



# **Code of Practice**

**For Future Foundations Training Ltd  
& Future Foundations Society CIC**



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## 1 INTRODUCTION TO FUTURE FOUNDATIONS

Future Foundations (FF) is a UK-based training organisation committed to inspiring and empowering young people to achieve their full potential and become leaders in their lives so they can contribute their skills, talents and passion to society.

Our programmes focus on developing social leaders by nurturing young people's future world of work skills (identified by NESTA as critical for success) and through commitment to our foundation principles.

FUTURE world of work skills:	FOUNDATION principles:
<ul style="list-style-type: none"><li>- Creativity / Enterprise</li><li>- Self confidence</li><li>- Risk taking</li><li>- Energy / Motivation</li><li>- Leadership</li></ul>	<ul style="list-style-type: none"><li>- Take personal responsibility</li><li>- Be yourself</li><li>- Know Yourself</li><li>- Find your talents</li><li>- Contribute to society</li></ul>

We deliver coaching, mentoring and training programmes to develop young people's aspirations, attainment and future employability.

The organisation is split into two companies: Future Foundations CIC is a not-for-profit company limited by guarantee, and Future Foundations Training Ltd is a for-profit company limited by shares. By having two companies with different legal structures, Future Foundations is able to ensure it can provide the best possible value to our clients. Both companies are social-purpose businesses: we judge ourselves by our social impact, not profit.

Our biggest clients include government, companies, youth organisations and schools. We contract with schools directly, or with the lead school in schools consortiums, such as independent state school partnerships. Our clients and partners include: The Department for Children Schools and Families (DCSF), Changemakers, The National Endowment for Science, Technology and the Arts (NESTA), Eton College, Westminster School, Wellington College, West Berkshire Business Education Partnership and many other organisations and schools. We also work with university students where our biggest clients are Kings College London Students Union and University of Bath Students' Union.



For our policies, procedures, risk management, training and child protection, we are advised by our external technical advisor with over 15 Years' experience of managing and operating children's residential programmes.

For general business risk and insurance, we are advised by Flaxman Partners. We work closely with founder and principal of Flaxman Partners, Roger Flaxman, who is an ACII,MAE, Chartered Insurance Practitioner. Other partners Patricia Wheatley-Burt (FCIPD) and Anthony Barling, solicitor can advise on employment and HR issues. Our insurance brokers are J Hibberts of North London and for specialist event insurance we are advised by Jason Cobine of Cobine Carmelson Ltd, who has over 20 years' industry experience. The IT and finance infrastructure is managed by Information and Technology Ltd.

We employ three types of people: full-time staff, delivery contractor staff and temporary staff. Our full-time team have backgrounds either in training or education. We use delivery contractors to help manage bigger programmes and hire temporary staff over our peak seasons. Our delivery contractor staff are principally either training (trainers or coaches) or operations based. Our delivery contractor staff all subscribe to our values and are passionate about making a difference in young people's lives. We consciously encourage a diversity of background in our delivery teams, as we think this enhances the quality of our programmes. Some of our trainers are NLP-qualified, and most are aged below 35. Trainers are encouraged to be part of the operations support team before becoming involved with us so they get a very clear understanding of our culture and way of working. They are both trained and observed in delivery, and are always rated for quality from both participant and client feedback.

Future Foundations is the UK's leading provider of personal and social development training for young people to grow academic and leadership potential.

***Jon Harper***

***Chief Executive Officer***



## 2 DEFINITION OF RESPONSIBILITIES FOR VISITING GROUPS

The Party Leader is in locus parentis at all times and has ultimate sanction to withdraw children at any time from any programme.

The Party Leader's authority is delegated to Future Foundations staff during session delivery. The FF coaches have the right to withdraw an activity for safety or operational reasons.

To avoid any confusion, we seek to ensure a clear handover of responsibility for students from accompanying responsible adults to our staff and vice versa at appropriate points of a programme.

FF staff provide support to the Party Leader outside of session delivery, but they are never responsible for the children. The Party Leader and their representatives escorting the group retain responsibility for their young peoples' welfare and supervision.

Accompanying responsible adults should be available on site at all times.

FF staff will identify the first aid leads and who to contact in what order if required. The Party Leader is responsible for supplying and administering medication and is responsible for deciding whether a party member should be referred to a doctor or hospital.

The Party Leader is responsible for notifying parents of any Doctor, Dentist, Hospital visit, or other incident affecting a member of their group, if appropriate. The Party Leader should keep a list of contact numbers for next of kin or have 24 hr access to this information.

