

Policy

Health and Safety



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A - Policy Statement

It is our policy to provide and maintain safe and healthy working conditions, equipment and systems of work for all staff and volunteers, and to provide information, instruction, learning and supervision as is needed for this purpose.

We also accept our responsibility for the health and safety of other people who may be affected by our activities.

Gregory Fisher Professional Services Limited hereinafter referred to as the company, actively seeks support from all staff and volunteers whatever their status, in achieving the objectives of this Health and Safety Policy ("the Policy").

The allocation of duties for safety matters and the arrangements for implementation of the Policy are set out in sections B and C of the Policy. The Policy will be kept up to date as required. To ensure this, the Policy and the way in which it is operated, will be reviewed annually.

The Policy is issued to all staff and volunteers.

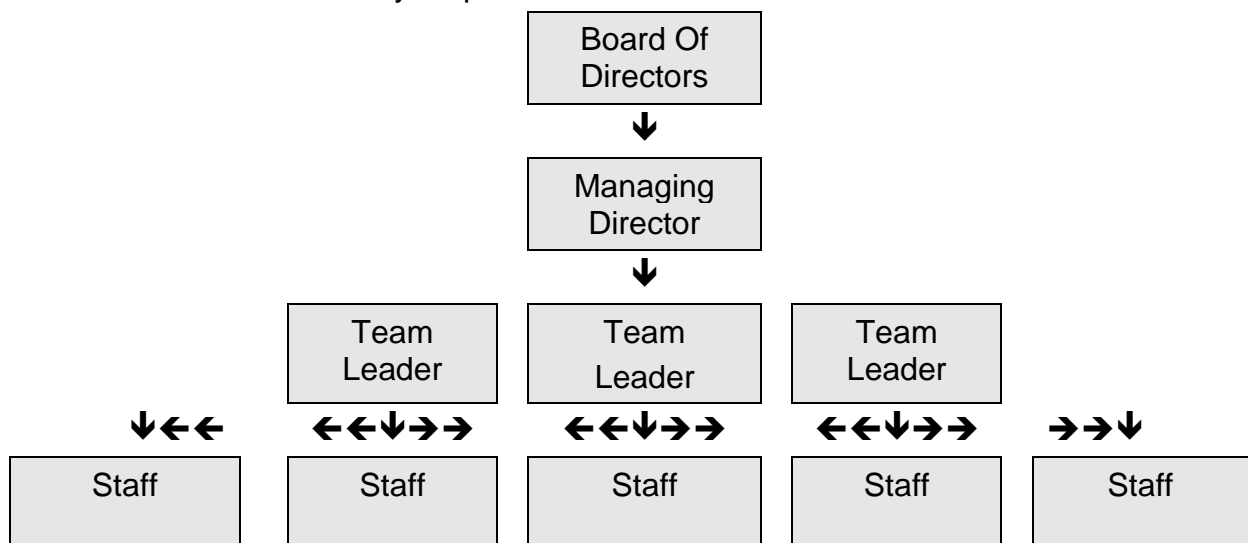
Signed:

Dated:

Gary Gregory – Managing Director

B - Company Structure

The Company's structure is set out in the diagram below and the schedule of individual health and safety responsibilities is detailed below.



Day to day health and safety responsibilities:

1. The Managing Director is responsible for all day to day health and safety matters relating to all company premises and venues used by the company ("the premises").
2. The Managing Director is responsible for carrying out workstation risk assessments, copies of which should be forwarded to the Chair of the Board of Directors as soon as they are carried out.
3. Staff and volunteers working from home are responsible for all day to day health and safety matters relating to their home office and are responsible for carrying out workstation risk assessments, copies of which should be forwarded to the Managing Director as soon as they are carried out.
4. All staff and volunteers working away from the office - whilst travelling or working away from their designated office will follow this Policy.
5. It is the duty of all employees and volunteers while at work: -
 - To take responsible care for the health and safety of him / herself and of other persons who may be affected by his / her acts or omissions at work, and
 - To co-operate with supervisors and managers to achieve a healthy and safe workplace and to report to the appropriate person any health and safety problems which they are unable to resolve themselves, and
 - Not to interfere with or misuse any equipment provided in the interests of health, safety and welfare.
6. Any abuse of health and safety responsibilities by an employee or volunteer may lead to disciplinary proceedings being taken against him / her.

Monitoring the Health and Safety Policy

7. The Managing Director is responsible for checking the Policy to ensure continued effectiveness, particularly that:
 - Health and safety responsibilities are being properly discharged
 - Employees [and volunteers] are working to health and safety rules
 - Employees [and volunteers] are safety conscious.

Health and Safety Budget

8. Allocation will be made annually in the budget for the purpose of health and safety, i.e. safety training.

Cleaner

9. The cleaner is responsible for his / her own health and safety procedures and is required to comply with the COSHH assessments carried out by the Company and notified to him / her. Lone working procedures for the cleaner can be found in Appendices A and B.

C - Systems and Procedures

General safety and conduct of employees

Employees [and volunteers] are reminded of their moral and legal responsibility for conducting themselves in such a manner in their work so as not to expose themselves or others to risk. To this end the Health and Safety Policy is a document that must be read, understood and implemented by all employees. A declaration by the employee must be signed when the Policy has been read and understood. Staff [and volunteers] must not promote or participate in horseplay, pranks or practical jokes which may result in an accident or injury.

Accidents

If an accident occurs it is the injured person's responsibility to notify either the Qualified First Aider or the Managing Director who will record the accident in the Accident Book. Should the accident be reportable under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR), this will be done by the Managing Director.

First Aid

The First Aid box is situated in Reception at all venues. Appropriate signs are displayed.

The Qualified First Aiders are:	
Mr Gary Gregory	

Safety Training

All staff [and volunteers] are given induction training relating to evacuation procedures, accident procedures and availability of first aid. Other training is carried out by various training providers according to need. Records of all training and learning activities are kept in the employee's personal file.

Communication

Health and Safety is an agenda item for all directors' meetings which are normally held every three months. All employees [and volunteers] are encouraged to raise any matter of concern at the meeting, but if more urgent, to raise with the Managing Director at any time.

Smoking

Smoking is not allowed in any of the Company's work areas, other than an employee's home, but smoking is allowed outside of the premises.

Smoking is not allowed in the Company's vehicles. If an employee works from home and smokes in the work areas, he / she should not receive visitors there on the Company's business.

Fire Precautions

Fire procedures are displayed on each floor of the premises. Fire drills are carried out at least annually. Following evacuation all staff [and volunteers] should report to the assembly point, which is appropriately signed. The Managing Director will co-ordinate the fire drills.

The fire alarm is be tested monthly by the Managing Director who also carries out monthly visual checks on all fire extinguishers.

All fire extinguishers are serviced annually by a qualified contractor.

All drills checks and annual servicing are recorded in the Fire Log Book maintained by the Managing Director.

Personal Protective Equipment

No personal protective equipment is considered necessary following risk assessments having been carried out.

Good Working Practices

Good Working Practices including safety precautions to be taken when working alone are set out in Appendix B.

Electrical Safety

All portable electrical appliances are checked annually by qualified electrical contractors. The installation is checked every five years in accordance with the Electricity at Work Regulations 1989 and the Institute of Electrical Engineers Wiring Regulations 17th Edition.

Visitors

Health and Safety guidance for visitors is displayed by the entrance.

Vehicle Safety

Never drive or operate a vehicle on the Company's business unless you are authorised to do so and hold the appropriate licence.

Only use vehicles for the purpose for which they are intended.

Manual Handling

The Company follows the Health and Safety Executive guidelines for lifting e.g. no employee [or volunteer] is expected to lift over 25kg without assistance. All staff [and volunteers] who may be involved in physical handling will be trained in the correct procedures to adopt. Training records are available for inspection.

