wheelbase that all staff and volunteers are recruited and trained on the basis of ability and requirements of the job.

Wheelbase is committed to the elimination of discrimination on the grounds of Sex, Race, Ethnic Origin, Colour, Religion, Marital Status, Age or Disability in all our activities.

Every effort is made to promote an awareness of the equal opportunities within Wheelbase.

Policies and Practices

Wheelbase seeks to ensure that its policies and practices for all members of the organisation do not discriminate unfairly on any grounds.

Training and Information

Wheelbase recognises that one of the most effective ways to promote and ensure equal opportunities to members of society is through education. Wheelbase provides training for all staff both and volunteers in the promotion and practice of equal opportunities

Wheelbase Provision and Development

Wheelbase ensures that everyone who uses its services is treated equally. Young people who attend Wheelbase are treated as individuals with courtesy, respect and each persons needs are recognised.

Wheelbase works closely with other organisations to develop and improve services and facilities that are relevant to the young people who attend Wheelbase.

Monitoring and Compliance

The Board of Trustees is committed to monitoring and reviewing the equal opportunities policy on an on going basis. Wheelbase is committed to ensuring compliance with this policy from all members of the organisation.

All employees, volunteers and members of the Board of Trustees actively engage in promoting the objectives of the policy. Wheelbase trains its staff and volunteers in the promotion and practice of equal opportunities.

Behaviour or actions that disregard the intention of this policy will be taken seriously and, where appropriate, will be dealt with under relevant disciplinary procedures.

At all times Wheelbase endeavours to operate through a process based upon the expansion of an equal partnership between all staff and volunteers to enable the sharing of skills, knowledge and experience.

Code of practice:

Age - Wheelbase recognises that young people are subject to discrimination that can be negative and contribute to low self-esteem and confidence. Furthermore, Wheelbase recognises this discrimination can lead to limitations in the access to employment, education and other services.

Wheelbase further recognises that older members of society also receive negative discrimination.

Wheelbase seeks to counter ageism and break down the prejudices and assumptions made by society in relation to age. Wheelbase treats all members of the organisation and young people with respect and courtesy irrelevant of their age.

Wheelbase seeks to operate equal opportunities in relation to age throughout its policies and practices. Furthermore, young people wishing to attend the project as well as satisfying other criteria must be between the ages of 14 and 25.

Race - Wheelbase recognises and welcomes the fact that the local population is made up of a diverse range of races and cultures.

Wheelbase seeks to break down prejudices and assumptions made on the basis of race.

Wheelbase welcomes all members of the community to apply to the organisation to volunteer or become a member of staff when places are available. The decision to employ is not made on the grounds of race but the applicants' suitability and ability to work with young people.

Wheelbase ensures that the organisation's recruitment procedure focuses only on the specific skills and attributes required for a particular job. The organisation's recruitment and employment policy and practices prevent unfair discrimination on the grounds of race. Wheelbase welcomes all members of the community to contribute to the organisation where appropriate.

Personal Relationships - Wheelbase is aware there is a wide diversity amongst individuals in relation to their personal relationships, including their marital status and sexual life and supports their right to make their own decisions in these areas providing they remain within the UK law.

Wheelbase is committed to countering discrimination on the grounds of personal relationships and sexual orientation. Wheelbase does not discriminate on these grounds.

Wheelbase ensures that irrelevant of personal relationships individuals are equally able to become members of the organisation. The organisation would therefore respects the right of an individual to be gay, lesbian, celibate, heterosexual, single, married, divorced, a parent, an unmarried parent, to adopt children, to choose to have no children, or to have children by artificial means

Wheelbase ensures that the procedures for confidentiality are maintained. Furthermore, Wheelbase ensures that the organisation's recruitment procedures focus only on the specific skills and attributes required for a particular job.

Moreover, the organisation's recruitment and employment policy and practices prevent unfair discrimination on the grounds of personal relationships. Employment decisions are made on the grounds of the applicants' ability and suitability for the job.

Health - Wheelbase is committed to countering unfair discrimination on the grounds of health. Wheelbase ensures that the organisation's recruitment procedure focuses only on the specific skills and attributes required for a particular job.

The organisation's recruitment and employment policy and practices prevent unfair discrimination on the grounds of health. Employment decisions are made on the grounds of the applicants' ability and suitability for the job.

Wheelbase makes sure that effective procedures regarding confidential information are maintained. Furthermore, the organisation's Terms and Conditions of Service do not unfairly discriminate against individuals on the grounds of ill health whether physical or mental.

Wheelbase provides training and information on the organisation's Health and Safety Policy and procedures.

Gender - Wheelbase recognises that since 1975 legislation has been in force to prevent certain forms of discrimination in the workplace. Wheelbase is committed to countering unfair sex discrimination. Wheelbase ensures that both women and men are equally able to become members of the organisation.

Wheelbase meets our legal obligations under the relevant Acts, Directives and Regulations.

Wheelbase ensures that the organisation's recruitment procedure focuses only on the specific skills and attributes required for a particular job. Moreover, the organisation's recruitment policy and practices encourage applications from both sexes and give equal status to people in comparable work irrespective of their gender by giving an undertaking to review policy and practices which are found to discriminate unfairly on the grounds of gender and, if necessary to use disciplinary procedures to tackle sexism in the workplace.

Religion and Politics - Wheelbase recognises that right of an individual to hold specific religious or political beliefs and that for some people these beliefs are pivotal to their everyday existence and understanding of life. We also acknowledge that for others such beliefs may be of little or no importance and that some people choose to live their lives in a manner consciously apolitical or agnostic.

Wheelbase respects the diverse religious and political beliefs of members of society and seeks to break down many of the prejudices and assumptions made in relation to these beliefs. Wheelbase is committed to countering discrimination on the grounds of religious belief and political affiliation.

Wheelbase recognises the impact of politics on its work but would wish to make clear that as a registered charity the organisation is prevented by law from involvement in any activity which is party political, however, this does not prevent us from taking up specific issues with politicians.

Wheelbase ensures that membership of the organisation is open to all individuals regardless of their religious beliefs or political affiliation provided that their interest is to further the objects of the organisation as set out in its Constitution and not to promote the cause of any political party or religious persuasion

Furthermore, the organisation ensures that whatever the political affiliation or religious beliefs of members of the Board of Management, staff or volunteers, Wheelbase remains an independent registered charity with no political affiliations or religious under-pinnings.

Wheelbase reserves the right to refuse membership to any individual whose stated religious group or political party has blatantly unfair discrimination as a focus of its activity provided that there is specific and justifiable reason

The organisation's recruitment procedure focuses only on the specific skills and attributes required for a particular job. Wheelbase adopts procedures, which ensure that the workplace is not used as a venue for the active recruitment to any political party or religious group.

Disability - Wheelbase recognises that disabled members of society have the right to access employment and training, however due to their disabilities they are often not afforded such opportunities. Wheelbase seeks to counter discrimination on the grounds of disability.

Wheelbase makes every effort to ensure that disabled individuals have access to the services and provisions offered by Wheelbase. Furthermore, Wheelbase endeavours to make the premises of the organisation accessible to those who are disabled, where is reasonably and practicably possible.

Recruitment of Ex-Offenders

- As an organisation using the Criminal Records Bureau (CRB) Disclosure Service to assess applicants' suitability for positions of trust, Wheelbase complies fully with the CRB code of practice and undertakes to treat all applicants for positions fairly.
It undertakes not to discriminate unfairly against any subject of a disclosure on the basis of a conviction or other information revealed.
- Wheelbase is committed to the fair treatment of its staff, potential staff or users of its services, regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age, physical / mental disability or offending background.
- We have a written policy on the recruitment of e-offenders, which is made available to all Disclosure applicants at the outset of the recruitment process.
- We actively promote equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a wide range of candidates, including those with criminal records. We select all candidates for interview based on their skills, qualifications and experience.
- A disclosure is only requested after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a Disclosure is required, all application forms, job adverts and recruitment briefs will contain a statement that a Disclosure will be requested in the event of the individual being offered the position.
- Where a Disclosure is to form part of the recruitment process, we encourage all applicants interviewed to provide details of their criminal record at an early stage in the application process. We request that this information is sent under separate, confidential cover, to a designated person within Wheelbase and we guarantee that this information will only be seen by those who need to see it as part of the recruitment process.
- Unless the nature of the position allows Wheelbase to ask questions about your entire criminal record, we only ask about 'unspent' convictions as defined in the Rehabilitation of Offenders Act 1974.
- We ensure that all those in Wheelbase who are involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences. We also ensure that they have received appropriate guidance and training in the relevant legislation relating to the employment of ex-offenders, e.g. the Rehabilitation of Offenders Act 1974.
- At interview, or in a separate discussion, Wheelbase ensures that an open and measured discussion takes place on the subject of any offences or other matters that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought, could lead to withdrawal of an offer of employment.
- We make every subject of a CRB Disclosure aware of the existence of the CRB Code of Practice and make a copy available on request.
- We undertake to discuss any matter revealed in a Disclosure with the person seeking the position before withdrawing a conditional offer of employment.

Having a criminal record will not necessary bar you from working with us.

This will depend on the nature of the position and the circumstances and background of your offences.

7. Probationary Period

Training and Personal Development Policy

All staff and volunteers are encouraged to undergo training relevant to their duties and personal development.

All staff and volunteers are encouraged to undertake relevant training. Training necessary to their role must be undertaken.

Staff and volunteers are encouraged to take responsibility in part for their own learning, training and identification of their own training needs. Wheelbase therefore, welcomes and carefully considers suggestions for training made by all staff and volunteers. Endeavors will be made to ensure that all training required or requested is fulfilled. However, the availability of training is subject to cost, times and location.

The identification of training needs and requested training is done through regular meetings with the Project Manager, Personal Development Worker or Curriculum Manager.

Appraisals and supervision meetings are seen as an essential part of staff and volunteers development take place on a continuing basis. The aim of the appraisals and supervision meetings are to: -

- Identify strengths and weaknesses.
- Recognise and encourage good work.
- Identify training and development needs.

Statement of Principles

Wheelbase is committed to providing the highest quality service to young people within its criteria. Furthermore, Wheelbase is committed to continuous improvement and innovation in order to develop, extend and improve the services offered.

In order for these commitments to become a reality, all staff and volunteers must be equipped to do their work well and operate in an environment conducive to growth, learning and flexibility.

Education, training and development are of fundamental importance in achieving the aims of Wheelbase and form an elemental component of the strategy and work of Wheelbase.

It is therefore the policy of Wheelbase to:

- Train, develop and retain a capable, flexible and effective work force who are committed to achieving the aims and objectives of Wheelbase.
- To sustain improved performance in the future through continued learning, adaptability and innovation.
- Develop staff and volunteers to their full potential.

Implementation of the Policy

A training allowance builds part of the annual budget for Wheelbase. Any courses that exceed the budgeted amount will be considered by the Project Manager. The training budget will reflect the current work undertaken by Wheelbase along with the development and growth plan of the organisation.

The Project manager will discuss the training needs of the staff and volunteers on a continuing basis at Board Meetings and with members of staff and volunteers themselves.

The training programme will reflect the current work and development plan of the organisation and will be based on an analysis of the skills required for its implementation.

Training for new staff and Volunteers

All new staff will receive a comprehensive induction-training programme. The implementation of this induction is the responsibility of the Project Manager.

All new volunteers will undergo a detailed induction and be issued with a volunteering handbook. The induction of new volunteers is the responsibility of a member of experienced staff within the area in which the volunteers are to participate.

Staff and volunteers will not normally be eligible for training other than that identified as part of their induction programme until successful completion of their probationary period.

Training Records

The administrator will hold in the personnel records and on computer training records for all staff. It is the responsibility of the staff and volunteers to inform the administrator of any training courses they undertake.

It is the responsibility of those who have attended the course to store any certificates or papers gained through the training courses.

Meeting the Cost of Training

Staff:

Where Wheelbase pays wholly or partially for a training course for a member of staff which requires lengthy commitment; for example at a college of further education or university, the organisation reserves the right to require the member of staff to sign a letter of intent which states that the employee will refund Wheelbase any monies paid in the event that the individual fails to complete the course of study or leaves the employment of the organisation within the agreed period of time after completing the course.

The enforcement of this requirement is subject to the discretion of the Project Manager.

Absence of staff from Wheelbase for the purposes of attending training courses that are of an academic or similar nature but are not of direct relation to their role is to be at the discretion for the Project Manager.

Volunteers and Staff:

Training courses that are suggested by staff or volunteers that are not usually undertaken will be considered on an individual basis and are subject to the discretion of the Project Manager.

Notice of Training Courses:

Notice must be given for absence for courses arranged by Wheelbase or as part of your role at Wheelbase as soon as confirmation is obtained of ones place on the training course.

Failure to Attend Organised Training

Notice must be given to those who are delivering the training course if you are unable to attend. If notice is not given and a fine is imposed by the agency delivering the course, you may be liable to pay the fine. This is at the discretion of the Project Manager.

Responsibility of Staff and Volunteers Attending Training

Staff and volunteers who attend training will be expected to report back the training they have received to determine its appropriateness and effectiveness. You may be required to share the skills and knowledge with other members of staff and volunteers an in some cases may be asked to write down what you have learnt for future reference and use of Wheelbase.

Training to Improve Performance

The training needs of staff and volunteers who are finding it difficult to perform their role or feel they need extensions of the training already received will be discussed with the Project Manager or Curriculum Manger and identified and arranged with them separately.

8. Working with Young People

Guidelines

- Always treat young people with respect.
- Staff and volunteers are advised not to be alone with young people. This ensures the safety of the young person and staff member / volunteer.
- Whenever possible, take the time to listen to what the young person has to say, if it is not possible and you are busy, take the time to reassure the young person you will be with them at the earliest possible moment. Ensure that you do.
- If a young person tells you something in confidence do not promise it will stay between that way. You can never be sure what the young person might say. You may be given information that you have to share with other members of Wheelbase or outside agencies. Ensure you make the young person aware of this and tell them if you have to disclose something they have said. Ensure that you write up any information given to you by a young person in the relevant book and pass the information on at the earliest possible moment.
- Always talk to a young person in an appropriate manner, swearing, name calling, shouting, talking down to or embarrassing a young person is not acceptable.
- When you share something about yourself with a young person, ensure that what you say is appropriate.
- Staff, volunteers & Students should never invite young people to their home.
- Do not give your address or phone number to young people.
- If you live locally and your address is general knowledge, then make it quite clear that your home life is separate and that your privacy must be respected.
- Make it clear that whilst working with the young people, they are not allowed to bring a friend or relative with them.
- Never give or receive gifts from young people and under no circumstances buy anything which the young person could offer for sale.
- You should make it clear that you are not prepared to meet and talk to the young person if they are under the influence of any substance.
- Ensure that your physical contact with a young person is appropriate and never leave yourself in a vulnerable position, taking into account the young person's history and background.
- Remember that the young people with which you will work may be vulnerable and have many issues to address, ensure that you are clear about what you are saying, sensitive and do not leave a young person in a distressed state.
- Enjoy your time with the young person, if they feel that you are interested and want to work with them they will feel secure and confident.
- If you feel that you are struggling, approach another member of staff for help; do not struggle on your own:

Staff members are there to support each other.