The Party Leader and accompanying adults are responsible for ensuring that their group adheres to the **Code of Conduct** and for managing the behaviour and discipline of the group. FF reserves the right to remove members of the group from the site for breach of the rules.

### **Night Time Supervision**

If agreed with the Party Leader, FF can provide a Night Time Supervisor (NTS) for the duration of a residential programme to ensure participants safety and general behaviour. The FF NTS shall conduct regular checks of the communal areas of the accommodation, security of the external doors, and shall not enter participants sleeping areas unless absolutely necessary for behavioural issues. The frequency of these checks shall be agreed with the Party Leader in advance. The Party Leader will be woken by the FF NTS if absolutely necessary for pastoral or behavioural reasons, but otherwise the FF NTS will use their discretion and authority to address any situations that may arise, and report to the Party Leader in the morning.

The FF NTS will be the point of contact for incidents and illness during the agreed night-time period, and will carry a phone and contact numbers for emergency situations. The FF NTS may contact the Party Leader if deemed appropriate.



### 3 HEALTH & SAFETY

#### **General Statement of Policy**

Future Foundations is committed to providing a healthy and safe working environment for all employees, clients, contractors and Co-Workers.

We recognise that the successful management of health and safety contributes to overall performance in a quality business. The organisation considers health and safety issues to be as important as commercial considerations.

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The Company is committed to:

- Compliance with all relevant statutory requirements and expects employees and associates to do the same.
- Developing a positive health and safety culture which is under constant review throughout the organisation.
- Make available relevant training and equipment, together with information necessary to ensure the health, safety and welfare of employees.
- Ensure that all employees are kept fully aware of their responsibilities under this policy and that an effective employer/employee consultation facility exists.

Every employee and contractor has a responsibility for his or her own safety and for the safety of others and a duty to co-operate with the employer, by:

- Working safely and following the specified Codes of Practice.
- Using the protective equipment provided.
- Complying with all safety procedures.
- Reporting defects in the workplace.
- Reporting all accidents and assisting in subsequent investigations.

Failure to co-operate will be treated as a serious breach of the Contract of Employment or contractor agreement and disciplinary measures could be taken.

***Jon Harper***

**Chief Executive Officer**



## 4 RISK ASSESSMENT

*For this event, we will only risk assess and take responsibility for the activities delivered by Future Foundations.*

A risk assessment will be made for all areas of the operation. Risks will be minimized by implementing management systems and control measures. Residual risk will be calculated, with further action noted and operating procedures developed. Appropriately trained FF staff responsible for relevant areas of the operation will complete and review risk assessments.

Risk assessments will be reviewed:-

- Annually
- When relevant legislation or industry guidance changes or is updated
- Following accidents or recurring incidents
- When aspects of the operation or staffing change, or as the RA becomes less valid
- As requested by FF Directors or external technical advisors

A plan and record of updates and reviews will be maintained, outlining responsibility for each area.

Staff will be trained to perform dynamic risk assessment during all aspects of FF operations. Pro-active safety management will reduce the impact of hazards.

FF utilises a 5x5 measuring system for assessing risks. The two key elements of risk identification are:

- Seriousness & severity of the accident or injury
- The likeliness of that accident or injury occurring

Each of these will be attributed a score from 1 to 5, to then be multiplied together to get the total residual risk. The scores are allocated with all management systems and control measures in place.

	Severity	Likelihood
5	Multiple death and/or mass destruction	Very likely, almost certain
4	Individual death or serious injury	Likely
3	Moderate individual injury or illness	Quite Possible with human error
2	Minor injury	Minimal probability, unlikely
1	No injury	Not likely at all



The multiples are then categorised as Low, Medium or High.

Residual risk	Scores	Definition	Action
<b>Low</b>	1 to 7	minor injury which is unlikely to occur	Ensure that control measures are fully implemented at all times Review to strive to reduce risk further
<b>Medium</b>	8 to 16	serious injury unlikely to occur <b>or</b> minor injury likely to occur	Seek & identify further control measures Implement enhanced monitoring systems
<b>High</b>	16 to 25	A very serious injury which has a high or medium probability of occurring	Remove activity Implement further control measures to reduce risk to acceptable level



