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# Policy Handbook 2026.1



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This Policy Document outlines the generic policies applicable throughout BF Adventure excluding activity specific policies and specific risk assessments

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## **Contributors**

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## Table of Contents

<b>1.</b>	<b>Part 1 -Health and Safety Policy Statement .....</b>	<b>9</b>
<b>2.</b>	<b>PART 2 – General Policies .....</b>	<b>13</b>
3.	Updates.....	13
4.	Allergens and Dietary Requirement Policy .....	14
5.	Anti-Bullying Policy .....	17
	Policy Statement .....	17
	Our Commitment .....	17
	Definition of bullying .....	17
	Forms of bullying .....	18
	Reporting and responding to bullying .....	18
6.	Skills for Life Attendance and Cancellation Policy .....	19
	1. Policy Statement .....	19
	2. Attendance Monitoring and Safeguarding .....	19
	3. Cancellation Notification.....	19
	4. Cancellations by Referring Agencies .....	19
	5. Cancellation of Services by BF Adventure .....	20
	6. Rescheduling and Changes to Service Days .....	20
	7. Communication of the Policy .....	20
7.	Complaints, Compliments and Suggestions Policy .....	22
	Informal complaints .....	22
	Formal complaints .....	22
	Appeal / escalation .....	23
	Monitoring .....	23
	Compliments .....	23
	Suggestions .....	23
8.	COSHH Policy .....	24
	Introduction .....	24
	Scope of the Policy .....	24
	Definition: Substance Hazardous to Health.....	24
	Policy Aim .....	25
	Responsibilities .....	25
	Training .....	26
	COSHH Risk Assessment Process .....	27
	Control Measures .....	27
	Personal Protective Equipment (PPE) .....	28
	PURCHASING PROCEDURES .....	28
9.	Data Protection & General Data Protection Regulation (GDPR) Policy .....	29

1. Purpose .....	29
2. Staff duties .....	29
3. The data protection principals.....	29
4. Best-practice guidelines for the life-cycle process.....	30
5. Data subjects’ right of access .....	31
6. Review .....	32
7. Data protection contacts.....	32
8. Disciplinary consequences of this policy.....	32
10. Dogs on site .....	33
11. Duty Manager.....	36
12. Environmental Policy.....	38
Environmental Strategy .....	38
Use of Pesticides .....	39
13. Equal Opportunities Policy and Discrimination.....	40
Discrimination.....	40
Equal Opportunities Policy Statement.....	40
Monitoring .....	40
The Protected Characteristics .....	40
The Types of Discrimination .....	41
Harassment procedure .....	43
14. Equality and Diversity Policy (Service Users) .....	46
Equal Opportunity and Diversity Policy .....	46
Our Commitment .....	46
Equal Opportunities and Diversity Statement.....	46
15. Freelance Instructors .....	48
16. ICT Policy .....	49
Introduction .....	49
Organisation and Provision.....	49
Equal Opportunities .....	49
Management and Responsibilities .....	49
Staff Training .....	50
Health and Safety.....	50
Data Protection and Safeguarding .....	50
Cloud Services .....	51
On-going Management .....	51
17. Medical risk assessment .....	52
18. Mileage and Expenses Payments.....	55
19. Lone Worker Policy .....	57

- 1. Introduction .....57
- 2. Information, Instruction and Training.....57
- 3. Summary Policy Statements .....57
- 4. Health and Safety: Out-of-Hours Working and Home Visit Procedure .....57
- Introduction .....58
- 5. Out-of-Hours and Lone Working Procedure .....58
- 6. Home Visits .....58
- 7. Weekend Working Procedures .....59
- 20. Legionnaires’ Policy .....60
- Policy Statement .....60
- Responsibilities .....60
- Competence .....60
- Potential sources of Risk .....60
- 21. PPE Inspection Policy for Adventurous Activity equipment.....64
- Policy overview .....64
- Key responsibilities .....64
- PPE for activities at height .....64
- PPE for activities in water .....64
- Schedule for checking .....65
- Types of inspector .....65
- Purchasing of equipment .....65
- Quarantine equipment.....65
- Retired equipment.....66
- Use of personal PPE .....66
- 22. Smoking Policy – BF Adventure.....67
- Policy Aim .....67
- Scope.....67
- General Principles.....67
- Staff Responsibilities .....67
- Day Visits .....67
- Core Service Users .....67
- Residential Users.....68
- Public Campers .....68
- 23. Staff Use of Site, Equipment and Facilities Policy.....69
- Aim.....69
- Safety and Security .....69
- Fair Use and Access to Activities .....69
- Alcohol and Substance Use .....70