Wheelbase Combined Safeguarding Policy for Children and Vulnerable Adults

The Care and Welfare of Vulnerable People and Responsibilities of Staff and Volunteers - Definitions

Named Dedicated Safeguarding Staff Members:

- Michael Clifford – Chief Executive
- Barbara Crampton – Curriculum Manager
- Ian Beauchamp – Youth Worker Supervisor

Designated Board Member (of the management Committee with the responsibility for safeguarding issues)

- Pat Rhodes

Policy approved by: _____ Pat Rhodes

Current Policy Date: 11th November 2010

*Review date 11th November 2011.
(Sooner if new legislation or circumstances warrant.)*

9. Wheelbase Combined Safeguarding Policy for Children and Vulnerable Adults

The Care and Welfare of Vulnerable People and Responsibilities of Staff and Volunteers – Definitions

9.1 Policy Statement

Wheelbase is committed to protecting the welfare of every person as they participate in Wheelbase's services and / or activities.

Wheelbase understands its responsibility to comply with legislation and will constantly monitor developments in this field.

However, Wheelbase recognises that the best protection for all people participating in our programmes is the vigilance and forethought of staff and volunteers in preventing circumstances where abuse of trust could occur.

To that end, Wheelbase will strive to create a safe and secure environment where Service users, volunteers and staff can work together confidently in mutual respect.

The Children Act 1989 and DfES Guidance "Safeguarding Children in Education" 2004, place a legal obligation upon **all** employees to seek to protect young people from harm or risk.

The Children Act 2004 established the Every Child Matters agenda and the duty of all organisations to work together to promote five outcomes for children and young people, Staying Safe is one of them.

Section 175 of the Education Act 2002 which came into force in June 2004 requires educational institutes to make arrangements to ensure that their functions are carried out with a view to safeguarding and promoting the welfare of young people.

Further, this policy should be read in conjunction with the Nottingham Cross-Authority Child Protection Procedures (updated in November 2007). These procedures reflect and are compliant with Working Together 2006 and the following: The Education Act 2002, Every Child Matters, Change for Children Agenda, The Children Act 2004 and the Nation Service Framework (NSF) Children and Young People and Maternity Services.

The Management Committee is therefore committed to ensuring that Wheelbase:

- provides a safe environment for young people to learn in;
- identifies young people who are suffering, or likely to suffer, significant harm;
- takes appropriate action to see that such young people / vulnerable adults are kept safe both at home and within provision.
- Work with the Local Authority Designated Officer for support in Allegation Management. (*LADO - Local Authority Designated Officer (for allegations against staff), has the responsibility to oversee allegations against members of staff across all organisations.*)

In pursuit of these aims, the Management Committee will approve and annually review policies and procedures with the aim of: -

- raising awareness of issues relating to safeguarding the welfare of children and young people and the promotion of a safe learning environment.
- aiding the identification of learners at risk of significant harm, and providing procedures for reporting concerns.
- promoting safe practice and challenging poor and unsafe practice.
- contributing to effective partnership working between all those involved with providing services for young people.
- establishing procedures for reporting and dealing with allegations of abuse against members of staff.
- safer recruitment of staff.

In developing these policies and procedures, the Management Committee has taken account of guidance issued by the DCFS and the Local Safeguarding Children Board.

The Management Committee will nominate a Board Member to take special responsibility for safeguarding issues.

There will be a designated Senior Manager with lead responsibility for safeguarding. The Management Committee will receive an annual report from the designated Senior Manager, which reviews how the duties have been discharged.

The designated Board Member and Senior Manager and all staff working with young people will receive training to familiarise them with safeguarding issues and responsibilities and Wheelbase's policy and procedures, with refresher training at least every three years.

All Wheelbase staff, volunteers and third part providers are required to abide by the Volunteer Code of Conduct and, as part of that Code of Conduct, are required to notify Wheelbase of any police record or other factor which may make that person unsuitable to work with vulnerable people. In addition, vulnerable people who are service users will be given behaviour guidelines to enable them to avoid placing themselves in vulnerable situations, or circumstances which could lead to misunderstandings.

The information contained in these guidelines is adapted to suit the age group and ability of the people at whom it is aimed.

Wheelbase will ensure that the Codes of Conduct, and the organisation's child protection and vulnerable adult procedures are continually monitored, developed and maintained and are appropriately communicated throughout the staff and volunteer network. Volunteers and staff throughout the organisation are responsible for ensuring that they are familiar with the Codes, Guidelines and procedures of the organisation, and that new staff and volunteers are appropriately inducted.

Wheelbase maintains several policies and procedures geared towards abuse prevention that include, but are not limited to the following topics:

- Criminal Records Bureau Checks
- Careful selection, training and supervision of staff and volunteers
- Employee and Volunteer Disciplinary Process
- Continuing education for staff
- Procedure for reporting suspected abuse
- Volunteer Code of Conduct
- Staff Code of Conduct
- Anti-Bullying
- Complaints Procedure
- Behaviour Management Procedures
- Health & Safety Policy

All staff and volunteers will receive induction training, which will give an overview of the organisation and ensure they know its purpose, values, services and structure. Relevant training and support will be provided on an ongoing basis, and will cover information about their role, and opportunities for practising skills needed for the work and child protection.

Training on specific areas such as care and welfare of vulnerable people, identifying and reporting abuse, and confidentiality of personal information will be given as a priority to new staff and volunteers, and will be regularly reviewed.

9.2 Vulnerable People

The definition of **'a child'** is a person who has not yet attained the minimum school leaving age. For example, in England and Wales, a child can leave school on the last Friday in June if they are 16 or will be 16 before the start of the next school year.

The definition of **'a young person'** is any person who is not a child but who has not attained the age of eighteen.

The definition of **'a vulnerable adult'**, is a person age 18 or older who possesses a physical, mental or emotional infirmity which impairs the person's ability to provide for his or her basic care without assistance, and as a result of the infirmity and the dependency the adult has an impaired ability to protect himself or herself from maltreatment.

9.3 Abuse

The definition of abuse includes:

- Physical, verbal or psychological pain or injury
- An act of neglect or an omission to act
- Persuading a vulnerable person to enter into a financial or sexual transaction to which he or she has not consented, or cannot consent.

Where the organisation works predominantly with children, young people or vulnerable adults, for the purposes of this Policy the terms 'vulnerable people' and Service Users are interchangeable.

This policy should be read in conjunction with the Nottingham Cross Authority Child Protection Procedures (updated in November 2007). These procedures reflect and are compliant with Working Together 2006 and the following: The Education Act 2002, Every Child Matters: Change for Children Agenda, the Children Act 2004 and the Nation Service Framework (NSF) Children and Young People and Maternity Services.

The information contained in these guidelines is adapted to suit the age group and ability of the people at whom it is aimed.

9.4 What is Abuse and Neglect?

Working Together 2006 provides the following definitions:

Physical Abuse –

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

Emotional Abuse –

Is the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to children that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond the young person's development capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill treatment of another. It may involve serious bullying causing children to frequently feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of ill treatment to a child, though it may occur alone.

Sexual Abuse –

Involves forcing or enticing a child to take part in sexual activities, including prostitution, whether or not the child is aware of what is happening. The activities may involve physical contact, including penetrative (e.g. rape, buggery or oral sex) or non-contact activities, such as involving children in looking at, or in the production of, sexual online images or watching sexual activities, or encouraging children to behave in sexually inappropriate ways.

Neglect –

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

- Provide adequate food and clothing
- Shelter including exclusion from home or abandonment
- Protect a child from physical and emotional harm or danger
- Ensure adequate supervision (including the use of inadequate care-givers)
- Ensure access to appropriate medical care or treatment

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

9.5 Recognising Abuse

Child abuse occurs to children of both sexes and all ages, in all cultures, religions and social classes and to children with and without disabilities. All staff and volunteers should be alert to signs that a child may be at risk of significant harm. Some general considerations are as follows -

- Identification of child abuse may be difficult; it normally requires both medical and social assessment.
- Different types of child abuse may be present at the same time, e.g. a child who is being sexually abused may also be being physically abused. When enquiring into one type of abuse, staff needs to be alert to the potential signs of other abuse.
- Always listen carefully to the child – pay particular attention to any spontaneous statement. In the case of children without speech or with limited language, pay attentions to the signing or other means of expression, including behaviour and play.
- Any delay in seeking medical assistance or indeed none being sought at all, could be an indicator of abuse.
- Beware if explanation of an accident is vague, lacking detail, is inconsistent with the injury, or varies with each telling.
- Take note of inappropriate responses from parents or carers.
- Observe the child's interaction with the parents – particularly wariness, fear or watchfulness.

- Any history or patterns of unexplained injury / illness requires the most careful scrutiny. The fact that the parent / carer appears to be highly attentive and concerned should not divert attention from the assessment of risk.
- Beware if there are any indications of, or a history of domestic violence. Violence towards adults may also indicate violence towards children and itself be experienced as emotionally abusive.
- Children, who are being abused often do not say, and tend to perceive themselves as deserving of ill treatment. This is particularly so for children who are being emotionally abused.

9.6 Vulnerable Adults

In agreeing the procedures for dealing with suspected abuse of a vulnerable adult, Wheelbase acknowledges the individual's right to a life which maintains their independence and involves a degree of risk. Where the individual chooses to accept this risk, their wishes should be respected within the context of their capacity to understand the nature of the decision and its implications.

Staff and volunteers working for Wheelbase are placed in a position of trust with regard to the Service users taking part in Wheelbase activities. Anyone who abuses that trust will be subject to disciplinary action. It is the responsibility of the staff and volunteers of Wheelbase to report maltreatment of a vulnerable person. The procedure for this is detailed below.

9.7 The Designated Staff with Responsibility for Safeguarding

Senior Manager with Lead Responsibility

The designated Senior Manager with lead responsibility for safeguarding issues is: -

Michael Clifford: Chief Executive

As the Chief Executive with relevant training and experience he will take lead responsibility for raising awareness within the staff of issues relating to the protection and welfare of young people and the promotion of a safe environment for all learners.

He has received training in child protection issues and inter-agency working, as required by the Safeguarding Children Board, and will undertake refresher training at least every 2 years. He will endeavour to keep up to date with developments in child/student protection issues.

As Designated Senior Manager for safeguarding he is responsible for: -

- overseeing the referral of cases of suspected abuse or allegations to Children's Social Care
- providing advice and support to other staff on issuing relating to safeguarding issues
- maintaining a proper record of safeguarding referrals, complaints and concerns;

- ensuring that parents / carers and young people within Wheelbase are aware of the Service's Safeguarding Policy;
- liaising with Children's Social Care, Police, Connexions and other relevant agencies in relation to student protection issues;
- liaising with secondary Wheelbases which send pupils to Wheelbase, to ensure that appropriate arrangements are made;
- liaising with employers and training organisations that receive young people from Wheelbase to ensure appropriate safeguards are put in place;
- ensuring that staff receive basic training in child/student protection issues and are aware of Wheelbase's Safeguarding Policy and Procedures;
- updating Wheelbase's Policy and Procedure to accommodate changes within legislation, advice and guidance.

The designated Senior Manager will provide an annual report to the Management Committee setting out how the Service has discharged its duties.

9.8 Designated Staff Members

Safeguarding learners is everybody's business and therefore **ALL** staff have a role in safeguarding and promoting the welfare of young people.

Other members of Wheelbase's staff with responsibility for child/student protection issues are:

Barbara Crampton and Ian Beauchamp

The designated staff member:

- report to the Senior Manager responsible for safeguarding
- will know how to make an appropriate referral
- will be available to provide advice and support to other staff on issues relating to child/student protection
- have received training in child/student protection issues and interagency working, as required by the Safeguarding Children Board, and will receive refresher training at least every 2 years

9.9 Partner Providers

All partner providers are required to have a designated staff member for safeguarding, and will be asked to provide details of this person and their training as part of the Service Level Agreement.

For the purposes of responding to a disclosure, or reporting concerns, the designated staff member in the partner provider should report directly to one of the designated staff members within Wheelbase. This should be done as soon as is practicable but must be within 24hours.

9.10 Designated Board Member

The designated member of the Management Committee with responsibility for safeguarding issues is:

Pat Rhodes, Chairman

The designated member is responsible for liaising with the Chief Executive over safeguarding matters, including: -

- ensuring that Wheelbase has procedures and policies which are consistent with procedures set out by the Safeguarding Children Board
- ensuring that the Management Committee considers Wheelbase's policy on safeguarding the welfare of learners each year;
- ensuring that each year the governing body is informed of how Wheelbase and its staff have complied with the policy, including, but not limited to, a report on the training that staff have undertaken.

The designated member is responsible for overseeing the liaison between Children's Social Care and the Police in connection with any allegations against the Chief Executive.

This will not involve undertaking any form of investigation, but will ensure good communication between parties and provide information to assist enquiries.

To assist in these duties the designated member shall receive appropriate training in safeguarding issues and inter-agency working, as required by the Safeguarding Children Board, and will receive refresher training at least every 2 years.

9.11 Dealing with Disclosure of Abuse and Procedure for Reporting Concerns

The Police and Children's Social Care have primary responsibility for protecting young people from abuse. These two agencies have a legal duty to investigate **all** circumstances where concerns about the welfare of a young person are brought to their attention and provide them with: -

"reasonable grounds to suspect that a child who lives, or is found, within their area is suffering, or is likely to suffer, significant harm". (Section 47 Children Act 1989)

Responsibilities

- **ALL** Wheelbase employees, including those in partner providers, have a responsibility for recognising abuse and passing their concerns to a designated staff member, as outlined in Section 2.
- Will work with the Local Authority Designated Officer (**LADO**) regarding allegations management.
- To complete 'Safeguarding Concerns' report (staff server, Safeguarding Children folder) to evidence any allegations / concerns.
- Staff are **NOT** responsible for the investigation of abuse.
- The designated senior Manager responsible for safeguarding has responsibility for agreeing referring concerns to Children's Social Care for investigation.

- Staff should **NOT** contact the investigating agencies directly. **ALL** cases must be referred via one of the designated staff.
- If one of the designated staff are subject to allegation or complaint, the matter must be immediately reported to the Chief Executive
- If the allegation or complaint concerns a Wheelbase employee the matter must be immediately reported to the Chief Executive

Duty of Care and Responses to Concerns - Where a young person is aged 14-17 there is an absolute duty upon **ALL** Wheelbase employees to report **ALL** child protection concerns or disclosures of abuse to one of the nominated staff who in turn must report them to Children's Social Care for investigation. A referral to Children's Social Care can be made without the young person's consent but good practice demands that a referral should not be made without their knowledge.

Procedure for responding to and reporting a disclosure of abuse - The Children Act 1989 places a duty upon ALL Wheelbase staff, including those in partner providers, to protect young people from abuse.

Disclosures of abuse most usually occur in an unplanned way and staff therefore need to be prepared to respond in a professional and sensitive manner.