Display Screen Equipment

All staff [and volunteers] have been informed of the various ill health conditions associated with the use of display screen equipment. They have also been trained in the correct use of computers, the positioning of the desk, chair monitor etc., to enable them to avoid the various ill health problems.

All staff [and volunteers] are aware that their employer will provide an eye test should it be requested.

Hazardous Substances

Only two hazardous substances are used on the premises and use is restricted to the cleaner. The substances have been assessed; copies of the assessments are retained by the Managing Director and appropriate information supplied to the cleaner.

Risk Assessments

Risk Assessments have been carried out in the following subject areas:-

- General risk assessment including fire hazards
- Display screen equipment
- Hazardous substances

Assessment records are all available for inspection.

Health and Safety Inspections

The work area has been assessed as low risk and an inspection will be carried out three monthly unless circumstances dictate otherwise.

Venue Hire

For each venue hired by the company a Venue Health and Safety checklist schedule, Appendix D, will be issued and the completed form reviewed by the Managing Director. This procedure will be followed on the first hiring of any venue to ensure implementation of this Policy. For subsequent hiring's enquiries should be made to ascertain whether the information supplied is still current.

Female Workers of Child Bearing Age

Should any person in this category notify the company of pregnancy a risk assessment will be carried out on her work according to the requirements of the management of Health and Safety at Work Regulations 1999.

Policy Review

This Policy will be reviewed and updated following any major changes in procedures, personnel or annually whichever occurs first.

Appendix A - Cleaner contact

Cleaner

In case of emergency contact the emergency services on 999 and ask for the appropriate service(s).

In non-emergency situations contact should be made by telephone to:

- Office - 01733 793026
- Company Mobile - 07754 575310
- Gary Gregory – 07512 933282

Appendix B - Good Working Practices

1. All Staff [and volunteers] will record their arrival and departure in the daily log maintained in the reception, and all visitors must be asked to record their arrival and departure in the Visitors Book, so that at all times the persons on the premises can be ascertained in the event of an emergency.
2. Keep all passageways clear of obstructions.
3. Do not obstruct any Fire Exit.
4. Keep all electrical leads tidy and ensure that they do not form an obstruction.
5. When alone in the premises ensure that the entrance door is closed and secure, i.e. that it cannot be opened from outside except by means of the code or key.
6. When alone in the premises do not admit any caller who is not known to you or who does not have a prior appointment.
7. Staff [and volunteers] travelling to other premises during the normal working day should leave an itinerary in the premises and ensure that others are informed of their whereabouts.
8. When visiting other premises staff [and volunteers] should where ever possible ensure that all reasonable precautions are taken to avoid risk to their personal safety e.g. they should park in a public area and, if after dark, in a well lighted area as close as possible to the premises to be visited.
9. When meetings are held at the premises, the senior member of staff present, or the chairman of the meeting, must ensure that all visitors are informed of fire escape exits.
10. Staff [and volunteers] should take all reasonable precautions when meeting with unknown persons outside a normal office environment including advising the premises of the circumstances and arranging for a colleague to be in attendance if in any doubt as to her / his safety.
11. Employees responsible for booking venues for events must take all reasonable steps to ensure that the premises satisfy the Management of Health & Safety Regulations 1992.
12. The last person out of the premises at any time should observe the Last Person Out instructions, a copy of which is appended hereto.

Appendix C - Last Person Out Checklist

LAST PERSON OUT

PLEASE

- CHECK THAT ALL LIGHTS ARE OFF
- CHECK THAT ALL APPLIANCES ARE SWITCHED OFF EXCEPT:
 - THE FRIDGE
 - THE FAX
 - THE TELEPHONES
 - THE SERVER
 - RADIATORS (in winter)
- THAT ALL WINDOWS & FIRE EXITS ARE SHUT AND LOCKED
- THAT THE ANSWERPHONE IS SWITCHED ON
- SET ALARM
- ENSURE THAT THE DOOR TO THE OFFICE IS SECURELY SHUT & LOCKED AS YOU EXIT THE BUILDING

Appendix D - Venue Health & Safety Checklist

This checklist must be carried out on venues used by the Company as part of the Health and Safety Policy. This must be used on every venue.

Venue:	
Address:	
Contact Name:	
Contact Number:	

HEALTH AND SAFETY POLICY (written where 5 employees/volunteers or more)			
	YES/NO	N/A	Comments
Do you have a current signed Health and Safety Policy?			
Does the policy contain:			
* A. Statement			
* B. Company			
* C. Arrangements			
* D. Designated competent person			
HEALTH AND SAFETY LAW			
* Poster on display: "Health and Safety Law - What you should know"			
INSURANCES			
Do you have Employer Liability insurance?			
* Insurer's name:			
* Policy No:			
* Expiry Date:			
* Is the Maximum Liability Certificate displayed?			
* Do you have Public Liability insurance?			
NOTIFICATION TO ENFORCING AUTHORITY (where appropriate)			
* Maximum Liability Certificate displayed?			
RISK ASSESSMENTS			
Workplace Risk Assessments undertaken?			
Have significant risks been recorded with action plan?			
FIRST AID ARRANGEMENTS			
	YES/NO	N/A	Comments
* Is there a First Aid Box?			
* Is it clearly signed?			

* Contents of the First Aid Box meet legal requirements?			
* Is there an appointed First Aider?			
ACCIDENTS AND DISEASES			
Are all accidents entered into the Accident Book?			
Aware of your duties under RIDDOR regs. (F2508)			
EMERGENCY ARRANGEMENTS			
a. Fire Certificate been issued? (where appropriate)			
* b. Is fire fighting equipment checked regularly?			
* Are records kept of equipment checked?			
* c. Do you carry out Fire Alarm tests?			
Are records kept of fire alarm tests?			
Are emergency fire procedures displayed?			
d. Are evacuation drills carried out?			
Are records kept for evacuation drills?			
e. Are all Fire Exits and escape routes clearly signed?			
f. Is there a named person for emergencies?			
PREMISES AND WELFARE			
* Are the toilets suitable and sufficient?			
* Is the heating/ ventilation adequate?			
* Are there washing facilities?			
* Are adequate safety notices/ signs displayed?			
GENERAL CONDITIONS OF WORKING ENVIRONMENT AND HOUSEKEEPING			
Any other comments:			

I confirm that the above particulars are correct – Venue representative

Name		Signed	
Position		Date	

I confirm that the above particulars are correct – Company representative

Name		Signed	
Position		Date	

* Evidence to be seen.

Health & Safety

Personal Safety Policy



Gregory Fisher Professional Services is committed to ensuring the safety and wellbeing of its staff and volunteers. As we continue to focus our efforts on providing activities and services on a client driven basis; understanding of the associated risks is an essential part of each of our jobs.

This Personal Safety Policy goes above and beyond the company general Health and Safety Policy and is a framework to support colleagues in safeguarding their own and others' personal safety.

Whatever your role, wherever you work and whoever you work with, you are responsible to ensure that you are working in a safe environment and that you safeguard your own and others' personal safety. Please read this policy, understand it and implement it.

Gregory Fisher Professional Services, Directors on their part, will ensure that:

- This policy is communicated throughout the organisation so that everyone is aware of it and their responsibility in respect of it.
- There is ongoing analysis to identify key personal safety risks and hazards that employees, voluntary and seconded staff may encounter and preventative measures are put in place to combat these risks.
- Appropriate sanctions are taken in the event of violent or aggressive behaviour during any Gregory Fisher Professional Services activity or event.
- Aftercare procedures are made available should an employee, voluntary or seconded member of staff suffer from violence or aggression in the course of their work.
- Employee, voluntary and seconded staff are provided with suitable information and training to enable them to fulfil their responsibilities whilst protecting their personal safety.
- The Personal Safety Policy is reviewed in line with the companies general Health and Safety Policy Statement.