# Example Risk Assessment: Accommodation

Hazard	Management Systems / Control Measures	Residual Risk	Action & Responsibility
<p><b>Fire in Accommodation</b></p> <p><b>Who is at risk :-</b></p> <ul style="list-style-type: none"> <li> Students</li> <li> FF staff</li> <li> Accompanying adults</li> </ul>	<ol style="list-style-type: none"> <li>1. Buildings, beds, curtains etc., have appropriate level of fire-proofing</li> <li>2. Walls &amp; doors meet standard fire-proofing requirements</li> <li>3. Evacuation procedures in place</li> <li>4. Smoke detectors &amp; fire alarms present</li> <li>5. Night supervision staff receive training in evacuations and managing the process</li> <li>6. Emergency lights, fire notices, exits &amp; assembly points all in place and checked</li> <li>7. External inspections carried out by local Fire &amp; Rescue services</li> <li>8. FF Technical expert/advisor holds Community Fire Safety certificate</li> <li>9. Local RA &amp; procedures implemented with training for each venue, including contact local services pre-visit</li> </ol>	<p>Major fire causing multiple death or mass destruction</p> <p><b>5x1=5</b></p> <p>Minor fire (in paper bin) causing smoke alarms to sound</p> <p><b>2x2=4</b></p> <p>Overall</p> <p><b>Low</b></p>	<ol style="list-style-type: none"> <li>1. Request documents from venue (FF director)</li> <li>2. Request documents from venue (FF director)</li> <li>3. Request documents from venue (FF director)</li> <li>4. Visual (FF), request records of venue (FF)</li> <li>5. FF to implement &amp; sign-off in training register</li> <li>6. Visual (FF), request records of venue (FF)</li> <li>7. Request records of venue (FF)</li> <li>8. FF Director to confirm</li> <li>9. Request documents from venue (FF director)</li> </ol>

Completed by (sign) : .....xxxxxx.....

Date : .....30<sup>th</sup> July xxx.....

Name & title : ...xxxx FF Technical Advisor ....



## 5 CHILD PROTECTION POLICY

### Definitions

#### 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.

#### 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.

#### Policy Statement

Future Foundations is committed to protecting the welfare of every person as they participate in Future Foundations's services and/or activities. Future Foundations understands its responsibility to comply with legislation and will constantly monitor developments in this field. However, Future Foundations 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, Future Foundations will strive to create a safe and secure environment where Service users, volunteers and staff can work together confidently in mutual respect.



Future Foundations' volunteers are required to abide by the Volunteer Code of Conduct and, as part of that Code of Conduct, are required to notify Future Foundations 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.

Future Foundations 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. Staff (and where applicable, volunteers) 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.

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

- Criminal Records Bureau Check, List 99 and potentially others
- Careful selection, training and supervision of staff and volunteers
- Employee and Volunteer Disciplinary Process
- Continuing education for staff
- Procedure for reporting suspected abuse
- Staff Code of Conduct
- Volunteer Code of Conduct
- Whistle-blowing Policy
- Directors risk assessment associated with staff and volunteers

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.

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.

### **Vulnerable Adults**

In agreeing the procedures for dealing with suspected abuse of a vulnerable adult, Future Foundations 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 Future Foundations are placed in a position of trust with regard to the participants taking part in Future Foundations activities. Anyone who abuses that trust will be subject to disciplinary action. It is the responsibility of the staff and volunteers of Future Foundations to report maltreatment of a vulnerable person. The procedure for this is detailed below.

### **Staff member/Volunteer Code of Conduct**

It is important that both Service users and Staff members/Volunteers can participate in *Future Foundations* activities in a safe and secure environment. This Code of Conduct has been developed for the protection of both Service users and Staff members/Volunteers. To this end, *Future Foundations* expects all its Staff members/Volunteers to abide by this Code of Conduct.

#### **Each Staff member/Volunteer:-**

- Will abide by the Guiding Principles and Programme rules of Future Foundations in all activities as a Future Foundations staff member/volunteer
- Will inform Future Foundations of any relevant police record or other factor, or any change in his/her circumstances, which may make him/her unsuitable either as a Future Foundations volunteer or for any particular Future Foundations activity.
- Recognises that the role of a Future Foundations staff member/volunteer places him/her in a position of trust with regard to all vulnerable people who are service users participating in Future Foundations programmes, the Future Foundations organisation, and to colleagues in the staff member/volunteer and staff network, and undertakes to uphold that trust at all times.
- Undertakes to maintain, within the organisation's procedures, the confidentiality of any information relating to other staff member/volunteers, supporters, students or staff members made available to him/her in the course of the role as a Future Foundations staff member/volunteer.
- Will not offer a vulnerable person a lift in a car (although groups may be transported where there is suitable insurance cover in place.)
- Will ensure that any Future Foundations activities involving vulnerable people outside the normal activities are agreed and approved by her/his line manager in advance.
- Will not behave in any way, physically or verbally, that could be offensive to a vulnerable person



- Remembers at all times that interaction between him/herself and vulnerable service users must be such that no reasonable person observing that interaction could construe its nature as abusive.