Having a clear procedure maintains some clarity within circumstances that are emotionally challenging for all concerned.

The steps listed below are intended as a reference for staff responding to disclosure of abuse.

- All concerns and disclosures of abuse should be taken seriously and handled with sensitivity.
- Remember and respect the fact that it takes great courage to confide such personal and painful concerns.
- Don't make promises of absolute confidentiality – this may have to be reported for investigation.
- You may wish at this point to suggest that they speak directly to one of the designated staff. If so make immediate arrangements for them to do this. Otherwise, let the person explain things in their own words and in their own time in an appropriate place.
- Only ask questions to clarify rather than probe.
- Explain, if appropriate, that you will need to report these concerns to one of the designated staff – they may wish to be present when you do.
- Complete a confidential referral form or record the information you have, including where known: -
 - full name of student
 - date of birth
 - address
 - any siblings under 16
 - date and time of disclosure
 - your name and those of any others present
 - a summary of the information received

- description of any injuries observed
- DO NOT contact parents/carers, as they may be involved. Children's Social Care will do this where it is needed.
- Refer the information to one of the designated staff immediately.
- On receiving information relating to a disclosure of abuse the designated staff member will take the appropriate action
- Where a referral to Children's Social Care is required this will be done, usually by a designated staff member within 24 hours.
- Where a referral to Children's Social Care is made the designated Senior Manager will co-ordinate any requests for information from staff.
- Where a young person is to be interviewed by Children's Social Care and Police they may choose for the initial interview to take place in Wheelbase. Under these circumstances they may request that either a member of staff of their choice, or one of the designated staff is present.
- Where a referral to Children's Social Care is not made the young person concerned should be offered an appointment with the Chief Executive, Wheelbase Nurse or service social worker (once appointed) or supported to make a request for external specialist counselling.
- Full records should be kept confidential and in a separate file to the individual case file. These records are kept in a central place and access is restricted to those designated staff identified. Information is shared on a need to know basis only.

9.12 Reporting and Dealing with Allegations of Abuse Against Members of Staff

Due to their frequent contact with young people it is possible that staff may have allegations of abuse made against them.

Wheelbase recognises that such an allegation may be made for a variety of reasons and the facts of the allegation may be true or untrue.

Wheelbase recognises that the Children Act 1989 states that the welfare of the child is the paramount consideration.

Wheelbase also recognises that hasty or ill-informed decisions in connection with a member of staff can irreparably damage an individual's reputation, confidence and career.

It is therefore imperative that those dealing with an allegation maintain an open mind and that investigations are thorough and not subject to delay.

9.13 Receiving an allegation from a young person

The member of staff who receives an allegation from a young person, about another member of staff should follow the guidelines in Section 3.

The allegation should be reported immediately to the Chief Executive. In the event that he is the subject of allegations the report should be made to the Head of Service.

The Chief Executive should: -

- Obtain written details of the allegation from the person who received it, that are signed and dated. The written details should be countersigned and dated by the Chief Executive
- Record information about times, dates, locations and names of potential witnesses.

9.14 Initial Assessment by the Chief Executive

The Chief Executive should make an initial assessment of the allegation, consulting with the designated member of the Management Committee.

It is important that the Chief Executive **does not** investigate the allegation but makes a judgement on the basis of information already available as to whether or not the allegation warrants further investigation.

Where the allegation is considered to be either a potential criminal act or indicates that the young person has suffered, or is likely to suffer significant harm, the matter should be reported to Children's Social Care for investigation and the Safeguarding Officer for Education at Children's Services.

Other potential outcomes are: -

- The allegation represents inappropriate behaviour or poor practice by the member of staff but is neither potentially a crime nor a cause of significant harm to the young person, the matter should be addressed in accordance with City Council's disciplinary procedures.
- The allegation can be shown to be false because the facts alleged could not possibly be true

9.15 Enquiries and Investigations

Safeguarding enquiries by the Police and Children's Social Care should not be confused with the Wheelbase's internal disciplinary enquiries. Wheelbase may use the outcome of external agency enquiries as part of its own procedures.

Whilst the Police and Children's Social Care have no power to direct Wheelbase to act in a particular way, however Wheelbase should assist the agencies with their enquiries.

Wheelbase shall hold in abeyance its internal enquiries while the formal Police or Children's Social Care investigations proceed; to do otherwise may prejudice the investigation.

Any internal enquiries shall conform to the existing staff disciplinary procedures.

Where there is an investigation by an external agency the Chief Executive should normally be involved in inter-agency discussions and ensure that appropriate confidentiality is maintained in the interests of the member of staff about whom the allegation is made.

The Chief Executive shall advise the member of staff that they should consult with a representative, for example, a trade union.

Subject to objections from the police or Children's Social Care the Chief Executive shall: -

- inform the young person making the allegation, and their parents/carers where appropriate, that the investigation is taking place and what the likely process will involve;
- inform the member of staff against whom the allegation has been made that the investigation is taking place and what the likely process will involve;
- inform the Chair of the Management Committee, of the allegation and investigation.

The Chief Executive, or designated person, shall keep a written record of the action taken in connection with the allegation.

9.16 Suspension of Staff

Suspension should not be automatic. In respect of staff other than the Chief Executive, suspension can only be carried out by the Chief Executive. In respect of the Chief Executive, suspension can only be carried out by the Chair of the Management Committee. Suspension may be considered at any stage of an investigation. It is a neutral not a disciplinary act and shall be on full pay. Consideration should be given to alternatives, e.g. paid leave of absence; agreement to refrain from attending work; change of or withdrawal from, specified duties.

Suspension should only occur for a good reason. For example: -

- where a child is at risk;
- where the allegations are potentially sufficiently serious to justify dismissal on the grounds of gross misconduct;
- where it is necessary for the good and efficient conduct of the investigation.

If suspension is being considered, the member of staff should be encouraged to seek advice, for example from a trade union.

Prior to making the decision to suspend, and with the approval of the senior investigating police officer, the Chief Executive or the Chair of the Management Committee should advise the member of staff that :

- an allegation has been made and that they are to be suspended from duty on full pay;
- it is not a formal disciplinary act but an opportunity to conclude the investigation as quickly and fairly as possible

- confirmation of the suspension, and reasons for it, will be sent in writing within three working days of the meeting.

If the Chief Executive considers that a suspension is necessary, the staff member shall be informed that he/she is suspended from duty. Written confirmation of the suspension, with reasons, shall be dispatched as soon as possible.

Where a member of staff is suspended, the Chief Executive should address the following issues: -

- The Chair of the Management Committee should be informed of the suspension in writing.
- The Management Committee should receive a report that a member of staff has been suspended pending investigation but the detail given should be minimal.
- Where the Chief Executive has been suspended, the Chair of the Management Committee will need to take action to address the management of the Wheelbase.
- The parents/carers of the young person making the allegation should be informed of the suspension. They should be asked to treat the information as confidential. Consideration should be given to informing the young person making the allegation, of the suspension.
- Senior staff who need to know of the reason for the suspension should be informed.
- Depending on the nature of the allegation, the Chief Executive should consider with the Chair of the Management Committee whether a statement to the learners of the Wheelbase and/or parents/carers should be made, taking due regard to the need to avoid unwelcome publicity

The suspended member of staff should be given appropriate support during the period of suspension. He/she should be informed on progress and developments at regular intervals.

9.17 The Disciplinary Investigation

The disciplinary investigation should be conducted in accordance with existing disciplinary proceedings.

Where the member of staff has been suspended and no disciplinary action is to be taken, the suspension should be lifted immediately and arrangements made for their return to work. It may be appropriate to offer counselling.

The young person making the allegation and their parents/carers should be informed of the outcome of the investigation and proceedings. This should occur prior to the return to Wheelbase of the member of staff (if suspended).

The Chief Executive should give consideration to what information should be available to the general population of Wheelbase

9.18 Allegations without Foundation

Obviously false allegations may be indicative of problems of abuse elsewhere. A record should be kept and consideration given to a referral to Children's Social Care

In consultation with the Chair of the Management Committee, the Chief Executive shall: -

- inform the member of staff against whom the allegation is made orally and in writing that no further disciplinary or child protection action will be taken;
- inform the parents/carers of the alleged victim that the allegation has been made and of the outcome;
- prepare a report outlining the allegation and giving reasons for the conclusion that it had no foundation and confirming that the above action had been taken.

9.19 Records

It is important that documents relating to an investigation are retained in a secure place, together with a written record of the outcome and, if disciplinary action is taken, details retained on the member of staff's personal and confidential file.

If a member of staff is dismissed or resigns before the disciplinary process is completed, he/she should be informed about Wheelbase's statutory duty to inform the Secretary of State for Education under the "List 99" procedures.

9.20 Monitoring Effectiveness

Where an allegation has been made against a member of staff, the nominated Member, together with the Chair of the Management Committee should, at the conclusion of the investigation and any disciplinary procedures, consider whether there are any matters arising from it that should lead to the improvement of the Service's Safeguarding Policy and Procedures.

Consideration should also be given to the training needs of staff.

9.21 Recruitment and Selection Procedures

All staff, including volunteers, shall be recruited in line with existing Recruitment and Selection procedures which: -

- require documentary evidence of qualifications;
- obtain professional and character references;
- verify previous employment history;
- Obtain Criminal Records Bureau disclosure / List 99 checks prior to employment.

9.22 Staff Training and Development

All new Wheelbase employees will be made aware of the Safeguarding Policy and Procedures during the induction process.

The Safeguarding Policy will be available to all current staff

Training and staff briefings will be provided at least annually, with all staff in direct contact with young people required to attend a minimum of once every three years.

The Chief Executive, other designated members of staff and the designated Member will receive adequate training to enable them to discharge their duties effectively.

9.23 Online Safety

The internet is changing the way we live. Young people have taken to technology advances very quickly, taking advantage of the opportunities they provide to socialise, communicate and learn. However, new technologies bring new risks that we need to be aware of and manage in order to safeguard the welfare of the children, young people and vulnerable adults in our care.

These guidelines are intended to help staff, volunteers and third parties ensure that we make the best of new technologies whilst protecting both the young people in our care and preventing ourselves from being placed in a vulnerable position.

Staff, volunteers and third parties are encouraged to share the guidelines with children and young people to ensure that they are also aware of the risks involved in using new technologies and to encourage good practice in managing them.

Contacting Young People by Email / Online

Children and young people under 16 years of age cannot give permission themselves for their contact details to be shared. Parents and carers must give written permission on their behalf. This means that if you email or text anyone under the age of 16, you should have written permission from their parent or carer to do so.

Think about the content of any message that you need to send – ensure that you use appropriate language, try not to include any words or phrases that could be misinterpreted. If you are sending images, make sure that they are appropriate. Ensure that any external hyperlinks you include do not lead to inappropriate content.

Always copy another adult into any message that you send to a young person under the age of 18 years.

Sharing Information Online

Avoid mentioning the specific time and place of your meetings on websites, social networking sites, or in chatrooms. Provide some way for people to contact you if they would like the information. You can then use your own judgement to decide whether this person is legitimate.

Sharing Photos / Videos

Think carefully before sharing photos or videos of children and young people in your care on websites, general social networking sites or specialist media-sharing sites like You Tube.

If you do want to share photos or videos, make sure you have written permission from their parent / carer before going ahead. Avoid mentioning the full names or any other information that could inadvertently reveal the identities of young people.

Ensure that children and young people are aware that they shouldn't share photos or video's of their friends online without permission from their parent / carer.

Under **no circumstances** should images of the children and young people you are working with be uploaded to your personal profile.

Making & Communicating with Friends Online.

Ensure that children and young people are aware that new friends who they meet online are really strangers so they need to be careful who they trust.

The only way someone can physically harm you is if you're both in the same location, so – to be completely safe – encourage young people not to meet friends they have met online in person. If they do decide to meet someone who they've contacted online, it is important to tell a parent or carer and take them along. Meet in a public place in daytime.

Encourage caution when using chatrooms. It is possible to get away from an unpleasant situation in a chatroom by logging out or by changing your screen name.

Make sure children and young people know how to save a copy of their conversation. This may help if they want to report something they feel uncomfortable about, to the chatroom provider or moderator.

Making & Communicating with Friends Online.

A social networking website an online community where members interact with their friends, and can make new friends. Members can chat, message, email, video, voice chat, share photo's download images and applications, blog, start discussion groups, share their interests and activities and explore new ones. Facebook, Bebo and MySpace are all examples of social networking sites.

Make sure you protect your personal details and ensure young people are protecting theirs as well. The default is often set to disclose all information to others in a network. It is safer to limit access people known personally, or who belong to any closed groups young people join in. It is also safer not to add your address / telephone number to online profiles.

Remind children and young people that they should only accept 'friends' who they know already.

If setting up a group, this should be set up from a different profile to your personal account. It should be set up as a 'secret' or 'closed' group. Ensure that young people are aware of the status of any groups they join. Some groups are 'open' to anyone who chooses to sign up.

Under no circumstances should you accept children and young people as 'friends' on social networking sites.

If you are concerned about an Airplay group that you come across or have any other child protection concerns, please report your concerns.

Email

When emailing a group of people, use the bcc (blind carbon copy) box to enter the distribution list. This will ensure you don't share anyone's contact details without their permission. It will also help protect everyone against spam.

Be aware of the possibility of your contact details being 'sold' to another party.

Do not forward chain mails to young people.

If you receive an email from a young person that causes you concern, this should also be reported.

For more online safety tips for parents and carers, refer to:

www.safekids.com

www.ceop.gov.uk

www.nspcc.org.uk

www.nch.org.uk

www.kidscape.org.uk

10. Probationary Period

Introduction

All employees commencing employment with Wheelbase will be subject to a probationary period.

The exact length of the probationary period may vary according to the specific post but will normally last for a period of 13 weeks. In the event of any days of absence from work during the probationary period, other than statutory holidays, the probationary period will automatically be extended accordingly.

Management posts will normally have a 26 weeks probationary period operating under the same principle.

The purpose of the probationary period is to provide an assessment period during which an employee demonstrates their suitability for the post.

The length of an employee's probationary period will be specified in their Written Terms and Conditions of Employment and will normally be for a period of 13 weeks.

Wheelbase reserves the right to vary the length of a probationary period.

The minimum requirement for the successful completion of the probationary period is that the employee demonstrates the capacity to meet the normal requirements of the post, including the key objectives. These requirements will be contained within the employee's job description.

If any aspect of performance, including capability, conduct, attendance and reliability are not satisfactory and the employee will not be able to reach the required standard by the end of the probationary period, an extension to the probationary period may be appropriate.

If it is considered that an extension would not bring about a sustained improvement then the appointment will be terminated.

If during the probationary period it is considered that the required standard will not be achieved, termination of the appointment may be considered within or at the end of the probationary period.

Dismissal during the probationary period will be in line with the arrangements for disciplinary action during the probationary period as detailed in the Organisation's Disciplinary Procedure.

Training

During the probationary period the employee's Project Manager will ensure that necessary training is provided for the new employee to reflect their training needs to enable her/him to attain the necessary standard.