Gregory Fisher Professional Services requires employees & volunteers to:

- Report all near misses and incidents of inappropriate, violent or aggressive behaviour using the established accident/incident reporting system.

- Report all hazards and risks to personal safety that individuals identify or are aware of in the course of their work.
- Take all reasonable steps to ensure that their own personal safety is not put at risk.

It is the responsibility of the Managing Director to ensure that:

- All company offices (including locations where company work is carried out) have appropriate and adequate security and safety, measures and procedures in place.
- No employee, voluntary or seconded member of staff ever undertakes an initial visit to a client in their home or in a one to one situation unless accompanied by a colleague. Subsequent meetings should take place away from the home except in circumstances where a specific assessment of risk has been completed. This risk assessment will outline suitable and sufficient control measures ensure the health, safety and welfare of both the company representative and the client.
- All employees undertaking out of hours work on behalf of the company have access to a mobile telephone.
- All client facing staff are aware that the company will, on request, purchase personal safety alarms for their individual use.
- Appropriate arrangements are in place to identify, the whereabouts of staff, volunteers and secondees whilst on company business.
- All accidents and near misses inappropriate, violent or aggressive behaviour are reported and followed up appropriately.
- Any employee, voluntary or seconded member of staff who has experienced violence or aggression in the course of their work is offered appropriate aftercare.
- There is a system in place, locally, for sharing relevant client information between employees, voluntary and seconded members of staff.

Policy

Lone Working Policy



Gregory Fisher Professional Services recognises that during the course of their work, it may be essential for staff or volunteers to work alone. This may occur as a regular part of an employee's working practice or may occur on an occasional basis. In either situation it will arise from the understanding that this is the most appropriate and effective way of working with a particular client.

The safety of both client and workers is paramount and Gregory Fisher Professional Services is committed to minimising the risk of lone working for its staff and volunteers.

Policy

The purpose of this policy is to ensure that within this organisation the necessary systems and working practices are adopted and maintained to provide for the safety of all staff and volunteers undertaking lone working.

- Management will ensure that systems are adopted and resources made available to support these systems, which will provide for worker safety.
- Training will be provided for all relevant staff and volunteers regarding the system and procedures that have been adopted regarding lone working.
- All Lone Workers will be fully trained in the systems and procedures employed to ensure their safety, as well as training in the practical safety issues related to the content of their work. The training should include:- initial generic lone working training, induction into the specific role and provision made for ongoing training and supervision.
- Only experienced workers who have completed the relevant training should undertake lone working.

LONE WORKING PROCEDURE

Where lone working is determined as the best working practice and one the intended worker has undergone training. The Managing Director along with the employee or volunteer must before commencement of lone working, meet. They must agree and document the areas listed below. One copy will be placed on the workers file, one copy given to the worker and another copy placed in the “ICE” (In Case Of Emergency) file in the company office.

Procedures

Lone Workers Check

- Background information on client they are to work alongside
- All first visits to be done with two workers if possible
- Workers should have some knowledge of the working area and associated risks within that area – e.g. drink, drugs, criminal activity etc

Period of Lone Working

Before leaving the worker should always inform a nominated member of staff of:

- Where they will be going and any risk factors (Inc. travel method and route).
- Approximately how long the visit will last.
- What time they are expected to return or call the nominated staff member.

Procedure For None Contact

Procedures need to be in place in the event of no contact from the worker. If 10 minutes after the workers expected return or after the scheduled call to the nominated staff member. The nominated staff member will follow the below procedure without pause or delay, only stopping once contact with the worker has been made and their location and safety established:

- Ring mobile of worker.
- Ring home / mobile of place visited.
- Ring contact details of the person at the place visited.
- Ring Managing Director.

The Managing Director (*if Managing Director unavailable then nominated staff member*), will then;

- Ring mobile of worker.
- Ring home / mobile of place visited.
- Ring contact details of the person at the place visited.
- Ring workers Emergency Contact.

If no contact is made with the worker by this point then the Managing Director or most senior Staff Member, **MUST CALL THE POLICE.**

Self Check

Lone workers themselves must ensure they take all reasonable steps to safeguard their personal safety, before each and every lone working period.

- Do a risk assessment, identifying any potential risks.
- Check that mobile phones, personal alarms, torches etc are fully charged and in good working order.
- Always ensure you have a reliable contact and pre-arranged password in case of an emergency.
- Always carry an up to date ID card with picture.
- Always keep a timetable up to date – one for personal use and one to be left in Office or pre arranged safe point at all times.
- First aid kit to be kept in car.
- Wear appropriate clothing – e.g. flat shoes and clothing that will not restrict you if making a quick departure.

Policy

Equal Opportunities Policy



EQUAL OPPORTUNITIES POLICY

It is the policy of Gregory Fisher Professional Services Limited ("the company") to treat all employees, volunteers, members, clients, donors and anyone with whom the trust has dealings; fairly and equally regardless of their sex, sexual orientation, marital status, race, colour, nationality, ethnic or national origin, religion, age or disability.

Furthermore, the company ensure that no requirement or condition will be imposed without justification, which could disadvantage individuals purely on any of the above grounds.

The policy applies to recruitment, membership, applications, registration and selection of directors, terms and conditions of employment including pay, promotion, training, transfer and every other aspect of employment.

The company will regularly review its procedures and selection criteria to ensure that individuals are selected, promoted and otherwise treated according to their relevant individual abilities and merits.

The company is committed to the implementation of this policy and to a program of action to ensure that the policy is, and continues to be, fully effective. The overall responsibility for the policy lies with the Managing Director. However, all staff, volunteers and Directors are required to comply with the policy and to act in accordance with its objectives so as to remove any barriers to equal opportunity.

Any act of discrimination by employees, volunteers, directors or any failure to comply with the terms of the policy will result in disciplinary action.

Human Resources

Diversity & Equalities Policy



Introduction

This policy aims to outline Gregory Fisher Professional Services Limited's commitment to ensuring equality of opportunity and equal treatment for staff, volunteers, workers, companies, and customers in terms of employment and access to services; and to provide guidance on anti-discriminatory practice. This policy is non-contractual.

Scope

The policy applies to employees directly employed by Gregory Fisher Professional Services, to workers employed via agencies, contractors in terms of employment, companies, volunteers, and customers in terms of service provision. The policy applies specifically to discrimination and equality of opportunity in respect of 'protected characteristics' as defined in the Equalities Act 2010:

- Age
- Disability
- Race
- Sex
- Religion or cultural beliefs
- Gender reassignment
- Marital status and civil partnership
- Sexual orientation
- Pregnancy and maternity

The policy applies across the range of employment policies and practice, including those relating to Discipline, Grievance, Harassment and Complaints.

Responsibilities

Gregory Fisher Professional Services values its staff, volunteers, contractors, workers, companies and customers, and expects them to be treated in a respectful manner. Accordingly, all have a responsibility to treat others with dignity and respect. The Managing Director is responsible for providing advice and guidance on equality and diversity issues, and to ensure the Policy document is kept up to date.

Aims

As one of Gregory Fisher Professional Services core values is “Ethical Behaviour”, Gregory Fisher Professional Services aims to:

- Promote equality of opportunity
- Celebrate and value diversity
- Eliminate unlawful direct and indirect discrimination

Gregory Fisher Professional Services will provide equality of opportunity and equal treatment as an integral part of good practice. The organisation is committed to a working environment in which the contribution and needs of everyone are fully valued and recognised. We will support our staff, volunteers, workers, companies and contractors in not tolerating any inappropriate, violent or abusive behaviour from colleagues, other organisations or customers.

General Purpose

Gregory Fisher Professional Services practices will ensure that staff, workers, companies, volunteers, and customers will not be discriminated against on any grounds including age, disability, race, sex, religion or cultural beliefs, gender reassignment, marital status and civil partnership, sexual orientation, pregnancy and maternity.