***Future Foundations’ procedures for dealing with suspected abuse of trust by staff members/volunteers***

When dealing with issues concerning abuse of trust, [Management Committee/ Board] Members must remember that the welfare of the children, young people and vulnerable adults participating in Future Foundations is paramount, but that we also have a responsibility to ensure that our volunteers are treated fairly and with respect. This procedure is designed to meet both those objectives. Each Management Committee should ensure that every Committee/Board Member is fully aware of these procedures.

**If the allegation of abuse concerns sexual or physical abuse, do not attempt to investigate. Notify the Police and inform the Vulnerable Person’s parent/carer.**

If the allegation does not concern sexual or physical abuse and is of a minor enough nature to be dealt with locally, a meeting must be arranged for the soonest possible time between the Course Director, the referrer and the individual to whom the allegation has been made. If at any time the Course Director feels their knowledge or experience is inadequate to deal with the situation or allegation, they should contact the appropriate branch of the Local Authority.

At that meeting, any notes made about the vulnerable person’s disclosure should be used to ensure all relevant facts are passed on. A course of action must be agreed and the decision taken as to whom will undertake further discussions with the vulnerable person. Under no circumstances must the person who made the allegation be contacted by anyone other than the nominated person, after the disclosure has been passed on.

The Course Director and the referrer will then determine the appropriate process of investigation. Once an allegation has been made the investigation should be conducted swiftly and with appropriate thoroughness. If it is deemed necessary to make enquiries of a third party, such enquiries should be conducted with discretion.

The staff member/volunteer who is the subject of the complaint must be informed of the complaint by the Course Director - though not necessarily of the identity of the person who made the complaint - and be given an opportunity to respond to it.

When interviewing the staff member/volunteer who is the subject of the complaint, it is important that this procedure is explained to the staff member/volunteer; that he/she is told that the investigation is being undertaken to establish the facts, and that any decisions will be based on the facts identified by the investigation. Explain that you will make notes of what they say to ensure you get the facts correct, but that they can see what has been written to confirm its accuracy. The staff member/volunteer must be treated with respect and allowed to state the facts as he/she knows them without interruption.



Having considered all the information available, and the views of the referrer, the Course Director must decide on an appropriate course of action. This decision should be communicated to the staff member/volunteer first and then, via the referrer, to the person who made the original disclosure.

**Whatever the outcome of the investigation**, the Course Director must record the investigation and keep the report on record.

**Guidelines for Staff member/volunteers - Action to be taken if a young person or vulnerable adult discloses to you abuse by someone else.**

- If vulnerable person who is a service user approaches you about an issue of abuse of trust, you must proceed with great caution.
- The Staff/Volunteer's Code of Conduct specifies that a Staff member/ volunteer should not place him/herself in a situation where he/she is alone with a vulnerable service user. However, it is possible that a service user will be unwilling to make disclosures of this nature in anything but a one-to-one situation. *The Service user's needs must take priority in this situation.* Ask if the service user would like someone else to be present – another adult or a friend - but if he/she declines, proceed with the interview, taking extra care with your behaviour and body language.
- Before the vulnerable person goes into detail, explain the consequences of you knowing and the action you will take. Assure them that you will offer support but must pass any information to another professional who may take appropriate action.
- Keep calm and listen to the vulnerable person - do not have physical contact at any time. Allow the Achiever to speak without interruption, accepting what is said.
- Do not make judgements or offer opinion.
- Explain again what will happen next. Find out when the vulnerable person is next due to see the individual who is the subject of the complaint. (You will then be able to make a judgement as to the appropriate timing of your follow-up actions.)
- If the complaint concerns a situation not related to Future Foundations (e.g. at home or at school), refer the complaint directly to the referrer. Pass on all information disclosed to you by the vulnerable person and then leave. All involvement by you ceases at this point.
- If the complaint concerns a Future Foundations staff member/volunteer, staff member or adult where the contact between that individual and the vulnerable person is a direct result of Future Foundations activity, immediately inform the Course Director who will then initiate the procedure.



#### **Action to be taken if you receive an allegation about yourself**

- Keep calm. Do not get involved in an argument which is likely to make the situation worse.
- Immediately inform the Course Director. The quicker that action is taken to investigate the allegations, the sooner the situation will be resolved.
- Record the facts as you understand them.
- Ensure that no-one is placed in a position which could cause further compromise. Do not contact another agency involved with the service user or the person concerned.
- Await further contact from the Course Director.