Conditions of Employment

Where an appointment is conditional, for example upon the employee obtaining specific qualifications within the probationary period, this will be specified in the Written Terms and Conditions of Employment. If the specified qualifications are not obtained within this timescale, the appointment may be terminated.

Reviewing Performance

During the probationary period the performance of the employee will be monitored by the Project Manager and discussed with the employee at agreed intervals. The frequency of these reviews will normally be monthly.

A written record of these review meetings will be kept.

Conduct

The conduct of the employee will be assessed throughout the probationary period and any breaches of discipline, and Wheelbase's policies will be dealt with under the Disciplinary Procedure and could result in dismissal.

Attendance

Account will be taken of absences due to late arrival, long breaks and any unauthorised absences.

Poor attendance on the grounds of ill health will be taken into consideration when assessing whether to confirm the appointment or extend the probationary period.

The employer will comply with the requirements of the Disability Discrimination Act (D.D.A.) whereby if the employee has a medical condition which comes within the terms of the D.D.A. the employer will make reasonable adjustments to enable the employee to perform effectively within the limitations of their disability or condition.

Sickness absences for minor reasons will be taken into account when assessing overall performance during the probationary period. Frequent short-term absences will be investigated.

Where an employee suffers an illness or accident, which is serious but non-recurring, the probationary period may be extended.

Absences due to pregnancy related illness will not form any part of the probationary period assessment.

Disciplinary Action

Where an incident occurs, which results in disciplinary action being taken this will be dealt with under the procedures for disciplinary action during the probationary period as detailed in the Organisation's Disciplinary Procedure.

Extension of Probation

Extension to the probationary period may be granted if it is considered that the standard of performance, conduct and attendance will be reached within a further agreed period.

Where an extension is given the employee will be informed of the reasons for the extension; the standards of performance, conduct and attendance required and the length of the extended period.

Failure to attain the required standards during this extended period may result in dismissal.

Decisions

On completion of the probationary period the employee will attend a meeting with their Project Manager.

The Project Manager will discuss with the employee their performance, conduct and attendance and a decision on confirmation or dismissal will be made.

11. Code of Conduct for Employees.

Introduction

The purpose of this code of conduct is to give all employees guidance on how Wheelbase expects them to behave.

This code is designed for the protection of staff and cannot cover every eventuality.

Further guidance should be sought from the Project Manager and Board of Trustees if there is confusion upon the standards expected.

- On the commencement of their employment all employees are expected to read, sign and adhere to the policies and procedures. Furthermore, all employees of Wheelbase are expected to give the highest possible standard of service to clients and are expected without fear of recrimination to bring to the attention of the appropriate level of management any deficiency in the provision of service, impropriety or breach of procedure.
- It is Wheelbase's duty to protect employees against unjustified allegations of wrong doing and adherence to the code is essential for this purpose.
- However, it should be noted that failure to comply with the standards detailed in the code may lead to disciplinary action.
- Employees should not use any information obtained in the course of their employment for personal gain or benefit. Nor should they pass it onto others who might use it in such a way.
- Employees involved in appointments should ensure that they are made on the basis of merit in accordance with the recruitment and selection policy.
- It would be unlawful for an employee to make an appointment which was based on anything other than the ability of the candidate to undertake duties of the post.
- In order to avoid any possible occurrence of bias, employees must not be involved in any appointment where they are related to an applicant, or have a close personal relationship with him or her.
- Similarly, employees must not be involved in decisions relating to discipline promotion or pay adjustments for any other employee who is a relative or partner.
- Where a close personal relationship between employees and individual councillors exist, there is a need for care to be taken to avoid inappropriate standards of conduct.

- Employees should always remember their responsibilities to the community they serve and ensure courteous, efficient and impartial service delivery to all groups and individuals within that community.
- Where employees are linked to groups of individuals within the community they must recognise the potential for bias and their potential exposure to inappropriate pressures. Employees should discuss such links with the Project Manager.
- Although it is accepted that employees' off duty hours are their personal concern, all employees should avoid situations whereby their work and personal interests conflict or may appear to conflict.
- Where a request is received by Wheelbase for a member of staff to perform a presentation or speak at a seminar, lecture or course and an individual is required to do this within their normal field of work and during work hours, the work will be undertaken on behalf of Wheelbase and any fee will be treated as income for Wheelbase.
- Where an approach is made directly to an individual implicitly or explicitly because of that individual's reputation, knowledge or experience and a fee is payable, there is potential for that fee to be treated as income for the individual.
- The project manager has discretion to grant paid leave to give lectures concerned with their professional discipline and to retain the whole of the fees on the understanding that such occasions are likely to be relatively infrequent.
- Intellectual Property as a general rule if created in the normal course of an employees' employment then as a general rule they belong to Wheelbase. However, various Acts of Parliament apply to Intellectual property and the relevant legal persons should be contacted in the event of doubt.
- Employees must ensure and demonstrate that they use public funds entrusted to them in a lawful and responsible manner. They should strive for value for money for funders.
- Any facilities or equipment provided by Wheelbase for the employees' duties should only be used for the purpose specified, unless permission has been granted by Wheelbase for alternative use.
- Wheelbase expects employees facing criminal charges to notify Wheelbase without delay. Employees are required to inform the project Manager in all circumstances whether they feel it relevant or not.

Code of Good Practice

- To treat all people, workers, volunteers and clients with respect.
- To ensure that all policies and procedures are both adhered to, implemented and up dated regularly.
- To ensure that all Health and Safety matters are addressed, monitored and evaluated in line with Health and Safety Policies and Procedures

- To ensure that all staff and volunteers are given appropriate training in line with their needs and the needs of the organisation.
- To ensure that regular supervision is given
- To ensure that appropriate Induction Training is received
- To ensure all staff and volunteers have current CRB checks.
- To ensure that references are picked up and followed through accordingly.
- To ensure volunteers, staff and young people are encouraged to maximise their full potential
- To provide a safe, friendly, professional service for staff, volunteers and young people.
- To provide a confidential service for both workers, volunteers and young people within the bounds of the confidentiality policies and procedures.
- To ensure that the recruitment and selection of staff and volunteers are recruited in line with policies and procedures
- To liaise with other agencies, families and other organisations in an appropriate manner, to ensure the best possible outcome for young people.

Data protection Policy

Wheelbase complies with all requirements of the law on protection of personal data held on computer or in manual records. The same requirements apply to any records held by individual students about identifiable living individuals.

The main purpose of the 1998 Data Protection Act is to contain the possible threat to individuals from the misuse of personal data relating to them held in manual records or on computing equipment.

The Data Protection Act gives you the right to see the personal information Wheelbase holds on you. If you wish to see this information, you must complete the relevant application form, available from a Wheelbase member of staff. Wheelbase charges a fee of £10 per request to cover the administrative costs of searching its various databases. Wheelbase must reply to your request within 40 days and, with certain specified exceptions, must disclose all the personal information held at the time of receipt of the application, without alteration.

ICT Policy

The provision of ICT throughout Wheelbase is seen as integral to the curriculum of all subject areas and the administrative systems that support Wheelbase's operations. This policy sets out Wheelbase's policy for acceptable use of these systems by staff and students.

Privacy

Wheelbase reserves the right to monitor all activity on the Wheelbase network by all users. All electronic data held on Wheelbase's systems is the property of Wheelbase and any designated staff can access any data stored on Wheelbase's systems at any time to ensure the system is being used appropriately. Also, at the request of the CEO a Line Manager will investigate if there has been a breach of this policy by searching files and communications on Wheelbase's systems. Users should not expect nor assume that their Wheelbase files, emails and Internet activities are private.

Use of Wheelbase ICT Systems

Staff and Clients are provided with free access to a wide range of ICT provision to enable and assist their work and educational development. By using Wheelbase's provision, all users are agreeing to this acceptable use policy.

General Guidelines for ICT and Internet Usage

Below are some general guidelines for staff and clients regarding the use of Wheelbase ICT systems and the Internet. This list is not meant to be exhaustive, but to highlight the key areas of good practice for safe and responsible use of these systems.

- Users must not use obscene or offensive language at any time. This includes graphics and audio or video recordings.
- Users must not use Wheelbase's ICT systems to harass or bully any other person. Any such activity will be treated the same as physical bullying and be subject to the same anti-bullying policy.
- Users must not bring into Wheelbase any material that would be considered inappropriate on paper. This includes files stored on CD, DVD or any other electronic storage medium.
- Under no circumstances should any users of Wheelbase's ICT systems download, upload or bring into Wheelbase material that is unsuitable for children or Wheelbase. This includes any material of a violent, racist or inappropriate sexual nature. The transmission, display, storage or promotion of any such material is a violation of the Computer Misuse Act 1990, and possession of certain types of material can lead to police prosecution.
- Users are all given a unique user name and password. This password must be kept secret at all times. Staff should change their password at regular intervals to maintain the security of their files and the data that they have access to. The ICT Support team will, at times force all users to change their passwords. If a student feels their password has been compromised they must see John Birkhill immediately to have it reset. John Birkhill will only reset the password of a user at their own request.
- Any activity carried out under your user name is your responsibility. It is your responsibility to ensure that you properly log out of the computer when you have finished using it.
- Users are responsible for all files that are stored in their storage area and any websites that have been visited by their user account.
- Users must not use another person's account nor attempt in any way to discover their password.
- Users may not use any of Wheelbase's ICT systems for financial gain, political or any commercial activity.
- Users must not breach the copyright of any materials whilst using Wheelbase's ICT systems. This includes, but is not exclusive to:
 - Not copying, or attempting to copy, any of Wheelbase's software
 - Not copying the work of another user or engaging in plagiarism
 - Not storing any files, which require copyright permission for those that they do not hold the copyright to, in their personal storage area; for example MP3 files or pictures taken by somebody else

- Any breach of copyright whilst using Wheelbase's ICT systems is the individual user's responsibility and Wheelbase cannot accept any liability or litigation for such a breach.
- Users must not download, copy or attempt to install any software onto Wheelbase computers.
- Any attempt by a user to compromise the security or functionality of the Wheelbase network and its ICT systems, from either internally or externally, will be considered as 'hacking'. It should be noted that 'hacking' is illegal under the Computer Misuse Act 1990 and is prosecutable under law.
- When accessing any of Wheelbase's systems from home or an external location, this policy still applies.
- Wheelbase wishes to encourage all users to use the Internet, however it is provided for Wheelbase business and any non Wheelbase use of the Internet must be carried out in the user's free time.
- Wheelbase can not be held responsible for any failed personal financial transaction that may happen whilst using Wheelbase's ICT systems.
- Any attempt to circumvent Wheelbase's firewall and Internet filtering systems will be treated as a breach of this policy. This includes the use of proxy servers and websites to bypass the Internet filtering system. Such activity will be subject to the standard disciplinary procedures and could mean the removal of access to the Wheelbase's ICT systems or Internet access.
- There is a wealth of information on the Internet, however due the open nature of the Internet, a lot of material is either illegal or unacceptable. Any user that thinks inappropriate or illegal material is being accessed must report it to their teacher, line manager or the ICT Support team. Any user found accessing such material will be subject to the Wheelbase's disciplinary procedures.

Email Guidelines for Staff

- All staff are provided with a Wheelbase email address. The use of this account is monitored by Wheelbase and also by the company that provide the email addresses for us. Email is a very powerful communication tool, however some points should be made regarding its safe and proper usage.
- Email facilities are provided for staff as a method of enhancing communication of work related issues. All users will be responsible for the content of the messages they send. Any informal or private use of email must be carried out in the employee's own time.
- All email communication can be intercepted at any point between you and the recipient. The safest thing is to assume that sending an email is the same as sending a postcard. Users are reminded that use can be monitored and random checks will be made.
- When sending an email the same care and consideration should be taken as when sending a letter on Wheelbase Letter Head.
- Email is the equivalent of a written document and can be used as an evidential record. With this in mind care and consideration should always be taken before sending an email.
- Where there is a concern that a member of staff has misused the email system, action may be taken in line with the Wheelbase's disciplinary procedure.

- Email should not replace traditional methods of communication. For example sensitive managerial issues or issues of a secure nature should be communicated in a face to face environment.
- When communicating with clients via email do not under any circumstances, give out your personal email address. Always use your Wheelbase address as we can protect you in the event of any false claims being made. Any communication between staff and clients from a non Wheelbase email address is not logged by us and therefore is an insecure and inappropriate method of communication.
- Emails which are abusive, defamatory or discriminatory in any fashion must not be sent. Any such action will result in disciplinary action.
- Staff are not permitted to use Wheelbase's email system to distribute unsolicited or chain mail. Any such mail that arrives in the Wheelbase's system should be deleted immediately and not distributed around Wheelbase's systems.
- Staff who receive emails regarding viruses or security threats must forward them to ICT Support.

12. Recruitment Policy

Introduction

People are the key to the success, or otherwise, of all organisations or groups. Getting the right people can be difficult, but there are steps we can take to try and attract and retain good staff.

Preparation for Recruitment

- **Need:** As part of the preparation, the need for the vacant post will be reviewed and a decision will be made whether the post is still needed.
- **Job Description:** Following the needs review, a relevant job description will be drawn up stating the key duties and responsibilities of the post, how the work will be carried out and any overall duties the post holder will have.
- **Person Specification:** The person specification is a description of what knowledge, skills and abilities and experience someone needs to be able to do the job. This will be attached to the job description and will include essential and desirable criteria for the specific post.

Timetable:

- Date of advert - usually a Wednesday
- Closing date - at least 2 ½ weeks after the date of the advert
- Short-listing - at any time after the closing date
- Interview date - at least 7 days after the short-listing date
- **Advertising:** The purpose of advertising is to encourage as many people who might be able to carry out the job to find out more about it. It needs to be welcoming and encouraging.

The advertisement should include the following information:

- Vacant post name
- Salary
- Hours and days of work
- Key requirements of the job
- Key person specification
- Contact details for more information
- Standard equal opportunities policy statement
- Information about criminal records disclosure
- How to obtain the application pack
- Applications welcome from people with disabilities

The post will be advertised to relevant local Black and Minority Ethnic and Community Groups. A file of publications used for recruitment is kept with the Clerical Officer.

- **Selection Methods:** On the day of interview, candidates will have the opportunity to look around the building.

Each interview should include a test of applicants' literacy skills and, if appropriate, numeracy skills. This may take the form of a standard literacy or numeracy test or may be incorporated into another aspect of the interview e.g. asking the applicant to write a letter or report as part of a case study or presentation exercise.

There will be a number of pre-set questions asked as part of the formal interview process. The aim of the questions will be to find out if the person has the knowledge, skills and abilities and commitment identified as being needed for the post in the person specification.

Candidates will have a copy of the questions to refer to during the interview and notes will be kept by the panel. The clerical officer holds the questions relevant to the posts.

- **The Panel:** The chair of the panel will be a member of the personnel and policy sub committee. The panel will include the line manager of the vacant post and usually the Chief Executive. It may be appropriate to involve outside members of the panel i.e. a project officer, funder or expert in a particular field.
- **Service User Involvement:** A panel of young people will meet with the candidate for discussion that is appropriate to the post.