Gregory Fisher Professional Services is commitment to anti-discriminatory practice relates to all kinds of discrimination, as set out below:

- Direct discrimination - where someone is treated less favourably than another because they have a protected characteristic
- Indirect discrimination – when a requirement or a condition is applied which has a detrimental effect on a particular group or individual. This applies even if there was not a deliberate intention to discriminate.
- Associative discrimination – direct discrimination against someone because they associate with another person who has a protected characteristic.
- Perceptive discrimination - direct discrimination against someone because others think they have a protected characteristic even if they do not possess that characteristic.
- Harassment – unwanted conduct related to a protected characteristic which violates a person’s dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment for them. This applies even if the conduct is not directed at the individual or if they do not have the protected

characteristic.

- Third party harassment – potential liability for the harassment of staff by others such as clients or customers.
- Victimisation – when someone is treated badly because they have made or supported a complaint under the Equalities Act or it is thought that they have done so.

Employment Practices

Gregory Fisher Professional Services aims to promote equality and diversity as an employer and to ensure that no job applicant or employee receives less favourable treatment or is disadvantaged by conditions or requirements that cannot be shown to be justifiable in the context of the policy. Selection, recruitment, training, promotion and employment practices will be subject to regular review to ensure that they comply with the Diversity and Equalities Policy. All training opportunities will be published widely to all appropriate employees and not in such a way so as to exclude particular groups. Gregory Fisher Professional Services regards discrimination, abuse, harassment, victimisation or bullying of staff, customers or others in the course of work as disciplinary offences that could be regarded as gross misconduct.

Gregory Fisher Professional Services As Service Provider

In developing its products, support materials, activities, awards or any other service, Gregory Fisher Professional Services will seek to ensure access to its customers and their members. This will include, wherever practicable, making specific access arrangements for its customers and their learners with disabilities or learning difficulties, or any other protected characteristic which may apply, such as religion and belief. Gregory Fisher Professional Services will attempt to ensure that none of its policies discriminate directly or indirectly against any group or individual.

Data Collection

Gregory Fisher Professional Services complies with the requirement of the Data Protection Act. Any data, either qualitative and or quantitative, required in order to monitor the requirements or the impact of the Equalities Act 2010, will be collected where it is reasonable, proportionate and practical to do so. Any such requirements will be notified to Gregory Fisher Professional Services customers and will follow a common data format.

This policy will be reviewed on an ongoing basis and amended in line with new developments in Equality and Diversity best practice.

Policy

Confidentiality



CONFIDENTIALITY POLICY

1. General principles

Gregory Fisher Professional Services Limited recognises that Gregory Fisher Professional Services Limited employees, volunteers and directors use information about individuals and companies during the course of their work or activities. In most cases information will not be stated as confidential and it will be necessary to use common sense and discretion in deciding whether information is expected to be confidential. This policy aims to give guidance but if in doubt, seek advice from the Managing Director or Chairperson.

1. Colleagues are able to share information with their line manager where necessary to discuss issues and seek advice.
2. Colleagues should avoid exchanging personal information about individuals with whom they have a professional relationship.
3. It is not appropriate to discuss a person's sexuality, financial circumstance, background, health, etc. without their prior consent.
4. Colleagues should avoid talking about companies or individuals in social settings.
5. Colleagues will not disclose to anyone, other than their line manager, any information considered sensitive, personal, financial or private without the knowledge or consent of the individual, or an officer, in the case of a company.
6. If it is necessary to discuss difficult situations with each other to gain a wider perspective on how to approach a problem the company's consent must be sought before personal information enters into the discussion, unless it is beyond doubt that the company would not object to this. Alternatively, a discussion may take place with names or identifying information remaining confidential.
7. Where there is a legal duty on Gregory Fisher Professional Services Limited to disclose information, the person to whom the confidentiality is owed will be informed that disclosure has or will be made.

Access To Information

8. Information is confidential to Gregory Fisher Professional Services Limited as a company and may be passed to colleagues, line managers or directors to ensure the best quality service for users.
9. Where information is sensitive, i.e. it involves disputes or legal issues, it will be confidential to the employee dealing with the case and their line manager. Such information should be clearly labelled 'Confidential' and should state the names of the colleagues entitled to access the information and the name of the individual or group who may request access to the information.
10. Colleagues will not withhold information from their line manager unless it is purely personal.
11. Users may have sight of Gregory Fisher Professional Services Limited records held in their name or that of their company. The request must be in writing to the Managing Director giving 14 days' notice and be signed by the individual, or in the case of a company's records, by the Chairman or Managing Director. Sensitive information as outlined in paragraph 3.2 will only be made available to the person or company named on the file.
12. Employees, Staff and Directors may have sight of their personnel records by giving 14 days' notice in writing to the Managing Director
13. When photocopying or working on confidential documents, colleagues must ensure they are not accidentally seen by others. This also applies to information on computer screens.

Storing information Storing information

14. General non-confidential information about companies or individuals is kept in unlocked storage with open access to all Gregory Fisher Professional Services Limited colleagues.
15. Information about clients and supporters will be kept in secure storage by the colleague directly responsible. These colleagues must ensure line managers know how to gain access.
16. Employees' and Volunteers personnel information will be kept in lockable filing cabinets by line managers and will be accessible to the Managing Director.

17. Files or filing cabinet drawers bearing confidential information should be labeled 'confidential'.

18. In an emergency situation, the Managing Director may authorise access to files by other people.

Duty To Disclose Information

19. There is a legal duty to disclose some information including:

- Child abuse will be reported to the Social Services Department.
- Drug trafficking, money laundering, acts of terrorism or treason will be disclosed to the police.
- In addition, if colleagues believe that an illegal act has taken place, or that a user is at risk of harming themselves or others, they must report this to the Managing Director who will report it to the appropriate authorities.

20. Users should be informed of this disclosure.

Disclosures

21. When dealing with Disclosures and Disclosure information Gregory Fisher Professional Services Limited complies fully with the DBS Code of practice.

22. Disclosure information is always kept separately from an applicant's personnel file in secure storage with access limited to those who are entitled to see it as part of their duties. It is a criminal offence to pass this information to anyone who is not entitled to receive it.

23. Documents will be kept for a year and then destroyed by secure means.

24. Photocopies will not be kept. However, Gregory Fisher Professional Services Limited may keep a record of the date of issue of a Disclosure, the name of the subject, the type of Disclosure requested, the position for which the Disclosure was requested, the unique reference number of the Disclosure and the details of the recruitment decision taken.

Data Protection Act

Information about individuals, whether on computer or on paper, falls within the scope of the Data Protection Act and must comply with the data protection principles. These are that personal data must be:

- Obtained and processed fairly and lawfully.
- Held only for specified purposes.
- Adequate, relevant and not excessive.
- Accurate and up to date.
- Not kept longer than necessary.
- Processed in accordance with the Act.
- Kept secure and protected.
- Not transferred out of Europe.

25. Refer to our separate Data Protection Policy for further information

Breach Of Confidentiality

26. Employees who are dissatisfied with the conduct or actions of other colleagues or Gregory Fisher Professional Services Limited should raise this with the Managing Director or Chairman, if necessary, and not discuss their dissatisfaction outside Gregory Fisher Professional Services Limited.
27. Colleagues accessing unauthorised files or breaching confidentiality may face disciplinary action (Gross Misconduct) or in the case of Directors, Volunteers or Officers, the immediate termination of their role. Ex-employees and volunteers breaching confidentiality may face legal action.

Company Confidentiality

28. This policy does not only apply to individual's data. As an employee, volunteer or director you will at some point come into contact with commercial sensitive data regarding Gregory Fisher Professional Services Limited. This may include financial, legal, strategy, event or governance information. Any information which is not in the public domain must be treated as confidential and must not be divulged to any other third party, outside of the Gregory Fisher Professional Services Limited or anybody outside of the Board or Committee of which you are a member.