#### **Action to be taken if you suspect an abuse of trust has occurred**

- Discuss your suspicions with the Course Director
- Record the facts which support your suspicions
- You may be asked to attend a meeting of the Course Director and referrer who has regular contact with the vulnerable person involved.
- Once your suspicions have been passed on to the appropriate person, you should have no further involvement.

**Whatever the nature of the complaint, it must be kept confidential. You must not discuss the disclosure with any individual or party other than those identified in the above procedure.**

*Jon Harper*

**Chief Executive Officer**

## **6 HR POLICY**

FF implements comprehensive recruitment, selection and training procedures for its entire staff.

Future Foundations is committed to a strict policy of checking CRB/DBS checks for all staff which will work in a position of responsibility with children & young people.

#### **Internal Procedures**

- At the time of contracting a staff member, ID checks & references will be checked thoroughly and an enhanced CRB/DBS check will be applied for.
- If these are not completed within 7 days of the contract being issued, it may be rescinded.



- All applicants will complete a disclosure outlining what is expected to appear on an enhanced check, and provide information summarising other relevant offences.
- If the CRB/DBS check is not returned before the start-date, a risk assessment will be completed, based on the applicant's disclosure and all other available information (references, previous knowledge etc.). A Director will decide whether the staff member may continue with the contract and may implement restrictions or other supervision procedures.

Further information can be made available on request with respect to the following aspects and policies:-

- Recruitment procedures
- Vetting including reference checking, ID checks, List99 checks, interviews, CRBs etc.
- Induction process
- Training programmes
- Ex-offenders policy

## 7 EQUAL OPPORTUNITIES POLICY

### **Statement of policy**

We recognise that discrimination is unacceptable and although equality of opportunity has been a long standing feature of our employment practices and procedure, we have a formal equal opportunities policy. Breaches of the policy will lead to disciplinary proceedings and, if appropriate, disciplinary action.

The aim of the policy is to ensure no job applicant, employee or worker is discriminated against either directly or indirectly on the grounds of race, colour, ethnic or national origin, religious belief, political opinion or affiliation, sex, marital status, sexual orientation, gender reassignment, age or disability.

We will ensure that the policy is circulated to any agencies responsible for our recruitment and a copy of the policy will be made available for all employees and made known to all applicants for employment.

The policy will be communicated to all private contractors reminding them of their responsibilities towards the equality of opportunity.

The policy will be implemented in accordance with the appropriate statutory requirements and full account will be taken of all available guidance and in particular any relevant codes of practice.

We will maintain a neutral working environment in which no employee or worker feels under threat or intimidated.



## Harassment: Policy Statement

This organisation forbids all forms of harassment, including that committed by third parties, and seeks to ensure that the working environment is comfortable for all its employees. The following procedure informs employees of the types of behaviour that are unacceptable and provides employees who are the victims of harassment with a means of redress. Harassment on the grounds of sex, transgender status, sexual orientation, race, colour, nationality, ethnic or national origins, religion or belief, marital status, disability, age or perceived age or on any other grounds is unacceptable. Implementation of the policy is the duty of all managers and supervisors. All employees are expected to comply. (The organisation welcomes the support of the recognised trade union(s) in seeking to eradicate all forms of harassment from the workplace.)

## Procedure

### Examples of Harassment

1. Sexual harassment may take many forms, from relatively mild sexual banter to actual physical violence. Employees may not always realise that their behaviour constitutes sexual harassment but they must recognise that what is acceptable to one person may not be acceptable to another. Sexual harassment is unwanted conduct that is related to someone's sex or that of another person, and which has the purpose or effect of violating the person's dignity or of creating an intimidating, hostile, degrading, humiliating or offensive environment for that person. Examples of sexual harassment include:
  - insensitive jokes and pranks that contain a sexual element
  - remarks or banter that have a sexual content
  - lewd comments about appearance
  - unnecessary body contact
  - displays of sexually offensive material, eg pin-ups, e-mails with offensive attachments
  - requests for sexual favours
  - speculation about a person's private life and sexual activities
  - threatened or actual sexual violence
  - threat of dismissal, loss of promotion, etc for refusal of sexual favours
  - emails of a sexual nature.
2. Racial harassment can also take many forms, from relatively minor abuse to actual physical violence. Examples of harassment include:
  - insensitive jokes related to race, colour or nationality
  - remarks or banter that have a racial content or are racist in nature
  - pranks perpetrated on racial grounds
  - deliberate exclusion from conversations on racial grounds
  - abusive, threatening or insulting words and behaviour on racial grounds
  - displaying racially abusive writing or pictures