Feedback from the young people panel to be given to the Chair of the interview panel and to be taken into consideration. All young people taking part will have undergone training prior to the discussion.

- **Short-Listing:** The recruitment panel will meet to look at the application forms and assess each one against the personal specification areas that are being tested through the form. In order to be short-listed, an applicant must fully or partially meet all of the person specification areas. There is no minimum or maximum number of people that can be short-listed.

The Recruitment Process

- **Redundancy:** If there is a worker(s) facing redundancy from another post within Wheelbase at the time a post becomes vacant, the suitability of the redundant worker(s) for the vacant post will be considered.
- **Internal Applications:** All posts will be advertised externally and internally. Current workers are eligible for applying for the vacant post.
- **Receiving and Recording Applications:** All requests for application packs will be dealt with by the clerical officer and logged.
This information will be stored in a secure place to protect the confidentiality of people requesting information.

Monitoring information will be stored independently of the application forms and collated by the clerical officer.

Confidential disclosure material will be submitted in a sealed envelope and considered by the chair of the panel when a candidate is short-listed according to the policy on the recruitment of ex-offenders.

Decision-Making Process

- Candidates will be marked on each response to individual questions:
 - 0: No answer
 - 1 – 3: Answered the question
 - 4 – 7: Good answer
 - 8 – 10: Excellent full answer

Members of the panel will assess the answers to questions and if used, case studies, tests and presentation.

The chair of the panel will then collate the information and invite the panel to give their assessments of the candidates and a decision will then be made as to who is the preferred candidate.

- **Informing the Candidates:** After careful consideration and checking the candidate's criminal convictions disclosure the preferred candidate will be contacted by telephone and provisionally offered the post subject to satisfactory references and criminal records bureau disclosure check.

This is not a firm job offer and the candidate should not be told to hand in their notice in their current post or make other arrangements until written confirmation is received by the candidate.

Other candidates will also be contacted initially by telephone and told they have been unsuccessful. Candidates are also able to receive feedback about their interview, if requested.

- **References:** As soon as possible, a CRB police check form, completed by the candidate, should be sent with the relevant payment.

Reference requests should also be sent out as soon as possible. The request should be accompanied by a copy of the job description and person specification and a stamped addressed envelope marked 'confidential'.

Once satisfactory references have been received plus a satisfactory CRB form, an offer of appointment letter should be sent out.

If references are unsatisfactory, further discussions will take place with both the candidate and the referee, before deciding if an appointment should take place. This also applies to the CRB check.

13. Complaints Policy

Introduction

Wheelbase takes pride in the quality of the teaching and pastoral care that we provide to the young people who attend our site. However, if parent(s) or carer(s) do have a complaint, they can expect it to be treated by Wheelbase fairly and in accordance with this Procedure.

This procedure is based on the model recommended by the Independent Wheelbases Council and meets the requirements of The Education (Independent Wheelbase Standards) Regulations 2003 and the Children Act 1989 and will be provided to any parent, carer or relevant party who wishes to make a complaint.

The use of the term parent implies carer or guardian and vice-versa.

Stage 1 – Informal Resolution

Most complaints and concerns will be resolved quickly and **informally**.

- If parent(s) or carer(s) have a complaint they should normally contact their child's Tutor. In many cases, the matter will be resolved straightaway by this means to the parent(s) or carer(s)' satisfaction. If the Tutor cannot resolve the matter alone, it may be necessary for them to consult the Project Manager.
- Complaints made directly to the Project Manager will be referred to the relevant Tutor.
- The Tutor will make a **written record of all concerns and complaints and the date on which they were received**. Should the matter not be resolved within 5 Wheelbase days or in the event that the Tutor and the parent fail to reach a satisfactory resolution then parent(s) or carer(s) will be advised to proceed with stage 2.

Stage 2 – Formal Resolution

If the complaint cannot be resolved on an informal basis, then the parent(s) or carer(s) should **put their complaint in writing** to the Project Manager.

- In most cases, the Project Manager will meet or speak to the parent(s) or carer(s) concerned, normally **within 3 days** of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.
- It may be necessary for the Project Manager to carry out further investigations.
- The Project Manager will keep written records of all meetings and interviews held.

Once the Project Manager is satisfied that, so far as is practicable, all of the relevant facts have been established:

- a decision will be made;
- parent(s) or carer(s) will be informed of this decision in writing;
- this will happen **within 5 days** of the Project Manager receiving the complaint;
- the letter will include reasons for the decision.

If parent(s) or carer(s) are still not satisfied with the decision, they should proceed to Stage 3.

Stage 3 – Panel Hearing

If Stage 1 and 2 have failed to resolve the matter, the parent(s) or carer(s) should inform the Administrator / Monitoring officer that they wish the matter to be heard by a panel

- The Administrator / Monitoring officer will inform the Chairperson of the Board of Trustees
- Chairperson of Board of Trustees shall appoint three panel members in accordance with the independent Wheelbases complaints requirements:
- The Panel will consist of at least three persons;
- Those people will not be directly involved in the matters detailed in the complaint;
- one of whom shall be independent of the management and running of the Wheelbase (examples include retired police officer, retired business people, civil servants, heads or senior members of staff at other educational institutes, people with a legal background);
- The other two may be staff, volunteers or Trustees not previously involved in the matter.
- The Administrator / Monitoring Officer, on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within 14 days.
- If the Panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied in advance of the hearing. Copies of such particulars shall be supplied to all parties not later than 3 days prior to the hearing.
- The parent(s) or carer(s) may be accompanied to the hearing by one other person. This may be a relative, key worker, teacher or friend. Legal representation will not normally be appropriate.
- If possible, the Panel will resolve the parent(s) or carer(s)' complaint immediately without the need for further investigation.
- Where further investigation is required, the Panel will decide how it should be carried out and following due consideration, the Panel will
- Reach a decision;
- May make recommendations, which it shall complete within 7 days of the hearing;
- Write to the parent(s) or carer(s) informing them of the decision including the reasons for their decision;
- Provide a copy of the letter to the Project Manager and where relevant the person complained of.

The decision of the Panel will be final.

Correspondence, statements and records will be kept confidential except in so far as is required of the Wheelbase by paragraph 6(2)(j) of the Education (Independent Wheelbases standards) Regulations 2003; where disclosure is required in the course of the Wheelbase's inspection; or where any other legal obligation prevails.

Ofsted would normally expect parent(s) or carer(s) to contact the Wheelbase in the first instance and their contact details are Ofsted, Royal Exchange Buildings, St Ann's Square, Manchester M2 7LA Tel: 08456 014772, email: enquiries@ofsted.gov.uk.

The Independent Wheelbases Inspectorate would normally expect parent(s) or carer(s) to contact the Wheelbase in the first instance and their contact details are: ISI, CAP House, 9 – 12 Long Lane, London EC1A 9HA. Tel: 020 76000100 or contact ISI via their website, www.isi.net.

Grievance Procedure

13.1 Stage 1 - Raising a Grievance with your Supervisor

Where an employee is aggrieved on any matter relative to his/her employment (other than the grading of his/her post), he/she should discuss the matter initially with his/her immediate supervisor.

NB: Matters relating to issues or problems occurring three months or more prior to a grievance being raised will not be considered, unless they are still on-going.

Aggrieved employees may be expected to demonstrate that they have made genuine attempts to try to resolve matters by, (*for example*):

- taking it up with the member of staff concerned
- informal discussion with his/her line manager
- seeking advice from the Personnel Officer

These informal steps must be taken before raising a matter formally as a grievance under the procedure.

The supervisor should reply orally to the grievance as soon as possible but may in appropriate cases before doing so, consult his/her line manager. The oral reply will be given within three working days.

13.2 Stage 2 - Getting a Decision in Writing

The complainant may report the grievance to his/her Trade Union representative (shop steward) at this stage and the union representative may seek a meeting with the supervisor or supervising officer.

The supervisor or supervising officer shall make such investigation of the grievance as is necessary at this stage and consult the Project Manager before responding formally.

The supervisor or supervising officer shall put his/her findings of fact and his/her decision with the reasons for his/her conclusions in writing within three working days.

13.3 Stage 3 - Referring the Grievance up to the Project Manager

If the complainant continues to be aggrieved, he/she or his/her representative may submit the grievance to the Department's Chief Officer (or other senior nominated officer).

Where a stage 2 decision was taken by a Department's Chief Officer, the Project Manager will arrange for another Chief Officer to conduct stage 3.

The submission must:

- be made within 10 working days of receipt of the Stage 2 decision letter.
- explain in full why the complainant is aggrieved.
- identify any findings of fact from Stage 1 & 2 with which the employee disagrees.
- set out the remedy or action which the complainant is seeking.

The Project Manager (or other senior nominated officer) should as soon as possible (within five working days) hold a meeting with the interested parties, including the trade union representative (if applicable), to discuss the grievance.

The Stage 3 meeting will take the form of a review of the Stage 2 decision. As such it will not be a rehearing.

The Stage 3 meeting will only consider whether:

- there was a significant deficiency in the investigation of the matter at Stage 2.
- the Stage 2 decision could not reasonably have been reached on the basis of the facts.
- inadmissible or inappropriate evidence was taken into account which influenced the Stage 2 decision.

The Project Manager (or other senior nominated officer) may wish to consult with the Chair of the Board of Trustees in order to ensure corporate consistency, but should respond as soon as possible and reply in writing within three working days giving his/her decision and his/her findings of fact and the reasons for his/her conclusions.

13.4 Notes

- The procedure will be available to all employees.
- Where an employee is not a member of a trade union or does not wish to be represented by their trade union, he/she may make representation personally to the Project Manager (or other senior nominated officer) at Stage 3.
- The procedure is available to a group of employees sharing a grievance.
- The senior officer nominated to hear grievances at stage 3 should be at no lower than a Departmental Head.
- The time limits specified may be extended if necessary with the agreement of both sides.

- In cases of a sensitive nature when allegations of harassment or discrimination are being made, an employee may, if he/she wishes, submit the grievance using the Harassment Procedure.
- Both parties accept that this agreement is binding in honour upon them but both expressly agree that it is not intended to constitute a legally enforceable agreement between them. It is further agreed that the parties to the agreement will use their best endeavours to ensure that the spirit and intention of the agreement is honoured at all times.
- Employees will normally be expected to raise grievances with their immediate line manager. They may on occasion refer initially to the line manager's manager. In these cases, the Project Manager will determine the appropriate officer to respond at stages 1 & 2.
- Employees may wish to discuss potential grievances with a union rep informally before invoking the procedure. Union representation will be allowed at all stages of the procedure.
- Employees with supervisory responsibilities should not make changes in working conditions and practices without prior consultation with relevant recognised trade unions.
- If an employee or a group of employees raise a grievance under this procedure, which relates to changes proposed by management affecting them, it is good practice to defer any such changes and await the exhaustion of the procedure.
- In those exceptional cases where it is not possible to defer changes, line managers will be expected to show good reason and to consult with Project Manager.

14. Disciplinary Investigation

14.1 Actions to be Taken

14.1.1 Where a matter arises which is suspected or believed to constitute misconduct which may warrant disciplinary action in accordance with this procedure, it must be investigated promptly and adequately before proceeding with disciplinary action.

14.1.2 Dependant upon the particular circumstances of each case, the Senior Manager (third tier and above) shall appoint a senior officer, the 'Investigating Officer', to conduct the investigation.

Only in exceptional circumstances should Departmental Personnel Officers be used as Investigating Officers.

14.1.3 The employee suspected of the alleged misconduct must be interviewed as part of the investigation (unless they are prevented from doing so by good reason) and be given the opportunity to respond to the allegation.

The employee must be advised that it is an investigatory interview and not a disciplinary interview. The employee has the right to be accompanied by a trade union representative or work colleague.

The employee will be given a minimum of two working days notice in writing of the investigatory interview and be advised of his or her right of representation.

The written notification will indicate the matters to be investigated.

14.1.4 If the matter to be investigated is considered to involve gross misconduct the employee may be immediately suspended from work on full pay while the investigation proceeds.

Similarly, if during the course of an investigation the Investigating Officer is of the view that gross misconduct may have occurred the employee may be suspended.

Any decision to suspend an employee will normally be taken by a first or second tier officer but must be taken by an officer no lower than third tier level (or equivalent) provided that such an officer is available or on call.

Any decision to suspend will be confirmed in writing (including the reason for the suspension) by the Chief Officer or Assistant Director within two working days of the suspension taking effect. A decision to suspend is a precautionary action and not a disciplinary action.

The employee should be asked whether they wish a copy of the letter of suspension to be sent to their union steward.

A copy will also be sent to Chair of the Personnel and Customer Care Committee.

- 14.1.5 An employee who is suspended may not raise a grievance but may make written representation to the disciplining officer and seek a meeting with him/her.
- 14.1.6 On completion of the investigation, the Investigating Officer will prepare a report for the 'Disciplining Officer', who will be responsible for determining whether or not to proceed with the formal disciplinary procedure.
- 14.1.7 The Disciplining Officer shall be a senior manager.
(In cases which may result in dismissal, the Disciplining Officer shall be a first or second tier officer.)
- 14.1.8 The report should not contain any recommendation and will form the basis of fact at any subsequent disciplinary hearing.
- 14.1.9 On receipt of the investigating officer's report if the Disciplining Officer considers that, on the balance of probabilities, there is a case for the employee to answer, the formal disciplinary procedure will be instigated.
- 14.1.10 If the Disciplining Officer considers that there is no case for the employee to answer, then s/he will write to the employee and advise them that no formal disciplinary action will be taken.

15. Information, Advice and Guidance Policy

Wheelbase was founded primarily to fight social exclusion and move young people on to a more positive future. This policy outlines our existing procedures with regard to IAG and our response to the latest guidelines from the DCSF (“Quality, Choice and Aspiration“, October 2009).

In the interests of producing positive outcomes for our learners, Wheelbase undertakes as an organisation that it will carry out the following:

- Each young person will be provided with support from a personal tutor who knows them well and who can help them to access specialist advice and ensure any learning needs or issues are quickly addressed. From September 2010 it is intended that the personal tutor will be the main point of contact between parents/carers, external support organisations and Wheelbase.
- At initial interview and induction of a new learner, we will provide young people and their parents/carers with information about the Wheelbase curriculum and available progression routes.
- Provide a programme of education that tackles barriers to progress and raises the aspirations of the learners.
- Provide a high quality programme of careers education that will help the learners to plan and manage their own careers. (This will include sessions on entrepreneurship).
- Provide impartial advice and guidance about all learning and work options available to them.
- Provide advice and guidance about progression into the highest possible level for their ability and aspirations without making assumptions about their eventual level of achievement.
- Provide a programme of work-related learning, giving young people direct insights into the world of work.
- Recognising that all young people are entitled to access a full range of external services, we will maintain and extend effective partnership with other IAG providers and local routes for progression.
- We will facilitate one to one support for the learner from a local Connexions adviser (or other outside agency) when needed.
- We will signpost all learners to on-line and telephone advice through Connexions Direct and other on-line prospectus and application processes.
- As an organisation, we will obtain further specialist support from local services as needed.
- On at least a termly basis, we will communicate with parents/carers about the progress of their child. (This may be directly or through the referring organisation).
- In partnership with the referring organisation, we will support parents/carers in helping their children to make good decisions about courses, qualifications, training and careers.