Policy

Child Protection Policy



1.1 Introduction

Everyone who participates in the activities and events of Gregory Fisher Professional Services is entitled to do so in an enjoyable and safe environment. Gregory Fisher Professional Services have a moral and legal obligation to ensure that, when given responsibility for young people, staff and volunteers provide them with the highest possible standard of care.

Gregory Fisher Professional Services is committed to devising and implementing policies so that everyone accepts their responsibilities to safeguard children from harm and abuse. This means to follow procedures to protect children and report any concerns about their welfare to appropriate authorities.

The aim of the policy is to promote good practice, providing children and young people with appropriate safety/protection whilst in the care of Gregory Fisher Professional Services and to allow staff and volunteers to make informed and confident responses to specific child protection issues.

**A child/young person is defined as a person under the age of 18
(Children's Act 1989)**

1.1 Policy Statement

Gregory Fisher Professional Services is committed to the following:

- the welfare of the child is paramount
- all children, whatever their age, culture, ability, gender, disability, language, racial origin, religious belief and/or sexual identity should be able to participate in a fun and safe environment
- taking all reasonable steps to protect children from harm, discrimination and degrading treatment and to respect their rights, wishes and feelings
- all suspicions and allegations of poor practice or abuse will be taken seriously and responded to swiftly and appropriately

- all Gregory Fisher Professional Services employees and Volunteers who work with children will be recruited with regard to their suitability for that responsibility, and will be provided with guidance and/or training in good practice and child protection procedures, in accordance with all pertinent regulation, including the Safeguarding Vulnerable Groups Act (SVGA) 2006 and ISA Registration & Vetting and Barring Scheme (VBS).
- working in partnership with parents and children is essential for the protection of children

1.2 Monitor and review the policy and procedures

The implementation of procedures should be regularly monitored and reviewed. The nominated person should regularly report progress, challenges, difficulties, achievements gaps and areas where changes are required to the Directors.

The policy should be reviewed yearly or whenever there is a major change in the organisation or in relevant legislation.

2 Promoting Good Practice

2.1 Introduction

To provide children with the best possible experience and opportunities everyone must operate within an accepted ethical framework e.g. Every Child Matters.

It is not always easy to distinguish poor practice from abuse. It is therefore NOT the responsibility of employees or participants in Gregory Fisher Professional Services to make judgements about whether or not abuse is taking place. It is however their responsibility to identify poor practice and possible abuse and act if they have concerns about the welfare of the child, as explained in section 4.

This section will help you identify what is meant by good practice and poor practice.

2.2 Good Practice

All personnel should adhere to the following principles and action:

- always work in an open environment (e.g. avoiding private or unobserved situations and encouraging open communication with no secrets)
- make the experience of foundation fun and enjoyable: promote fairness, confront and deal with bullying

- treat all young people equally and with respect and dignity
- always put the welfare of the young person first.
- maintain a safe and appropriate distance. (e.g. it is not appropriate for staff or volunteers to have an intimate relationship with a child)
- Avoid unnecessary physical contact with young people. Where any form of manual/physical support is required it should be provided openly and with the consent of the young person. Physical contact can be appropriate so long as it is neither intrusive nor disturbing and the young person's consent has been given
- Involve parents/cares wherever possible, e.g. where young people need to be supervised, encourage parents to take responsibility for their own child. If groups have to be supervised in changing rooms always ensure parents, coaches etc work in pairs
- request written parental consent if staff are required to transport young people in their cars
- gain written parental consent for any significant travel arrangements e.g. overnight stays
- ensure that if mixed gender participants are taken away, they should always be accompanied by a male and female member of staff where possible.
- be an excellent role model, this includes not smoking or drinking alcohol in the company of young people
- always give enthusiastic and constructive feedback rather than negative criticism
- recognising the developmental needs and capacity of the young person
- secure written parental consent for the project /trust to act in loco parentis, to give permission for the administration of emergency first aid or other medical treatment if the need arises
- keep a written record of any injury that occurs, along with details of any treatment given

2.3 Poor Practice

The following are regarded as poor practice and should be avoided by all personnel:

- unnecessarily spending excessive amounts of time alone with young people away from others
- taking young people alone in a car on journeys, however short
- taking young people to your home where they will be alone with you
- sharing a room with a young person
- engaging in rough, physical or sexually provocative games, including horseplay
- allow or engage in inappropriate touching of any form
- allowing young people to use inappropriate language unchallenged
- making sexually suggestive comments to a young person, even in fun
- reducing a young person to tears as a form of control
- allow allegations made by a young person to go unchallenged, unrecorded or not acted upon
- do things of a personal nature that the young person can do for themselves

When a case arises where it is impractical/impossible to avoid certain situation e.g. transporting a young person in your car, the tasks should only be carried out with the full understanding and consent of the parent/care and the young person involved.

If during your care you accidentally hurt a young person, the young person seems distressed in any manner, appears to be sexually aroused by your actions and/or if the young person misunderstands or misinterprets something you have done, report any such incidents as soon as possible to another colleague and make a written note of it. Parents should also be informed of the incident.

3 Defining Child Abuse

3.1 Introduction

Child abuse is any form of physical, emotional or sexual mistreatment or lack of care that leads to injury or harm, it commonly occurs within a relationship of trust or responsibility and is an abuse of power or a breach of trust.

There are four main types of abuse: physical abuse, sexual abuse, emotional abuse and neglect. The abuser may be a family member, someone the young person encounters in residential care or in the community, including sports and leisure activities. Any individual may abuse or neglect a young person directly, or may be responsible for abuse because they fail to prevent another person harming the young person.

Abuse in all of its forms can affect a young person at any age. The effects can be so damaging that if not treated may follow the individual into adulthood

Young people with disabilities may be at increased risk of abuse through various factors such as stereotyping, prejudice, discrimination, isolation and a powerlessness to protect themselves or adequately communicate that abuse had occurred.

3.2 Types of Abuse

- Physical Abuse: where adults physically hurt or injure a young person e.g. hitting, shaking, throwing, poisoning, burning, biting, scalding, suffocating, drowning. Giving young people alcohol or inappropriate drugs would also constitute child abuse.

This category of abuse can also include when a parent/carer reports non-existent symptoms or illness deliberately causes ill health in a young person they are looking after. This is called Munchausen's syndrome by proxy.

In a sports situation, physical abuse may occur when the nature and intensity of training disregard the capacity of the child's immature and growing body

- Emotional Abuse: the persistent emotional ill treatment of a young person, likely to cause severe and lasting adverse effects on the child's emotional development. It may involve telling a young person they are useless, worthless, unloved, inadequate or valued in terms of only meeting the needs of another person. It may feature expectations of young people that are not appropriate to their age or

development. It may cause a young person to be frightened or in danger by being constantly shouted at, threatened or taunted which may make the young person frightened or withdrawn.

Ill treatment of children, whatever form it takes, will always feature a degree of emotional abuse.

Emotional abuse in sport may occur when the young person is constantly criticised, given negative feedback, expected to perform at levels that are above their capability. Other forms of emotional abuse could take the form of name calling and bullying.

- Bullying may come from another young person or an adult. Bullying is defined as deliberate hurtful behaviour, usually repeated over a period of time, where it is difficult for those bullied to defend themselves. There are three main types of bullying.

It may be physical (e.g. hitting, kicking, slapping), verbal (e.g. racist or homophobic remarks, name calling, graffiti, threats, abusive text, email or chat room messages), emotional (e.g. tormenting, ridiculing, humiliating, ignoring, isolating from the group), or sexual (e.g. unwanted physical contact or abusive comments).

In training bullying may arise when a parent or trainer pushes the young person too hard to succeed, or a rival athlete or official uses bullying behaviour.