- emails of a racial nature.
3. Harassment relating to disability could take many forms, including:
    - insensitive jokes relating to disability or disabled people
    - remarks or banter about disabled people
    - abusive or insulting remarks or gestures on the grounds of a person's disability
    - emails with unnecessary references to a person's disability.
  4. Harassment on grounds of gender can take many forms. Examples of sex-based harassment include:
    - demeaning jokes, remarks or banter about women (or men) in the workplace
    - pranks played on women (or men), particularly where women (or men) form a minority in the workforce
    - deliberate exclusion of women (or men) from conversations
    - abusive, threatening or insulting words or behaviours aimed at women (or men).
  5. Harassment on the grounds that a person is intending to undergo, is undergoing or has undergone gender reassignment can take many forms including:
    - insensitive jokes about a person's transgender status
    - remarks or banter about a person's transgender status
    - pranks perpetrated on people who are intending to undergo, are undergoing or have undergone gender reassignment
    - deliberate exclusion of gender reassigned people from conversations
    - abusive, threatening or insulting words or behaviours aimed at people who are intending to undergo, are undergoing or have undergone gender reassignment.
  6. Harassment relating to sexual orientation could take many forms, including:
    - insensitive jokes relating to sexual orientation
    - remarks or banter about gay or lesbian people
    - displays of sexually offensive material relating to sexual orientation, eg e-mails with offensive attachments
    - pranks perpetrated on grounds of a person being gay, lesbian, bisexual or heterosexual
    - speculation about a person's private life and sexual activities
    - emails making unnecessary reference to sexual orientation.
  7. Harassment relating to religion or belief could take many forms, including:
    - insensitive jokes or pranks linked to religion or belief or to absence of religion or belief
    - remarks or banter about religious beliefs or practices
    - abusive, threatening or insulting words or behaviour on the grounds of religion or belief or absence of religion or belief



- displaying writing or pictures that are abusive towards a particular religion
- emails making unnecessary reference to a person's religion or belief.

8. Harassment relating to age could take many forms, including:

- insensitive jokes that make fun of younger or older people
- remarks or banter about older or younger people
- pranks perpetrated on age grounds
- deliberate exclusion on grounds of age
- a refusal to co-operate with someone on grounds of a perception that he or she is "too young" or "too old" to bother about
- treating someone's ideas as inferior or worthless on account of youth or age
- making demeaning remarks (whether in fun or not) alleging that someone's physical or mental abilities have declined on account of his or her age
- emails making unnecessary reference to age
- offensive age-related birthday cards.

9. The examples above are not exhaustive. Some of the types of behaviour listed above may, after investigation, amount to gross misconduct, punishable by summary dismissal, depending on the circumstances of the case in question.

### **The Environment**

- The organisation prohibits the display of any offensive material, eg pin-ups and posters, and will if necessary ensure that workplaces are inspected and offending material removed.
- All new employees will be informed of the organisation's policy towards harassment at induction training, when it will be stressed that all complaints of harassment will be treated very seriously.
- The organisation expects all managers and supervisors to ensure that this policy and procedure is adhered to at all times.
- The organisation recognises the sensitive nature of complaints of harassment. Employees may wish to be accompanied at investigatory meetings and this will be facilitated where possible.

### **Informal Remedy**

- Employees who are victims of minor harassment are advised to make it clear to their harasser that the behaviour is unacceptable and must stop. If an employee is unable to do this verbally then a written request (explaining the distress caused) handed to the harasser may be effective.

### **Formal Procedure**

- Where informal methods fail, or serious harassment occurs, employees are advised to bring a formal complaint, and may seek assistance in doing so. The complaint should be made in writing, and where possible, state:
  - the name of the harasser