- We will provide each learner with a summary of their achievements and references as required.
- As far as possible, we will make every effort to monitor the destination of leavers.
- We will continue to be available to those who have left the course but still need our help and support.
- In the interests of continuing improvement, we will canvass leavers and their parents on the effectiveness of our approach.
- By September 2010 we will have identified a member of staff who will be responsible for the IAG process.
- By September 2010 we will have identified a Lead Governor for IAG and Employer Engagement who has experience within the business community.

This policy will be reviewed annually.

16. Wheelbase Administration of Medication Policy

The Board of Governors and staff of Wheelbase wish to ensure that pupils with medication needs receive appropriate care and support at Wheelbase. The Project Manager will accept responsibility in principle, for members of Wheelbase staff giving or supervising pupils taking prescribed medication during the Wheelbase day where members of staff have volunteered to do so.

Medication should only be taken to Wheelbase when absolutely necessary and with the agreement of the Project Manager or authorised person. When possible, medication should be taken outside of Wheelbase hours.

Medicines will only be administered through the Wheelbase office.

As parents are responsible for the administration of medicine to their children, they will be encouraged where reasonably possible to have the pupil return home at lunchtime if a dose of medicine is required then, or the parent or other nominated responsible adult should come to Wheelbase at the necessary time to administer the medicine. If this is not feasible:

- The smallest practical dose should be brought to the Wheelbase, preferably by the parent, with clear written instructions for administration, giving the name of the pupil.
- Glass containers must not be carried by pupils.
- The medicine should NOT be kept by the pupil, but in a locked cupboard or cabinet away from pupils. This will be in the reception office.
- Exceptions to these guidelines may include asthma inhalers, epilepsy medication, diabetic medication and certain allergy medication.
- The medicine should be self-administered if possible and where appropriate under the supervision of an adult.
- We recognise that teachers or support staff contracts do not commit them to the administration of medicine and that they have the right to refuse to do so. In such cases alternative arrangements will be made by a senior member of staff. At present administration of necessary medication is through the reception office.
- At the request of a parent in writing, should the Wheelbase agree to administer medicine, a written record of the date and time of administration will be kept by the member of staff.
- Should a pupil be found in possession of a prescribed medicine about which the Wheelbase has not been informed, the pupil's Project Manager should be informed. The Project Manager will inform the parents of the pupil, reminding them of the Wheelbase procedures. If abuse is suspected the designated teacher will be informed and normal procedures followed.
- Consult with the designated teacher on any drug related incident at Wheelbase.

Parents are responsible for providing the Principal, or authorised person, with comprehensive information regarding the pupil's condition and medication.

Prescribed medication will not be accepted in Wheelbase without complete written and signed instructions from the parents.

Staff will not give a non prescribed medicine to a child unless there is prior written permission from the parents.

Only reasonable quantities of medication should be supplied to the Wheelbase (e.g. a maximum of 4 weeks supply at any one time, exception to this being Epi-pens).

Parents are responsible for their young person's medication needs on the way to and from Wheelbase.

Each item of medication must be delivered to the Principal, or authorised person, in normal circumstances by the parent, in a secure and labelled container as originally dispensed, or for short term medication in an envelope.

Each item of medication must be clearly marked with the following information:

- Pupil's name
- Name of medication
- Dosage
- Frequency of administration
- Date of dispensing
- Storage requirements (if important)
- Expiry date

THE WHEELBASE WILL NOT ACCEPT ITEMS OF MEDICATION IN UNLABELLED CONTAINERS.

Unless otherwise indicated all medication will be kept in a locked cabinet for medicines.

Records of administration of medicines will be kept.

If pupils refuse to take medicines as requested by the parent, staff will not force them to do so, and will inform parents of the refusal. The Wheelbase will request the parent to remove the young person so that the medication can be administered at home.

It is the responsibility of the parents to notify the Wheelbase in writing if the pupil's need for medication has ceased.

It is the parents' responsibility to renew the medication when supplies are running low and to ensure that the medication supplied is within its expiry date.

Wheelbase staff will not dispose of medicines. Medicines which are in use and in date should be collected by parents at the end of the Wheelbase year. Date expired medicines or those no longer required for treatment will be returned to the parent for transfer to a community pharmacist for safe disposal.

For each pupil with long term or complex medication needs the Project Manager or authorised person will ensure a Medication Plan and Protocol is drawn, in conjunction with the parents and appropriate health professionals.

Where it is appropriate to do so, pupils will be encouraged to administer their own medication, if necessary under staff supervision. Parents will be asked to confirm in writing if they wish their child to carry their medication with them in Wheelbase. This should not be done unless absolutely necessary.

Staff who volunteers to assist in the administration of medication will receive appropriate training / guidance through arrangements with the Wheelbase Health Service.

The Wheelbase will make every effort to continue the administration of medication to a pupil whilst on trips from the Wheelbase premises. However there may be occasions when it may not be possible to include a pupil on a Wheelbase trip if appropriate supervision cannot be guaranteed.

All staff will be made aware of the procedures to be followed in the event of an emergency.

Wheelbase

Request for Wheelbase to store, and Administer Medication.

Wheelbase will not give your young person medicine unless you complete and sign this form, and the Project Manager has agreed that the Wheelbase staff can administer the medicine.

DETAILS OF CLIENT

Surname _____ Forename(s) _____

Address _____

Date of Birth ____/____/____ Male / Female _____

Condition of illness _____

MEDICATION

Parents must ensure that in date properly labelled medication is supplied.

Name / Type of Medication (as described on the container)

Date dispensed _____ Expiry Date _____

Full Directions for use _____

Dosage and method _____

NB Dosage can only be changed on a Doctor's instructions

Timing _____

Special precautions _____

Are there any side effects that the Wheelbase needs to know about?

Self Administration Yes / No *(delete as appropriate)*

PROCEDURES TO TAKE IN AN EMERGENCY

CONTACT DETAILS

Name _____

Phone No (home/mobile/work) _____

Relationship to client _____

Address _____

I understand that I must deliver the medicine personally to Wheelbase / Project Manager and accept that this is a service, which the Wheelbase is not obliged to undertake. I understand that I must notify the Wheelbase of any changes in writing.

Signed _____ Date _____ Relationship to client _____

AGREEMENT OF WHEELBASE

I agree that _____ (client) will receive _____ (quantity and name of medicine) every day at _____ (time(s) medicine to be administered).

This client will be given / supervised whilst he / she takes their medication by an instructed member of staff. This arrangement will continue until the end of the course of medicine _____ or until instructed by parents.

Signed _____ Date _____

(Project Manager / Authorised member of staff)

Wheelbase

Request for Wheelbase to store and Administer Medication – Short term use only

Wheelbase does not permit clients to carry prescribed medicine without written consent. Therefore when a client is self medicating e.g. taking paracetamol or cough mixture etc, parents should request permission for this in writing. Only a small dosage should be brought on a daily basis.

DETAILS OF CLIENT

Surname _____ Forename(s) _____

Address _____

Date of Birth ____ / ____ / ____ Male / Female _____

Condition of illness _____

MEDICATION

Parents must ensure that in date properly labelled medication is supplied -

Name / Type of Medication (as described on the container)

PROCEDURES TO BE TAKEN IN AN EMERGENCY _____

CONTACT DETAILS

Name _____

Phone No (home / mobile / work) _____

Relationship to client _____

I would like my child to keep his / her medication on him / her for use as necessary.

Signed _____ Date _____ Relationship to client _____

AGREEMENT OF WHEELBASE

I agree that _____ (client) will be allowed to carry and self-administer his/her medication whilst in Wheelbase and that this arrangement will only be for a short term until _____ or as instructed by the parent.

Signed _____ Date _____

(Project Manager / Authorised member of staff)

Wheelbase

Request for a client to carry his / her Medication - Long term use

Wheelbase does not permit clients to carry prescribed medicine without written consent. Therefore when a client is self medicating e.g. using an epipen, inhaler or injecting for diabetes, only a small dosage should be brought on a daily basis.

DETAILS OF CLIENT

Surname _____ Forename(s) _____

Address _____

Date of Birth _____ / _____ / _____ Male Female _____

Condition of illness _____

MEDICATION

Parents must ensure that in date properly labelled medication is supplied.

Name / Type of Medication (as described on the container)

PROCEDURES TO BE TAKEN IN AN EMERGENCY _____

CONTACT DETAILS

Name _____

Phone No (home / mobile / work) _____

Relationship to client _____

I would like my child to keep his / her medication on him/her for use as necessary.

Signed _____ Date _____ Relationship to Client _____

AGREEMENT OF WHEELBASE

I agree that _____ (client) will be allowed to carry and self-administer his / her medication whilst in Wheelbase and that this arrangement will only be for On-going this Wheelbase year, or until _____ as instructed by the parent.

Signed _____ Date _____

(Project Manager / Authorised member of staff)

17. Wheelbase Quality Assurance Policy

17.1 Requirements to be met Wheelbase

Wheelbase is required to undertake an annual self-assessment of all aspects of its activity which affect the quality of learners' experience and the standards they achieve.

This self-assessment process has four key features:

- To measure progress towards achieving agreed targets and goals;
- To compare the College's performance with other providers;
- To identify strengths and areas for development;
- To prioritise areas for development.

Wheelbase is required to address the quality statements within the Common **Inspection Framework (CIF) which are organised around five key questions.**

These are:

- How well do learners achieve?
- How effective are teaching, training and learning?
- How well do programmes and activities meet the needs and interests of learners?
- How well are learners guided and supported?
- How effective are leadership and management in raising achievement and supporting all learners?

Wheelbase is required to be responsive to the **quality improvement strategies of our referring and funding bodies.** This requires Wheelbase as an organisation, to ensure that its strategic priorities are integrated within course and programme provision and address such areas as the delivery of agreed student numbers, quality of education and training, standards achieved by clients, equality of opportunity, basic skills, financial assurance data management and health and safety.

Wheelbase is requested to produce its annual self assessment reports, as far as possible, within a structure similar to that published in Ofsted Reports.

Through this policy and its associated procedures each of the above requirements will be addressed as follows:

Annual Self Assessment of all aspects of activity affecting the quality of learners' experience and the standards they achieve.

- All courses and programmes are subject to these Guidelines.
- All activities and services which affect learners are subject to these Guidelines. All staff will liaise closely with the CEO, Curriculum Manager and Finance and

Monitoring Officer to contribute to the Self Assessment Report, and in determining and agreeing strengths/areas for improvement with particular regard to Key Questions 3, 4 and 5.

- The four key features of the Self Assessment process are firmly embedded within the prescribed format for evaluating performance and determining agreed actions for improvement at Course and organisation levels.

17.2 Annual Self Assessment Reports in line with Ofsted Reports

The focus of Self Assessment Reports at Course level and organisation level are common and reflect the structure of published reports by Ofsted. It should be emphasised that the Ofsted Inspection process is all about judging Wheelbase's continuing performance in raising standards and quality. It is not about judging specially prepared events every four or five years. Consequently our commitment to quality assurance and improvement must be continuous and rigorous and in line with the agendas laid down in the Common Inspection Framework.

17.3 Aim

The main aim of this Policy and its associated procedures is to provide an effective and efficient means of assessing and improving standards of achievement and quality of provision across the organisation.

17.4 Principles on which this Policy and associated Procedures are based

There are five main principles underlying Wheelbase's approach to quality assurance.

These are:

- Quality improvement
- Accountability
- Openness
- Peer review
- No judgement without prior agreement on standards.

The main aims associated with Quality Improvement are:

- To set and achieve five standards and targets across all provision;
- To promote equal opportunities;
- To encourage and support all staff in achieving continuous improvement through rigorous Self Assessment and agreed Development Plans;
- To assess the extent to which provision is achieving agreed standards and targets;
- To ensure that remedial action is taken promptly where this is identified as necessary;
- To identify, understand and learn from the factors which facilitate or hinder the realisation of high quality provision including the dissemination of good practice.

The main aims associated with accountability are:

To demonstrate both internally and externally that the provision across the organisation is:

- Of high quality
- Relevant and current
- Appropriate to the level of award
- Valued by clients, employers and other stakeholders
- Efficiently organised
- Effectively managed and led.

To learn from trends and developments, to enable Wheelbase to feed into the cycle of continuing development.

To ensure that Wheelbase management and all subject and service providers take action where appropriate on the outcomes of external reports.

The main aims associated with openness are:

- To foster a mature approach to managing quality assurance;
- To eliminate a blame culture;
- To encourage the generation and use of ideas;
- To learn from mistakes;

The main aims associated with Peer review are:

- To promote a common understanding of what Wheelbase means by quality as well as the techniques for assessing it;
- To establish the principle that quality assurance and improvement is a corporate and cooperative task involving all teaching and support staff, clients, management and the corporation.

The main aims associated with 'no judgement without prior agreement on standards' are:

- To eliminate arbitrary judgements and thereby protect the integrity of the QA system;
- To ensure that Wheelbase documents fully cover all those activities which would be subject to the discipline of quality assurance;
- To indicate to all concerned exactly what is expected of them in respect of providing high quality provision;
- To assure the processes by which information is combined with standards leading to evidence, subsequent judgement and consequent action.

17.5 Responsibilities

The CEO, Curriculum Manager and Finance Monitoring Officer have overall responsibility for ensuring that the quality systems and procedures are effective in assuring and improving standards and quality.

The implementation of this Policy and its associated Procedures is described in detail in the Quality Manual. Responsibility of the teaching staff and management are stated within each procedure in the Manual.

17.6 Standards by which the success of the Policy can be evaluated

This Policy and its implementation will be judged successful, or not, on the extent to which it contributes to:

- Increasing the level of student retention rates, achievement rates and success rates across all provision.
- Securing high levels of student satisfaction with the quality of their learning experience at Wheelbase.
- Fostering a positive staff commitment to quality improvement.
- Achieving positive reports on the quality of provision from all the external bodies to which Wheelbase is accountable.

17.7 Review

The CEO and Wheelbase Board are responsible for the periodic review of this policy annually (provisionally before the beginning of each new school year)

18. Wheelbase Drugs and Alcohol Policy

18.1 Client Drugs and Alcohol Policy Statement:

- Wheelbase will not condone the possession or supply of illegal drugs and is opposed to the excessive consumption of alcohol.
- Wheelbase will seek to provide information in order to encourage those with an alcohol or drug problem to seek support and help, and in order to encourage responsible use of alcohol.
- Wheelbase will seek to provide guidance for members of staff on how to deal with incidents within the Wheelbase involving drug use and the excessive consumption of alcohol.

The Legal Context concerning Illegal Drugs

The Legal Framework –

The use and supply of illegal drugs is a criminal offence in the United Kingdom. The Misuse of Drugs Act 1971 is intended to prevent the non-medical use of medicinal drugs as well as drugs with no current medicinal uses. Drugs are categorised from Class A to Class C (with the last carrying low penalties). Illegal drugs, for the purpose of Wheelbase's Drugs and Alcohol Policy and Procedure, are defined in keeping with the categories detailed within the Misuse of Drugs Act 1971.