- Neglect occurs when an adult fails to meet the young person's basic physical and/or psychological needs, to an extent that is likely to result in serious impairment of the child's health or development. For example, failing to provide adequate food, shelter and clothing, failing to protect from physical harm or danger, or failing to ensure access to appropriate medical care or treatment.

Refusal to give love, affection and attention can also be a form of neglect.

Neglect in training could occur when a trainer does not keep the young person safe, or exposing them to undue cold/heat or unnecessary risk of injury.

- Sexual Abuse occurs when adults (male and female) use children to meet their own sexual needs. Siblings and family members can be the abuser. This could include full sexual intercourse, masturbation, oral sex, anal intercourse

and fondling. Showing young people pornography or talking to them in a sexually explicit manner are also forms of sexual abuse.

3.3 Indicators of Abuse

Even for those experienced in working with child abuse, it is not always easy to recognise a situation where abuse may occur or has already taken place. Most people are not experts in such recognition, but indications that a child is being abused may include one or more of the following:

- unexplained or suspicious injuries such as bruising, cuts or burns, particularly if situated on a part of the body not normally prone to such injuries
- an injury for which an explanation seems inconsistent
- the young person describes what appears to be an abusive act involving them
- another young person or adult expresses concern about the welfare of a young person
- unexplained changes in a young person's behaviour e.g. becoming very upset, quiet, withdrawn or displaying sudden outbursts of temper
- inappropriate sexual awareness
- engaging in sexually explicit behaviour
- distrust of adult's, particularly those whom a close relationship would normally be expected
- difficulty in making friends
- being prevented from socialising with others
- displaying variations in eating patterns including over eating or loss of appetite
- losing weight for no apparent reason
- becoming increasingly dirty or unkempt

Signs of bullying include:

- behavioural changes such as reduced concentration and/or becoming withdrawn, clingy, depressed, tearful, emotionally up and down, reluctance to go training or competitions
- an unexplained drop off in performance
- physical signs such as stomach aches, headaches, difficulty in sleeping, bed wetting, scratching and bruising, damaged clothes, bingeing e.g. on food, alcohol or cigarettes
- a shortage of money or frequents loss of possessions

It must be recognised that the above list is not exhaustive, but also that the presence of one or more of the indications is not proof that abuse is taking place. It is NOT the responsibility of those working in Gregory Fisher Professional Services to decide that child abuse is occurring. It IS their responsibility to act on any concerns.

3.4 Use of Photographic/Filming Equipment at Events

There is evidence that some people have used sporting and charity events as an opportunity to take inappropriate photographs or film footage of young people. Staff should be vigilant and any concerns should be reported to the Designated Safeguarding Lead. We have adopted a Photography Policy and parent consent forms (see separate policy).

4 Responding to Suspicions and Allegations

4.1 Introduction

It is not the responsibility of anyone working in Gregory Fisher Professional Services in a paid or unpaid capacity to decide whether or not child abuse has taken place.

However there is a responsibility to act on any concerns through contact with the appropriate authorities so that they can then make inquiries and take necessary action to protect the young person.

This applies BOTH to allegations/suspicions of abuse occurring within Gregory Fisher Professional Services and to allegations/suspicions that abuse is taking place elsewhere. This section explains how to respond to allegations/suspicions.

4.2 Receiving Evidence of Possible Abuse

We may become aware of possible abuse in various ways. We may see it happening, we may suspect it happening because of signs such as those listed in section 3 of this document, it may be reported to us by someone else or directly by the young person affected.

In the last of these cases, it is particularly important to respond appropriately. If a young person says or indicates that they are being abused, you should:

- stay calm so as not to frighten the young person
- reassure the child that they are not to blame and that it was right to tell
- listen to the child, showing that you are taking them seriously
- keep questions to a minimum so that there is a clear and accurate understanding of what has been said. The law is very strict and child abuse cases have been dismissed where it is felt that the child has been led or words and ideas have been suggested during questioning. Only ask questions to clarify inform the child that you have to inform other people about what they have told you. Tell the child this is to help stop the abuse continuing.
- safety of the child is paramount. If the child needs urgent medical attention call an ambulance, inform the doctors of the concern and ensure they are made aware that this is a child protection issue
- record all information
- report the incident to the Designated Safeguarding Lead.
- the Designated Safeguarding Lead and Directors /employer should act in accordance with all pertinent regulation, including the Safeguarding Vulnerable Groups Act (SVGA) 2006.
- In all cases if you are not sure what to do you can gain help from the contacts at the end of this policy.

4.3 Recording Information

To ensure that information is as helpful as possible, a detailed record should always be made at the time of the disclosure/concern. In recording you should confine yourself to the facts and distinguish what is your personal knowledge and what others have told you. Do not include your own opinions.

Information should include the following:

- the child's name, age and date of birth
- the child's home address and telephone number
- whether or not the person making the report is expressing their concern or someone else's
- the nature of the allegation, including dates, times and any other relevant information
- a description of any visible bruising or injury, location, size etc. Also any indirect signs, such as behavioural changes
- details of witnesses to the incidents
- the child's account, if it can be given, of what has happened and how any bruising/injuries occurred
- have the parents been contacted? If so what has been said?
- has anyone else been consulted? If so record details
- has anyone been alleged to be the abuser? Record detail

4.4 Reporting the Concern

All suspicions and allegations **MUST** be reported appropriately. It is recognised that strong emotions can be aroused particularly in cases where sexual abuse is suspected or where there is misplaced loyalty to a colleague. It is important to understand these feelings but not allow them to interfere with your judgement about any action to take.

The Gregory Fisher Professional Services expects its clients and staff to discuss any concerns they may have about the welfare of a child immediately with the Designated Safeguarding Lead or Chairman and subsequently to check that appropriate action has been taken.

Where there is a complaint against an employee or volunteer, there may be three types of investigation.

- Criminal in which case the police are immediately involved
- Child protection in which case the social services (and possibly) the police will be involved

- Disciplinary or misconduct in which case Gregory Fisher Professional Services will be involved

As mentioned previously in this document the Gregory Fisher Professional Services are not child protection experts and it is not their responsibility to determine whether or not abuse has taken place. All suspicions and allegations must be shared with professional agencies that are responsible for child protection.

Children's services have a legal responsibility under The Children Act 1989 and 2004 to investigate all child protection referrals by talking to the child and family (where appropriate), gathering information from other people who know the child and making inquiries jointly with the police.

NB: If there is any doubt, you must report the incident: it may be just one of a series of other incidences which together cause concern

Any suspicion that a child has been abused by an employee or a volunteer should be reported to the Gregory Fisher Professional Services who will take appropriate steps to ensure the safety of the child in question and any other child who may be at risk. This will include the following:

- Gregory Fisher Professional Services will refer the matter to Children's services department.
- the parent/carer of the child will be contacted as soon as possible following advice from the Children's services department.
- the Designated Safeguarding Lead (and his Serious Incident Management Team) should be notified to decide who will deal with any media inquiries and implement any immediate disciplinary proceedings.
- if the nominated officer is the subject of the suspicion/allegation the report must be made to the appropriate manager who will refer the matter to Children's services.
- and may result in the Directors /employer taking action with regard to the Safeguarding Vulnerable Groups Act (SVGA) 2006.

Allegations of abuse can be made sometime after the event. Where such allegation is made, you should follow the same procedures and have the matter reported to Children's services. This is because other children may be at risk from the alleged abuser. Anyone who has a previous conviction for offences related to abuse against children is automatically excluded from working with children; Safeguarding Vulnerable Groups Act (SVGA) 2006 and ISA Registration & VBS.