- the nature of the harassment
  - dates and times when harassment occurred
  - names of witnesses to any incidents of harassment
  - any action already taken by the complainant to stop the harassment. The complaint should be sent, in confidence, to Jon Harper (or the programme manager on a programme?)
  - The complaint should be sent, in confidence, to Jon Harper (or the programme manager on a programme)
- Immediately following the receipt of a complaint of harassment, action will be taken where possible to separate the harasser from the complainant; this may involve temporary transfer in more serious cases of the harasser to another department, or suspension with pay until the complaint has been resolved.
  - The senior manager handling the complaint will carry out a thorough investigation as quickly as possible, maintaining confidentiality at all times. All employees involved in the investigation are expected to respect the need for confidentiality. Failure to do so will be considered a disciplinary offence.
  - Copies of statements made by witnesses will be made available to the harasser and the complainant. Witnesses will be encouraged to appear at the complaint hearing if requested by either party. It is acknowledged that some witnesses may be reluctant to do so. In these circumstances the manager will, if necessary, adjourn the hearing to ask supplementary questions of witnesses in private.
  - In cases of harassment the complainant may, if he or she wishes, be supported throughout the procedure and hearing by a colleague of his or her choice or by a trade union representative.
  - The employee accused of harassment will be afforded a full and fair opportunity to defend or explain his or her actions at a hearing, in accordance with the organisation's disciplinary procedure. The right to be accompanied by a work or a trade union representative will also apply.
  - The severity of the penalty imposed upon an employee found guilty of harassment will be consistent with those detailed in the disciplinary procedure (e.g. serious harassment will normally result in summary dismissal). Where a lesser penalty is appropriate (eg a written warning) this may be coupled with action to ensure that the victim is able to continue working without embarrassment or anxiety. After discussion with the victim, the manager may order the transfer of the harasser to a different work area, or arrange for the amendment of working practices to minimise contact between the two employees. If the victim so wishes his or her own transfer will be arranged, subject to practical limitations. The result of the investigation and hearing will be confirmed in writing to both employees.
  - If the complainant is not satisfied about the way his or her complaint has been handled, he or she may use the grievance procedure.
  - An employee who receives a warning or is dismissed for harassment may appeal against the penalty in accordance with the organisation's disciplinary appeals procedure.



- An employee who brings a complaint of harassment will not suffer victimisation for having brought the complaint. However, if the complaint is untrue and has been brought maliciously (eg out of spite), disciplinary action will be taken against the complainant.

### **Harassment by third parties**

The organisation will not tolerate sexual harassment of its workforce by third parties (ie anyone other than the employer or employees and workers). All contractors, suppliers and other third parties have been informed of the organisation's policy and action will be taken against those who subject any of the workforce to such harassment.

### **Consequences**

1. Harassment at work on the grounds of sex or of a sexual nature, race, sexual orientation, disability, religion or belief, or age is unlawful, and both the organisation and the harasser may be held liable for such unlawful actions, and be required to pay compensation to the person who has suffered the harassment. Any form of harassment can reduce the effectiveness of the organisation by creating a threatening environment, and increasing sickness absence and labour turnover. All employees have the right to work in an environment free from all forms of harassment.

It is recommended that employers offer access to a confidential counselling service to those employees who have allegedly been harassed and also to the alleged perpetrator while matters are under investigation and the option for counselling may need to continue for one or both parties depending on the outcome of any investigation and/or disciplinary outcome.

*Jon Harper*

**Chief Executive Officer**



## 8 EMERGENCY PROCEDURES

In the event of an incident or accident, supervising staff should:-

- Implement First Aid as appropriate
- Arrange for the rest of the group to be supervised and engaged
- Report to a Duty Manager
- Call an ambulance if necessary
- Record the accident

If external medical treatment is being requested, provide the following information:-

- Your name & phone number
- Nature of incident and injuries
- Exact location and directions for access
- Action taken so far

If necessary, direct ambulances to the location of the injured person.

**Always ask which hospital the ambulance will go to.**

If the accident or incident is serious, or might escalate, contact the relevant FF Director or external technical advisor, to get instructions.

A comprehensive Emergency Contact lists will be provided for all staff and be given out as a handout to be included in name badges or posted by all phones, for each venue, including numbers for local doctors, hospitals etc.)

**An example is as follows :-**

### Emergency Contacts

- |                            |                         |                                    |
|----------------------------|-------------------------|------------------------------------|
| • <b>Jon Harper</b>        | Chief Executive Officer | 07880 722000                       |
| • <i>Contact name</i>      | <i>Course Director</i>  | <i>Number to be inserted</i>       |
| • <i>Contact name</i>      | <i>Party Leader</i>     | <i>Number to be inserted</i>       |
| • <i>Any other contact</i> | <i>E.g. Venue</i>       | <i>Number to be inserted</i>       |
| • Emergency Services       |                         | 999                                |
| • Local Hospital           |                         | <i>Local Number to be inserted</i> |



- Local Doctors' Surgery *Local Number to be inserted*
- Local Dentist *Local Number to be inserted*
- Local EHO *Local Number to be inserted*
- **FF Office** 0800 0 437 430

FF Fun Factory, 1st Floor, 31 St John's Hill, Clapham Junction, SW11 1TX Tel : 0800 0 437430

## 9 FIRE PROCEDURE

Each venue will have a site-specific procedure for evacuating residents in the event of a fire alarm.