Wheelbase's Legal Responsibility –

Under The Misuse of Drugs Act, 1971, it is an offence for the occupier of premises or persons concerned in the management of the premises to allow the supply, use, or production of drugs to take place on those premises. In addition Wheelbase has a legal responsibility to provide a safe and healthy environment for clients, staff and visitors.

18.2 Dealing with Drug and Alcohol related Incidents:

- All staff have a responsibility for the safety and wellbeing of the clients at Wheelbase. These practise guidelines are to assist staff to deal with issues arising from suspected drug and alcohol misuse by any client at Wheelbase.
- All drug and alcohol misuse incidents are to be viewed as serious as should be recorded on an incident sheet.
- All drug and alcohol related incidents involving a controlled substance need to be reported to a senior member of staff.
- Wheelbase policy is to always inform the parents of clients involved in drug and alcohol related incidents due to the management of personal health.
- Police will normally be involved of drug related incidents involving controlled substances.
- The Wheelbase intends to work closely with the local police in dealing with drug related incidents and close consultation will take place.
- The Law permits staff to take temporary possession of a confiscated suspicious substance.

- Confiscated substances will be handed into the police or destroyed if asked to do so by police.
- Any suspicious substance that the police ask to be destroyed will be, in the presence of witnesses and records kept.
- While awaiting collection or delivery of substance by / to the police; it should be stored in a secure cupboard in the reception office.
- Staff are permitted to search client's lockers on suspicion of illegal substances.
- To search a client, consent is required from the client; if consent is and the client refuses to volunteer the contents of their clothes, then the police can be called to deal with the situation.
- Pupils may wish to disclose information in confidence. Staff should explain to pupils that they cannot guarantee confidentiality.
- It is the policy of Wheelbase to work in partnership with parents. Wherever possible, parents should be immediately informed of any drug related concerns involving their child.
- Any pupil believed to have been inhaling propellants may be taken to hospital or have an ambulance called to them.

Any sanctions imposed of drug or alcohol related issues should be justified in terms of:

- Appropriateness of response
- Proportionality to the offence
- Addressing the needs of all concerned.
- Consistency with existing rules and past disciplinary action.

18.3 Disciplinary Action:

Wheelbase will take appropriate disciplinary action in the case of the use, possession or supply of illegal drugs, and also in the case of unacceptable behaviour arising from excessive consumption of alcohol. This may range from a verbal reprimand to expulsion from Wheelbase.

18.4 Welfare and Support for Clients:

Details of support services where clients can get confidential advice if they have an alcohol or drug related problem, or are seeking information, are displayed in key areas around Wheelbase and staff are trained in drugs and alcohol awareness and are able to signpost young people towards additional support and help.

Welfare and support for clients is paramount in our approach to this issue. Young people are given extensive and comprehensive information during group work sessions in order to give them the skills and abilities to keep themselves safe.

18.5 Staff Considerations:

Staff involved in caring for young people, have a particular responsibility in relation to the use of drugs and alcohol.

Controlled substance use will be viewed as a criminal offence, staff considered to be under the influence, may be asked to leave the premises pending investigation.

Staff should not consume alcohol whilst on duty, or arrive at work suffering from the effects of alcohol consumption because:

- Alcohol even in small quantities reduces concentration and impairs responses and may lead to unprofessional conduct.
- The irresponsible use of alcohol sets a bad example for young people.

The consumption of alcohol on Wheelbase property when the clients are on site is not to be condoned – any exception must be authorised by the manager (in writing).

19. Wheelbase First Aid Policy

The First Aid procedure at Wheelbase is in operation to ensure that every student, client, member of staff and visitor, will be looked after in the event of an accident, no matter how minor or major.

It is emphasised that the team consists of qualified first aiders and not trained doctors or nurses. In the even of an accident all members of Wheelbase should be aware of the support available and procedures available to activate this.

The purpose of this Policy is therefore:

- To provide effective, safe First Aid cover for clients, staff and visitors.
- To ensure that all staff and clients are aware of the system in place.
- To provide awareness of Health and Safety issues within Wheelbase and on Wheelbase trips, to prevent, where possible, potential dangers or accidents.

NB The term First Aider refers to those members of the Wheelbase community who are in possession of a valid First Aid at work certificate or equivalent.

First Aiders will:

- Ensure that their qualification and insurance (provided by Wheelbase) are always up to date.
- Ensure that First Aid cover is available through out the working hours of the week.
- Always attend a casualty when requested to do so and treat the casualty to the best of their ability in the safest way possible. This includes wearing gloves where any loss of blood or body fluid is evident, calling for help from other First Aiders or Emergency Services.
- Help fellow First Aiders at an accident and provide support during the aftermath.
- Act as a person who can be relied upon to help when need arises.
- Ensure that the first aid kits are adequately stocked and always accessible.
- Ensure that the first aid kit in the minibus is adequately stocked.
- Any client complaining of illness or who has been injured, is sent to the sick room for the qualified first aider to inspect and, where appropriate, treat. Constant supervision will be provided (this designated facility has access to a wash basin and toilet facilities). Parents should be contacted as soon as possible so that the client can be collected and taken home.
- Insist that any casualty who has sustained a significant head injury is seen by professionals at the hospital, either by sending them directly to hospital or by asking the parents to pick up their child to take them to hospital; ensure that parents are aware of all head injuries promptly. (Client emergency contact details are held on staff server – Admissions Register)
- Ensure that a child who is sent to hospital by ambulance is either –
- Accompanied in the ambulance at the request of the paramedics.
- Followed to the hospital by a member off staff to act in loco parentis if a relative cannot be found.
- Met at the hospital by a relative.

- The First Aider need not be the member of staff to accompany the casualty to hospital, however, an appropriate person should be sent.
- Liaison must occur with the teacher in charge to cover, to ensure that lessons are covered in the event of an absent teacher.
- Keep a record of each client attended to, the nature of the injury and any treatment given, in the book provided at reception. In case of an accident, the accident book must be completed by the appropriate person.
- Ensure that everything is cleared away, using gloves, and every dressing etc be put in a yellow bag for contamination / used items and sealed tightly before disposing of the bag in the bin. Any bloodstains on the ground must be washed away thoroughly. No contaminated or used items should be left lying around.

The Governing Body will:

- Provide adequate First Aid cover as outlined in the Health and Safety (First Aid) regulations 1981.
- Monitor and respond to all matters relating to the health and safety of all persons on Wheelbase premises.
- Ensure all new staff are made aware of First Aid procedures at Wheelbase.

Managers will:

- Ensure that they always obtain the history relating to a client not feeling well, particularly, in the cases of headaches, to ensure that no injury has caused the client to feel unwell.
- Ensure that in the event that an injury has caused a problem, the client must be referred to a First Aider for examination.
- At the start of each academic year, provide the first aid team with a list of clients who are known to be asthmatic, anaphylactic, diabetic, and epileptic or have any other serious illness.
- Have a file of up to date medical consent forms for every client and ensure that these are readily available for staff responsible for trips and outings.

Staff will:

- Familiarise themselves with the first aid procedures in operation and ensure that they know who the current first aiders are.
- Be aware of specific medical details of individual clients when publicised by managers.
- Never move a casualty until they have been assessed by a qualified first aider, unless the casualty is in immediate danger.
- If the first aider is not available, send for help to reception as soon as possible, either by person or phone, ensuring that the messenger knows the precise location of the casualty. Where possible, confirmation that the message has been received must be obtained.
- Reassure, but never treat a casualty unless staff are in possession of a valid Emergency First Aid Certificate, or know the correct procedures. Such staff can

obviously start emergency aid until a first aider arrives at the scene or instigate simple airway measures if clearly needed.

- Send a client who feels generally unwell to their respective key worker or tutor and not to a first aider, unless their deterioration seems uncharacteristic and is causing concern.
- Ensure that they have a current medical consent form for every client that they take on a Wheelbase trip, which indicates any specific conditions or medications that they should be aware of.
- Have regard to personal safety.

Office Staff will:

- Call for a qualified first aider (unless they are one themselves), to treat any injured client. This should be done by telephone, giving the specific location of the casualty.
- Support the first aiders in calling for an ambulance or contacting relatives in an emergency.
- Send clients who simply do not feel well to their respective key worker or tutor.
- Administer medication to clients following the Wheelbase medication policy.

20. Wheelbase Physical Intervention Policy

Central to this policy is the understanding that any physical intervention used by staff must be in accord with the idea of “reasonable force” and used only as a last resort once all other strategies have been exhausted.

There is no legal definition of reasonable force. The use of force can only be regarded as reasonable if the circumstances of the particular incident warrant it and the degree of force employed, is proportionate to the level of challenging behaviour presented or the consequences it is intended to prevent.

It is essential that any discussion of physical intervention is set in the wider context of education and behaviour management: it should be seen as an isolated technique. Most of the time there will be no need for physical intervention and other methods can be used.

Staff implementing this policy should be aware of, and have access to –

- DfEE Circular 10/98: The Use of Force to Control or Restrain Pupils.
- The Children’s Act 1989
- Guidance for Restrictive Physical Interventions / Department for Education and Skills. (July 2002).
- Guidance for Restrictive Physical Interventions: How to provide safe services for people with learning disabilities and autistic spectrum disorder (August 2002).
- DfEE Circular, The use of Physical Interventions to Control or Restrain Pupils in SEN settings.
- Team Teach Training Manual.

Ethos

- Work with Clients is done within an atmosphere of co-operation and mutual respect.
- The needs of an individual will be acknowledged and respected, taking into account the diversity of experience, race, culture, disability, language, community, sex and gender.

Expectations

- The Wheelbase will provide as safe and positive environment.
- The staff to be aware of the behaviour needs of each Client.
- Clients are encouraged to manage their own behaviour appropriately.
- If a client is displaying difficult and challenging behaviour, the aim is to de-escalate the situation and maintain the safety of all the staff and clients.
- Physical Intervention will only be used rarely and only as a last resort.

- Parents, clients and staff will be familiarised with the situations where physical intervention might be necessary.
- **All staff will be trained in the same method of restraint (TEAM – TEACH)**
- All incidents will be recorded and logged in the incident book.
- Clients will be given the opportunity to reflect on the incident either immediately afterwards or the following day. (This will be recorded).
- Staff will be given the opportunity to discuss the incident and be debriefed.
- Parents / Carers will be informed as necessary.

20.1 Physical Contact

Staff should always maintain appropriate relationships with young people. Physical contact can describe a range of behaviours including appropriate demonstrations of affection; staff should not be deterred from consoling and comforting a client in distress. Staff needs to be aware of personal boundaries for themselves and the clients.

20.2 Physical Restraint

Physical intervention should be an act of care and control, not punishment or form of discipline.

Physical restraint is the positive application of force with the intention of overpowering the young person in order to protect a child from harming himself or others or seriously damaging property.

It must be emphasised that physical restraint must always be seen as the last resort.

20.3 Prohibited Measures

Staff should never take any action (physical or verbal) that is likely to cause pain or humiliation to the client.

- **Corporal Punishment** - Any application of force as punishment, including slapping, throwing objects, rough handling, pushing or punching, is not acceptable.
- **Intimate Physical Searches** – Intimate Physical Searches of young people are totally unacceptable. Occasionally, and not as a punishment, a search of clients clothing may be necessary – e.g. searching for a dangerous object.

20.4 Defining Physical Intervention

Any form of physical contact with the intention of containing the behaviour of a young person. Physical intervention includes a range of actions from an arm around a shoulder to restraint.

Physical intervention should only be used as a measure of control when there is a situation that involves –

- Risk of serious harm to the young person or other persons present.
- Serious damage to property likely to occur.
- Action where a client is behaving in a way that is compromising good order and discipline.

The principles relating to the use of physical intervention may be summarised as below:

- Staff should have good grounds for believing that immediate action is necessary to prevent a young person from significantly injuring themselves or others, or causing serious damage to property.
- Staff should take steps in advance to avoid the need of physical intervention e.g. through dialogue and diversion and the client should be warned verbally that physical intervention would be used unless he / she desists.
- A dialogue should be kept up with the client.
- Use, whenever possible, a member of staff who has an established relationship with the client so they can explain what they are doing and why.
- A pupil may be successfully diverted from destructive or disruptive behaviour by being led away by the hand, arm or by an arm around the shoulder.
- Only the minimum force necessary to prevent an injury or damage should be applied: physical restraint should only be attempted when there is sufficient staff.
- Every effort should be made to secure the presence of other staff before using physical intervention. These staff can act as assistants and witnesses.
- As soon as is safe, the physical intervention should be gradually relaxed to allow the client to regain self control.
- Physical intervention should be an act of care and control; not a punishment.
- Physical intervention should not be used purely to force compliance with staff instructions when there is no immediate risk to people or property.
- It is important that the issues of age, sex, size, personal history and background and the relationship between the young person and the staff involved are considered wherever possible.
- There must be care about the way in which a young person is held to avoid any contact with intimate parts of the body.
- When physical intervention is being used a staff member of the same gender should be present whenever possible.
- If staff are not confident about their ability to contain a particular situation or type of behaviour, consideration should be given to involving the police.

20.5 Recording and Reporting of Incidents

- Staff should record all incidents of physical intervention. These forms are held centrally and signed by staff and management.
- Significant incidents must be recorded and reported in line with the local council procedures.

20.6 Monitoring

- Staff should be clear about the expectations for informing management, parents, and reporting and recording incidents.
- The records will be checked regularly to ensure they comply with policy and procedures and to monitor trends and practices.
- There will be regular review of practices and staff training needs.
- A list of all staff authorised to use physical intervention will be maintained.
- All cases of physical intervention should be reported, recorded and evaluated.
- All young people involved in a physical intervention should have access to a debrief session, (a discussion about strategies that the young person could use in the future) and a complaints procedure.
- This policy will be reviewed every 12 months.

21. Wheelbase Curriculum Policy.

21.1 Overview

Recognising that not being in learning or employment is often associated with bad health, involvement in crime or anti-social behaviour, Wheelbase seeks to raise the participation and attainment of educationally disaffected young people through the use of creative methods, resources and activities to re-engage them with learning.

We believe that all children and young people have a right to a broad, balanced and relevant education which provides progression to a positive future while recognising individual strengths, needs, weaknesses and talents. While taking account of legislative requirements and the needs of referrers such as the LEA, YPLA and local schools, we exercise our right to dis-apply some aspects of the National Curriculum in order to provide more time for our work- related curriculum and the need to improve literacy, numeracy, ICT and social skills.

21.2 The Learners

Wheelbase takes referrals from Nottingham, Nottinghamshire, Derbyshire and Leicestershire LEAs, Schools, PRUs, Youth Offending Teams, SENCOs, social workers, youth workers, CAMHS, special schools and parents.