4.5 Concerns outside the immediate Environment (e.g. a parent or carer)

- Report your concerns to the Designated Safeguarding Lead
- If the nominated officer is not available, the person being told or discovering the abuse should contact their local social services department or the police immediately
- Children's Services and the nominated officer will decide how to inform the parents/carers
- Maintain confidentiality on a need to know basis

4.6 Confidentiality

Every effort should be made to ensure that confidentiality is maintained for all concerned. Information should be handled and disseminated on a need to know basis only. This includes the following people:

- The nominated Officer
- The parents of the child
- The person making the allegation
- Children's Services/police
- The alleged abuser (and parents if the alleged abuser is a child)

Seek Children's services advice on who should approach the alleged abuser.

All information should be stored in a secure place with limited access to designated people, in line with data protection laws.

4.7 Internal Inquiries and Suspension

- The Gregory Fisher Professional Services Designated Safeguarding Lead will make an immediate decision about whether any individual accused of abuse should be temporarily suspended pending further police and social services inquiries in line with the Safeguarding Vulnerable Groups Act (SVGA) 2006 and ISA Registration & VBS.
- Irrespective of the findings of the social services or police inquiries the Gregory Fisher Professional Services Board of Directors will assess all individual cases to decide whether a member of staff or volunteer can be reinstated and how this can be sensitively handled. This may be a difficult decision; especially where there is insufficient evidence to uphold any action by the police. In such cases the Gregory Fisher Professional Services must reach a decision based upon the

available information which could suggest that on the balance of probability, it is more likely than not that the allegation is true. The welfare of the child should remain of paramount importance throughout.

5 Recruiting and Selecting Personnel with Children

5.1 Introduction

It is important that all reasonable steps are taken to prevent unsuitable people from working with children. This applies equally to paid staff and volunteers, both full and part time. To ensure unsuitable people are prevented from working with children the following steps should be taken when recruiting.

5.2 Controlling Access to Children

- All staff and volunteers should complete an application form. The application form will elicit information about the applicants past and a self-disclosure about any criminal record.
- Consent should be obtained from the applicant to seek information from the Criminal Records Bureau and ISA Barred List check where appropriate. It will be a criminal offence to work in a regulated activity role without being ISA Registered from 1st November 2010.
- Registered Activity Providers (RAP) will have a legal duty to check that potential new employees / volunteers are ISA Registered before allowing them to engage in regulated activity.
- Two confidential references, including one regarding previous work with children should be obtained. These references MUST be taken up and confirmed through telephone contact and to check identity.
- Evidence of identity (passport or driving licence with photo) where possible

5.3 Interview and Induction

All employees and volunteers will be required to undertake an interview carried out to acceptable protocol and recommendations. All employees and volunteers should receive formal or informal induction during which:

- A check should be made that the application form has been completed in full, including sections on criminal records and self disclosures

- Their qualifications should be substantiated
- The job requirements and responsibilities should be clarified
- They should sign up to the organisation's Code of Ethics and Conduct
- Child Protection Procedures are explained and training needs identified e.g. basic child protection awareness

5.4 Training

In addition to pre-selection checks, the safeguarding process includes training after recruitment to help staff and volunteers to:

- Analyse their own practice against what is deemed good practice, and to ensure their practice is likely to protect them from false allegations
- Recognise their responsibilities and report any concerns about suspected poor practice and/or abuse
- Respond to concerns expressed by a child
- Work safely and effectively with children

Gregory Fisher Professional Services requires:

- All staff and volunteers who have access to children to undergo a CRB check .
- All employees, volunteers, to undertake relevant child protection training or undertake a form of home study, to ensure their practice is exemplary and to facilitate the development of positive culture towards good practice and child protection.
- All staff and volunteers to receive advisory information outlining good/bad practice and informing them what to do if they have concerns about the behaviour of an adult towards a young person

Useful Contacts

Gary Gregory, Designated Safeguarding Lead
07754 575310

NSPCC 24 hour Child Protection
Helpline: 0808 800 5000

Policy

Child Protection Policy



CHILD PROTECTION SAFEGUARDING REFERRAL REPORT FORM

Your name:			
Your position in organisation:			
Contact Tel No's: Home:		Mobile:	Work:
Address:			
Email:			
Young Person's name:			
Address:			
Date of Birth:		Male or female?	
Parent / carers name:			
Does the young person have a disability ? : If so, please detail:			
Please tick the box to indicate the ethnicity of the young person			
	TICK BOX		TICK BOX
White British		Asian or Asian British – Pakistani	
White Irish		Asian or Asian British – Bangladeshi	
White Other		Asian or Asian British – Other	
Mixed – White and Black Caribbean		Black or Black British – Caribbean	
Mixed – White and Black African		Black or Black British – African	
Mixed – White and Asian		Black or Black British – Other	
Mixed – Other		Chinese	
Asian or Asian British - Indian		Other Ethnic Group	
Name of the accused / adult whose behaviour you have concerns about:			
Position in i.e. trainer, coachl:			

Address: Tel: Date of birth:
Are you reporting your concerns or passing on those of somebody else? (Give details)
Brief description of what has prompted these concerns: include dates, times, venue etc. of any specific incidents.
Have you spoken to the young person (s) ? If so, please give details of what was said and when:
Have you spoken to the parent / carer of the young person (s) involved? If so, please give details of what was said and when:
Have you spoken to the person the allegations have been made against? If so, please give details of what was said and when:
Relationship between the young person and the accused?:
Action taken so far (please continue on a separate sheet if necessary):

Policy

Dogs At Events In Hot Cars



DOGS ARE VULNERABLE AND AT RISK IF LEFT IN VEHICLE IN HIGH TEMPERATURES AND EVEN ON DAYS CONSIDERED AS SLIGHTLY WARM.

Forward

The Directors has given detailed consideration to the problems arising when dogs are left in cars at shows and events on hot days.

It is considered that the act of causing suffering to a dog as a result of it being left in a car by an exhibitor, participant or the owner of a registered dog on a hot day could be considered discreditable or prejudicial to the interests of the canine world and could form the basis of a case under Kennel Club Rule A42 and/or disciplinary procedures of the company.

Whenever possible the evidence of suffering should be provided by a Veterinary Surgeon, but in the absence of such expert opinion, the evidence of experienced and responsible dog owners will be acceptable. Show Managers, Show Secretaries and individuals are asked to make reports, where appropriate, so that alleged offenders can be asked to account for their actions.

The following guidelines are recommended:

1. Show Executive may consider identifying exhibitor's cars by printing each exhibitors ring number on prepaid car park labels.
2. A notice (as specified below) should be published in the schedule/event literature and in a prominent place in car parks, stating that remedial action will be taken in the event of dogs left in cars being found in a distressed condition.
3. Arrangements should be made with volunteers or police authorities to patrol car parks to inspect cars/vans for dogs left in cars/vans.
 - a. When dogs are found in a distressed condition, an announcement should be made on the public address system, giving details of the dog involved, its breed, make and registration number of vehicle and the names of the owner or kennel if known. A time limit should be given of say 5-10 minutes, before further action is taken.
 - b. If there is no response within the time limit a veterinary surgeon should be called. If, in the opinion of the vet, the condition of the dog allows for

a final call being made on the public address system, then this should be done.

- c. If a dog is in a distressed condition and there has been no response or if the vet has not yet arrived and in opinion the condition of the dog does may not withstand the time for the vet to arrive, a show official should take appropriate action.

Schedule/Literature Notice

The following information must be included in your schedule and/or event literature:

Your dog is vulnerable and at risk during hot weather and the organiser's offer the following guidance to help guide you through the do's and don'ts travelling to and whilst at this event.

- a. When travelling to the event, please consider the route to the show is going to be busy and leave earlier to avoid increased time in traffic jams.
- b. If your vehicle is not air conditioned seriously consider whether travelling to the show is a good idea at all.
- c. The vehicle should be as fully ventilated as possible, and plenty of stops should be taken, with lots of water available to drink.
- d. Ensure your dog is not sitting in sunlight. There should be plenty of free flowing air around the dog.
- e. When at the show, never leave your dog in the vehicle.
- f. Keep the dog in the shade – take your own shade, for example a large umbrella and always have plenty of water available to drink so your dog stays well hydrated.
- g. Avoid your dog taking part in any unnecessary exertion or from standing in exposed sunlight for extended lengths of time.
- h. Remember if you feel hot your dog is very likely to feel much hotter and dehydrated, and this could lead to dire results. Please look after your dog's welfare.