FF staff must familiarise themselves with these procedures and implement the FF management system for checking that the building is empty, monitoring the evacuation & the assembly point and controlling the re-set of the alarm system before allowing people back into the building, as well as completing a record of all incidents and actions.

### **Projects managed and operated by FF at 3<sup>rd</sup> Party Venues**

FF will confirm that the following Fire precautions and management systems are in place, for all venues:-

- Relevant County Fire & Rescue inspections and visits have taken place, with recommendations and action points implemented
- Buildings have alarms, smoke detectors, emergency lights and appropriate fire exits, which are periodically checked and tested, with records available
- Relevant materials within the building are fire-proof, to approved levels (doors, walls, curtains, carpets, beds, mattresses, bedding etc.)
- Rooms and corridors have sufficient signage showing evacuation plans and explaining the action in the event of a fire alarm
- Fire Assembly Points are clearly designated, with evacuation procedures explained

FF Course Director s and/or technical advisors will assess the provision of the venue and agree an operational management process which meets the standards required. This will include induction procedures, staff training, emergency contact systems, a comprehensive evacuation procedure which incorporates accommodation checking, a review of the generic fire risk assessment and appropriate reporting and responsibility lines.



## **FF Commitment to Fire Safety**

The FF technical advisor, who holds the certificate, and will inspect each venue to check their procedures and create the appropriate operating procedures.

### **Guidance for staff**

Upon Discovery of a Fire:

- Sound alarm and make any other persons in the vicinity aware of situation.
- Inform the person in charge of the venue and agree who will call the Fire Brigade.
- Assist the residents in evacuating from the building
- Report to the Duty Manager for implement the evacuation procedure
- While checking the building, if you encounter a fire, smoke or hot door, withdraw and report the situation to the Duty Manager
- If confident or trained to do so, tackle the fire. Do not put yourself at risk.
- Leave the building closing all doors.
- A roll call will take place at an assembly point.

**Do not re-enter the building until told to do so by the person in charge.**

## **10. PROCEDURE FOR A YOUNG PERSON WHO IS MISSING**

### **If a Young Person is Missing On Site**

Contact the **Course Director** immediately, informing them of:-

- your location
- the name of the missing young person
- the time & location they were last seen
- any other details

### **Searching Policy**

Immediately search in vicinity of the location they are expected to be, including:-

- toilets and changing rooms
- other meeting areas and rooms
- reception
- ask friends, colleagues and others from the same group/accommodation etc.



If the young person is still missing after 20 minutes, this constitutes a serious incident. Implement a site-wide search in teams.

- Divide the whole site into sections and send pairs of staff to search
- Ensure that a central location is used as a point of contact
- Use phones or radios to maintain communication
- Pairs report back after they have completed searching their area (they may be required to search another)
- Continue to search and re-search until told otherwise by emergency services or FF Director

If not found after another 40 minutes (an hour in total), call the police.

The Course Director will contact the Party Leader to agree levels of further contact (parents, FF directors, organisation HQ etc.)

**Course Director and Party Leader agree on continuation of the programme and any other next steps required.**



Record all actions in the incident log.

### APPENDIX 1 INCIDENT / ACCIDENT LOG

<b>Staff member completing</b>			
<b>Date :</b>		<b>Time :</b>	

#### Personal details

<b>Surname :</b>		<b>First name :</b>		<b>Age :</b>	
<b>Reference number / accommodation :</b>					
<b>Group name :</b>					
<b>Address :</b>					
<b>Phone number :</b>					

#### Details of Incident

#### Summary


**Location of incident**

**Part of programme**

**Staff members involved**


**Nature** (major, minor, serious occurrence, near miss, injury, illness etc.)

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**Type of injury** (cuts & bruises, break, burn, choking, electric shock, puncture, inhalation, loss of consciousness, sprain)


**Part of body affected** (arms, legs, feet, hands, chest, head, fingers, toes) - indicate L/R


**Cause** (alcohol, assault, slip, trip, fall, chemical, water, vehicle, equipment, drugs, fire, collision)


**Comments made by young person**


<b>Signed</b> (young person)	<b>Date</b>
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**Action taken**


**Follow-up** (reception, doctor, hospital, first aid, parents etc.)


**Completed by :**

<b>Signed :</b>		<b>Name :</b>		<b>Date :</b>	
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## APPENDIX 2. MINOR INCIDENT LOG

Date and time	Name (young person involved)	Nature of problem, location, treatment given, follow up etc...	Your name	Comments / follow up action	Course Director (comment/sign)