Our learners tend to fall into the following categories:

- Young people with a statement of Special Educational Needs
- Poor school attendance
- Low levels of literacy and numeracy
- Challenging behaviour that led to, or put them at risk of, exclusion
- Learning difficulties or disabilities
- Health problems, especially mental health problems or conduct disorders
- Disadvantaged or challenging family backgrounds
- Complex social and emotional needs
- Offending behaviour or risk of offending
- Families where there is a tradition of non-participation in education, employment and training (due mainly to the loss of historical local industries)

And / or are:

- Looked after children
- Leaving custody / on supervision orders.

Where a learner has a statement of Special Educational Needs, we adjust the provision to fit the statement:

- Assess the Childs progress against targets from the statement.
- We report the progress and concerns as part of the annual review.

21.3 Aims and Values

Recognising that learning difficulties, personal problems and past experiences may sap the concentration, energy and enthusiasm to learn and that such learners require careful and sympathetic handling in order to complete work and achieve outcomes, Wheelbase aims to:

- Use patience, persistence and humour to achieve results.
- Treat young people in a civilised and dignified manner.
- Cater for the needs of individual learners of both sexes from all ethnic and social groups, including those with particular ability and those who are experiencing learning difficulties.
- Facilitate the learner's acquisition of knowledge, skills and qualities that will help them to develop intellectually, emotionally, socially, physically, morally and aesthetically, so that they may become independent, responsible, useful, thinking, confident and considerate members of the community.
- Maintain a richer and more flexible curriculum; using motor vehicles and motor sport to motivate the learners, provide a context for acquiring the functional skills of English, Maths and ICT and create an exciting and stimulating learning environment.
- Challenge stereotypical, territorial and negative attitudes in young people and build up genuine confidence and self-esteem.
- Through pastoral support and inter-agency working, find practical solutions to obstacles to returning to learning.
- Use small groups and intensive, individual support to address behaviour issues.
- By using the best assessment methods at our disposal, ensure that the learner is assigned appropriate tasks and as far as possible has ownership of their own learning.
- Raise learners' awareness of the world of work and options for the future so that they can see a clear purpose for their classroom and workshop activities.
- Include young people in the leadership and management of the programme, with regular consultations and real positions of responsibility and influence.
- Encourage young people to support one another and to become advocates for others with similar difficulties.
- Provide the opportunity to gain worthwhile, externally accredited qualifications that lead to planned progression routes into further education, training and employment.
- Work with outside agencies, the Connexions service and local businesses to provide information, advice and guidance about possible career paths and support learners into their chosen destinations.
- Encourage, and aim to remove barriers to, parental involvement in their child's education.
- Provide support and a "listening ear" for leavers by encouraging them to visit, email or call us whenever necessary and use the Facebook page.

We aim that all learners should:

- Learn to be adaptable and co-operative, how to solve problems in a variety of situations, work independently and as members of a team.
- Work towards being happy, enthusiastic and well balanced.
- Develop the ability to make reasoned judgements and choices based on the relevant information available.
- Begin acquiring a set of moral values, such as honesty, sincerity and personal responsibility, on which to base their own behaviour.
- Learn to behave in an acceptable way and become responsible for their actions.
- Learn to care for and take pride in the fabric of Wheelbase.
- Develop tolerance, respect and appreciation of the capabilities and feelings of others.
- Develop non-sexist and non-racist attitudes.
- Know how to solve problems mathematically in a variety of practical situations using concepts of number, measurement, shape and space and data handling.
- Be able to listen and read for a variety of purposes and be able to convey meaning accurately through speech and writing for a variety of purposes.
- Develop transferable ICT skills and use them in a range of life and work contexts.
- Understand the basic principles of health, personal hygiene and safety.
- Understand the necessity for a healthy lifestyle and a good diet and understand the elements of basic nutrition.
- Be aware of the basic skills necessary for independent living, such as managing a budget.
- Be aware of the legal and health implications of drug, alcohol and tobacco use and have the information to make safe, informed choices.
- Have an understanding of sexual health and relationships and responsible parenthood.
- Have an understanding of workshop health and safety and their rights and responsibilities in the workplace.
- Acquire a basic knowledge of the structure and systems of light vehicles and motorcycles and the safe use of workshop tools and equipment.
- Demonstrate the ability to take part in basic and routine tasks in a motor vehicle environment, both independently and with others.
- Have an understanding of the structure of the motor vehicle retail, maintenance and repair industry and the job opportunities within it.
- Have an opportunity to solve problems of a technological nature in a classroom or workshop setting.
- Take part in a safe driving course and develop an awareness of responsible and safe road use and the laws that relate to it.
- Take part in motorsport at a public venue, demonstrating that they can behave responsibly, obeying rules and regulations, working as a team and representing Wheelbase in a positive manner.
- Understand the generic skills that they have acquired in the workshop and how they relate to other vocational areas, being able to acknowledge them on a CV.

- Develop an enquiring mind and the enthusiasm and skills necessary for a habit of lifelong learning.
- Have the opportunity to express themselves creatively in a variety of ways.
- Be aware of and take part in opportunities for recreation and exercise in the local area.
- Obtain the maximum possible units of externally credited qualifications available to them at a level that reflects their ability and knowledge and allows them to progress to the next level of education or training or into work.
- Develop an awareness of society and the environment as a whole, including rights, responsibility, equal opportunities and cultural diversity and the concepts of citizenship and the processes of government and the law.
- Develop an awareness and tolerance of the beliefs of the major world religions and types of spirituality.

These aims should be reviewed yearly by the whole staff team.

21.4 Time allocation

There is an opportunity for staff, volunteers and young people to have breakfast together from 9.00 to 9.30 am. This, and other times of the day such as break times, are apparently informal but are recognised by the staff team as valuable teaching opportunities where high quality interaction (and often our best work) can take place. Many of our young people have a limited spoken vocabulary, which limits their achievement and social skills, and any opportunity to develop conversational skills is seen as a bonus.

School hours are spread over four days to allow for staff planning and preparation time on Fridays. Tuition hours are split 50/50 between workshop and classroom with roughly half the classroom time being taken up with Maths, English and ICT and half with Personal and Social Development / Citizenship group work. There are creative activities within both areas. For instance, painting and drawing in the classroom, metalwork and welded sculptures in the workshop. We also use Young Engineers Club activities.

Once a week, normally a Thursday afternoon, we fit in a two hour physical activity session (outdoors when weather permits) at a variety of local venues.

There are normally nine weekend grasstrack meetings on Sundays during the season, which runs from March to November (culminating in a bonfire party) and there are opportunities to camp overnight there. We try to arrange one residential per year group and as many educational visits as time and funding will allow.

These may include such venues as the Motor Sport Show at the NEC and the Land Rover Technology Centre at Gaydon (motor vehicle design and ICT in industry). While some outside visits are part of the curriculum, activities such as grasstrack racing are not seen as a right, but are dependent on good behaviour.

21.5 Assessment, recording and reporting

The staff at Wheelbase will:

- Provide a “baseline” assessment using the “Forskills” online skills assessment, “Soul” record and tutor observation in the workshop as a starting point in planning individual target setting.
- Share information from referral forms or statements of special need etc. to inform all members of staff on strategies for dealing with individual learner needs.
- Develop individual learning plans showing clear measurable objectives with strategies and success criteria.
- Involve learners in target setting and hold regular reviews (as schedule).
- Maintain records of achievement in both workshop and classroom and generate reports to interested bodies.
- Share information on student progress regularly as a staff team to ensure a consistent approach to teaching and learning.
- Alert other members of staff of any issues concerning a learner that may affect their progress or behaviour within Wheelbase.
- Carry out assessments for awarding bodies according to their criteria and procedures and update student records accordingly.
- Take part in training for this role and liaise with external verifiers on a regular basis.
- Communicate with awarding bodies to certificate learners and provide a summative record of achievement for leavers.

21.6 Roles and responsibilities

Planning is a collective responsibility taking into account staff expertise, subject knowledge and experience. The Curriculum Manager is responsible for the co-ordination of the approach and also acts as examinations officer and internal verifier, being the main contact with the awarding bodies. There are clear examinations policies and procedures within Wheelbase and the details of working with both examining bodies (currently OCR and the Institute of the Motor Industry) are in the appropriate administration folders in the Classroom Office. At least one other member of staff in both disciplines should be aware of the procedures and be able to act as internal verifier and awarding body contact.

The awarding body folders have details of all staff and the qualifications that they are authorised to assess.

In addition, all teaching staff are responsible for:

- Working together with the rest of the staff team to implement, review and update the curriculum policy.
- Providing advice, support and training to other members of staff.
- Carrying out regular CPD both in their specific subject and in general pedagogy.

This policy should be reviewed, evaluated and updated annually by all staff and approved by the Board of Trustees.

22. Wheelbase Anti-Fraud Policy

Introduction

This document sets out the policy and procedures of (Organisation) against fraud and other forms of dishonesty, together with the steps that must be taken where any of these practices is suspected or discovered.

It applies to Directors, staff and volunteers. Anybody associated with (Organisation) who commits fraud, theft or any other dishonesty, or who becomes aware of it and does not report it, will be subject to appropriate disciplinary action.

Statement of intent

(Organisation) will continually strive to ensure that all its financial and administrative processes are carried out and reported honestly, accurately, transparently and accountably and that all decisions are taken objectively and free of personal interest. We will not condone any behaviour that falls short of these principles.

All members of the organisation have a responsibility for putting these principles into practice and for reporting any breaches they discover.

Definitions

- a) **Fraud:** A deliberate intent to acquire money or goods dishonestly through the falsification of records or documents. The deliberate changing of financial statements or other records by either; a member of the public, someone who works or is a volunteer for (Organisation). The criminal act is the attempt to deceive and attempted fraud is therefore treated as seriously as accomplished fraud
- b) **Theft:** Dishonestly acquiring, using or disposing of physical or intellectual property belonging to (Organisation) or to individual members of the organisation.
- c) **Misuse of equipment:** Deliberately misusing materials or equipment belonging to (Organisation).
- d) **Abuse of position:** Exploiting a position of trust within the organisation.

Culture

The Charities culture is intended to foster honesty and integrity and is underpinned by seven principles of behaviour. These are selflessness, integrity, objectivity, accountability, openness, honesty and leadership. Directors, staff and volunteers are expected to lead by example in adhering to policies, procedures and practices. Equally, members of the public, service users and external organisations (such as suppliers and contractors) are expected to act with integrity and without intent to commit fraud against the Charity in any dealings they may have with the Charity.

As part of the culture, the Charity will provide clear routes by which concerns can be raised by Directors, staff and volunteers and by those outside of the Charity. A copy of the Charities whistle blowing policy is available to Directors, staff, volunteers, service users, suppliers and other third parties.

Senior management are expected to deal promptly, firmly and fairly with suspicions and allegations of fraud or corrupt practice

Responsibilities

In relation to the prevention of fraud, theft, misuse of equipment and abuse of position, specific responsibilities are as follows:

a) Trustee Directors:

The Directors are responsible for establishing and maintaining a sound system of internal control that supports the achievement of the Charities policies, aims and objectives.

The system of internal control is designed to respond to and manage the whole range of risks that the Charity faces.

The system of internal control is based on an on-going process designed to identify the principal risks, to evaluate the nature and extent of those risks and to manage them effectively. Managing fraud risk is seen in the context of the management of this wider range of risks.

b) The Chief Executive Officer (CEO):

Overall responsibility for managing the risk of fraud has been delegated to the CEO. His/her responsibilities include:

Undertaking a regular review of the fraud risks associated with each of the key organisational objectives.

Establishing an effective anti-fraud response plan, in proportion to the level of fraud risk identified.

The design of an effective control environment to prevent fraud.

Establishing appropriate mechanisms for:

reporting fraud risk issues

reporting significant incidents of fraud or attempted fraud to the Board of Director Directors;

Liaising with the Charities appointed Auditors.

Making sure that all staff are aware of the Charities Anti-Fraud Policy and know what their responsibilities are in relation to combating fraud;
Ensuring that appropriate anti-fraud training is made available to Directors, staff and volunteers as required; and
Ensuring that appropriate action is taken to minimise the risk of previous frauds occurring in future.

c) Senior Management Team

The Senior Management Team is responsible for:

Ensuring that an adequate system of internal control exists within their areas of responsibility and that controls operate effectively;
Preventing and detecting fraud as far as possible;
Assessing the types of risk involved in the operations for which they are responsible;
Reviewing the control systems for which they are responsible regularly;
Ensuring that controls are being complied with and their systems continue to operate effectively; and
Implementing new controls to reduce the risk of similar fraud occurring where frauds have taken place.

d) Staff and Volunteers

Every member of staff or volunteer is responsible for:

Acting with propriety in the use of Charities resources and the handling and use of funds whether they are involved with cash, receipts, payments or dealing with suppliers;
Conducting themselves in accordance with the seven principles set out above. They are: selflessness, integrity, objectivity, accountability, openness, honesty and leadership;
Being alert to the possibility that unusual events or transactions could be indicators of fraud;
Alerting their manager when they believe the opportunity for fraud exists e.g. because of poor procedures or lack of effective oversight;
Reporting details immediately if they suspect that a fraud has been committed or see any suspicious acts or events; and
Cooperating fully with whoever is conducting internal checks or reviews or fraud investigations.

Detection and Investigation

Whilst having regard to the requirements of the Data Protection legislation, the Charity actively participates in an exchange of information with external agencies on fraud and corruption. It is often the alertness of Directors, staff or volunteers and the general public to the possibility of fraud and corruption that leads to detection of financial irregularity.

The Chair of the Board of Trustee Directors must be notified immediately of all financial or accounting irregularities or suspected irregularities or of any circumstances which may suggest the possibility of irregularities including those affecting cash, stores, property, remuneration or allowances.

Reporting of suspected irregularities is essential as it facilitates a proper investigation by experienced staff, and ensures the consistent treatment of information regarding fraud and corruption. When so notified, the Chair will instigate an investigation by appointing a designated officer, auditor or other adviser.

The designated officer, auditor or other advisor will:

- deal promptly with the matter
- record evidence received
- ensure the security and confidentiality of evidence
- Work closely with senior managers of the Charity and other agencies, such as the Police and Courts to ensure that all issues are properly investigated and reported upon.
- Ensure maximum recoveries are made on behalf of the Charity, and assist the senior managers to implement (Organisation)'s disciplinary procedures where considered appropriate (referral to the Police will not prohibit or restrict action under the Disciplinary Procedure).
- In cases of suspected payroll irregularities where a fraud investigation may be possible, discussion will occur between the Chair and the CEO if it is thought a disciplinary investigation is more appropriate
- Malicious accusations may be the subject of disciplinary action.

Training

An important contribution to the continuing success of an anti-fraud strategy, and its general credibility, lies in the effectiveness of programmed training, of Directors staff and volunteers throughout the organisation.

This will be achieved through the development of both induction and refresher training for all personnel involved in internal control systems to ensure that their responsibilities and duties in this respect are regularly highlighted and reinforced.

Review

This policy will be reviewed on an annual basis.

Wheelbase Policies & Procedures Review

Wheelbase Policies and Procedures are reviewed and approved annually by the Board of Trustees.

Signed:

Date:

Position: Chair of Board

Signed:

Date:

Position: Treasurer of Board

Signed:

Date:

Position: Board Member