WARNING: if your dog is found to be at risk (in the show executives' opinion), forcible entry to your vehicle may be necessary without liability for any damage caused.

Anyone whose dog is taking part or entered at this event should take all reasonable steps to ensure the needs of their dogs(s) are met, and should not put a dog's health and welfare at risk by any action, default, omission or otherwise. Breach of Kennel Club Regulations or Gregory Fisher Professional

Services Limited regulations or codes in this respect may be referred to the General Committee of The Kennel Club and/or Board of Directors of Gregory Fisher Professional Services Limited for disciplinary action.

Entry Form/Event Booking Notice

The following notice must be printed on the entry form and can be printed on the back of the entry form:

Your dog is vulnerable and AT RISK if left in a vehicle in high temperatures and even on days considered as slightly warm. Please take care of your dog. If your dog is found to be at risk, forcible entry to your vehicle may be necessary without liability for any damage caused

Policy

Comments, Complaints and, Compliments



Introduction

Gregory Professional Services Limited hereinafter referred to as the company, is committed to providing its clients and service users with the best possible services which meet their needs and to ensuring that they are treated fairly and with respect.

Comments, complaints and compliments provide feedback about what our clients and service users think of our services and this feedback will be used to assist the company in continually improving its services.

The Grievance Procedure should be followed by an employee who wishes to raise a grievance and the Resolving Concerns section of the Volunteer Policy should be followed by a volunteer who wishes to raise a concern.

Comments

A comment is defined as being an idea, suggestion or opinion on how the company could improve its services.

If an individual wants to make a comment on the company's work, this may be done either verbally or in writing.

If an individual wants a verbal comment to be dealt with in accordance with this policy, rather than being seen as an informal matter, this must be made clear at the time the comment is being made.

When a comment is received, it will be recorded by the Managing Director to ensure it is tracked and responded to within the specified timescales. The Managing Director will write to you and acknowledge the receipt of your comment within ten working days, and advise you of the name of the responsible person or Board (and the date of their next meeting where it will be put on the agenda).

The Managing Director will pass the comment to the appropriate person or Board who will reply to the person making the comment within ten working days of their next meeting. The reply will include details of any action which the company is to take as a result of the comment.

Complaints

A complaint is defined as being any expression of dissatisfaction with the service that the company provides, whether it is justified or not.

If an individual wants to make a complaint about the company's work, this must be done in writing and the complaint should be sent to the Managing Director and the Chair of the Board, or the Chair of the Board alone if the complaint is about the Managing Director.

When a complaint is received, it will be recorded by the Managing Director to ensure it is tracked and responded to within the specified timescales.

The process for dealing with complaints is:

- The Managing Director will acknowledge receipt of the complaint in writing within two working days and advise the complainant of the date by which they will be sent a written response. The timescale for responding to the complainant will depend on the nature of the complaint and scale of the resultant investigation into the circumstances which led to the complaint being made.
- The Managing Director will keep the complainant informed of progress if a response to the complaint cannot be made within the timescales which were originally set.
- The Managing Director will arrange for an investigation into the circumstances which led to the complaint being made. If the complaint is about the Managing Director, then the Chair of the Board will arrange for the investigation to take place.

Once the investigation is complete the Managing Director, or the Chair of the Board if the complaint is about the Managing Director, will write to the complainant.

This response will, when appropriate, offer an apology and / or offer a solution to resolve the complaint. This letter will also advise the complainant of their right to appeal against any decision made, and whom they should contact to escalate the complaint to the next stage in the procedure.

Compliments

A compliment is defined as being feedback which informs the company that it has provided a service well.

If an individual wants to offer a compliment about the company's work, this may be done either verbally or in writing.

If an individual wants a verbal compliment to be dealt with in accordance with this policy, rather than being seen as an informal matter, this must be made clear at the time the compliment is being made.

When a compliment is received, it will be recorded by the Managing Director to ensure it is tracked and responded to, if appropriate, within the specified timescales.

The Managing Director will pass the compliment to the appropriate person or Board who will reply to the person making the compliment, if appropriate, within ten working days of their next meeting.

Monitoring

A report on Comments, Complaints or Compliments received during the previous three months will be presented to the Company's Board of Directors at each of its meetings.

Code

Dog Training Code Of Practice



Part One – Owners Responsibilities

All dog owners who are members of Gregory Fisher Professional Services or any dog owner who participates in any training event, course, class or activity of Gregory Fisher Professional Services accepts the jurisdiction of the company and undertakes to abide to this code of practice.

1. The welfare of dogs and owners attending events is paramount. No activity shall be conducted which permits, encourages or develops aggression in a dog.
2. Owners are reminded that they must remove fouling in and around the venue; caused by their dog at the activity and dispose of it safely in the bins provided.
3. The trainer of a class is in charge of the class at all times and trainer's instructions and directions must be adhered to at all time's for yours and others peoples safety/benefit.
4. No dog must be worked off lead under any circumstances without the consent of the trainer of the class and the dog must be placed on the lead immediately at the trainer's instruction.
5. It is paramount that a handler must be in full control of his/her dog at all times, where appropriate with the aid of training devices allowing more effective control. The companies have the right to disallow members to attend training classes if the handler is unable to control and restrain his/her dog. Electric collars shall not be used during training.
6. The Health & Safety of both dogs and other members is of the highest priority, any member and/or dog involved in an incident which compromises the Health & Safety of other members or their dogs. Shall be dealt with strictly.
7. Any member who harshly handles his/her own or another member's dog, witnessed by two members of the charity, shall be asked not to participate further in any subsequent training sessions, and shall be refused entry.
8. No dog may participate in any class other than that for which he/she has been allowed into or without the prior consent of the trainer.
9. Gregory Fisher Professional Services, the company, trainers, coaches, officers or advisers shall not be held liable, financially or otherwise for incidents involving injury (to dog/or human), loss of property, damage to property and/or fatalities (dog/human) which occur at training events. The company shall have the power in any circumstances, to prohibit a dog and/or participant from attending all or specific company events.

10. It is only fair that where a person and/or dog is injured by another participant/dog that the person responsible should reimburse the injured party.

Part Two – Gregory Fisher Professional Services Responsibilities

Gregory Fisher Professional Services shall adopt this code of practice for all training events it organises or that are organised on its behalf.

1. The company shall be responsible for ensuring that trainers they appoint are conversant with acknowledged methods of dog training and understand the rudiments of dog behaviour, giving preference to motivational methods of training which take into account the breed and nature of each individual dog. Where possible the company shall encourage and provide personal development opportunities for all trainers, and facilitate educational development on the subject of dog training.
2. The company shall ensure that trainers are alert to the differing levels of the experience of both owners and their dogs and that they are courteous at all times.
3. The company will ensure that at the start of each training course the importance of good behaviour, the socialisation of dogs and the theory of training is discussed. The company will ensure that advice is available to participants on issues such as choosing suitable collars, leads, identity discs and training equipment.
4. The company will ensure that when participants wish to progress to competition work, instruction should be given on the more advanced training before practical work is started. Instruction will also cover basic knowledge of Kennel Club Regulations.
5. The company will endeavour to ensure that all training classes are welcoming, safe, beneficial and that premises and venues are suitable and adequate.
6. The company will ensure that any complaints or concerns of participants, which are brought to the attention of the organisers, will be quickly, efficiently and responsibly dealt with.
7. The company will ensure that appropriate insurance is provided to cover activities and that where participants pay course fees in advance, that adequate protection and financial safeguards are in place, should the course be cancelled or stopped.