24.	Consumption of Alcohol .....	72
25.	Substance Use Policy .....	73
1.	Aim .....	73
2.	Policy Statement.....	73
3.	Definitions .....	73
26.	Sustainable Development Policy .....	75
	Introduction .....	75
	Human Rights.....	75
	Employment Rights.....	75
	Governance.....	75
	Environment.....	75
27.	Third Parties users .....	76
	Annex A - Service Level Agreement (SLA) for Third-Party Users.....	78
28.	Training Policy .....	80
	Aim.....	80
	General training .....	80
	Methods of training.....	80
	Trainers and Assessors .....	80
	Competence .....	80
	Teaching.....	81
	Preparation .....	81
	Delivery.....	82
	Assessments .....	82
	Administration .....	82
	Appendix 1 - Trainer prerequisites- .....	83
29.	--Vehicle Policy .....	85
	Background and aims.....	85
	Legal Framework.....	85
	Driver Eligibility .....	85
	Insurance Requirements .....	85
	Trailers.....	86
	Booster Seat .....	86
	Fixed Penalty Points & Convictions.....	86
	Licence Checks .....	86
	Vehicle Maintenance .....	86
	Reversing BF Adventure’s Vehicles .....	86
	Seating Positions.....	86
	Animals in Vehicles .....	87

Luggage .....87

Driving Time and Rest Periods .....87

Hiring / Loan of Vehicles to Other Organisations .....87

Parking Tickets / Fines .....87

The Use of Personal Cars .....88

Mileage and claim from miles being driven for work purposes.....88

Documentation .....88

Penalties and accidents .....88

Employers responsibilities .....88

Employee’s responsibilities.....88

Gross misconduct .....89

Vehicles .....89

Mobile Phones and Navigation .....89

Drink and drugs including medicines .....90

Journey planning .....90

Severe weather.....90

Breakdown Procedure .....90

Accident Procedure .....91

Reference Points .....91

30. Weapons Policy .....93

    1. Aim .....93

    2. Definition .....93

    3. Policy Statement .....93

    4. Adventure Centre Customers .....93

    5. Core Service Users.....94

    6. Recording and Safeguarding .....94

31. Whistle-blowing Policy.....96

    Policy Overview.....96

    Aim.....96

    Policy .....96

    Communications and Openness.....96

    Raising Concerns Within the Workplace .....96

    Malicious Allegations .....97

    Conclusion .....97

32. Work Experience Risk Assessment.....98

33. Behaviour Management Policy – Managing Behaviour that Challenges..... 100

    1. Purpose and Scope ..... 100

    2. Aims..... 100

- 3. Objectives ..... 100
- 4. Relationship Management ..... 101
- 5. Behaviour Management Approach ..... 101
- 6. De-escalation Strategies ..... 101
- 7. Escalation and Physical Intervention..... 102
- 8. Use of Consequences..... 102
- 9. Permissible Consequences ..... 103
- 10. Examples of Agreed Consequences..... 103
- 34. Restrictive Physical Intervention (RPI) ..... 105
  - 1. Policy Overview ..... 105
  - 2. Aim ..... 105
  - 3. Definition of RPI..... 105
  - 4. Legal Framework..... 105
  - 5. Safety During RPI..... 106
  - 6. Reporting and Recording ..... 106
  - 7. Training..... 106
  - 8. Support..... 106
- 35. ANNEX – Work Experience Acceptance Risk Form..... 108
- PART 3 - Safeguarding Children Policy Handbook ..... 111**
- 36. Safeguarding Children Policy ..... 112
  - 1. The Purpose of this Policy ..... 112
    - 1.2 Legal Framework..... 112
    - 1.3 Definition of Terms..... 114
    - 1.4 Equality, Diversity and Inclusion Statement ..... 114
    - 1.5 Commitment to Service Users ..... 115
    - 1.6 Role of the Designated Safeguarding Lead ..... 115
    - 1.7 Contact Details ..... 116
    - 1.8 Policy and Review ..... 117
- 37. Confidentiality Policy..... 117
  - 1. Policy aim ..... 117
  - 2. Confidentiality statement..... 117
  - 3. Legal and Practice Framework for Information Sharing..... 118
  - 4. Information sharing without consent..... 118
  - 5. Recording and Storage of Safeguarding and Information Sharing Decisions ..... 119
- 38. Dealing with Disclosure or Suspected Abuse..... 121
  - 1. Policy overview ..... 121
  - 2. The procedure ..... 121
  - 3. Escalation Guidance..... 123

- 39. Allegations or Suspicions Regarding a Member of Staff or Volunteer ..... 126
  - 1. Policy overview ..... 126
  - 2. Types of investigations ..... 126
  - 3. Concerns about poor practice ..... 126
  - 4. Concerns about suspected abuse by professionals ..... 127
  - 5. Confidentiality and Information Sharing ..... 127
  - 6. Support for those involved ..... 127
  - 7. Outcomes ..... 128
  - 8. Low level concerns about staff and volunteers ..... 128
  - 9. Creating a safe culture ..... 129
- 40. Code of Conduct and Safer Working Practice ..... 129
- 41. One to One Work with Service Users..... 131
  - 1. Potential Risks in One-to-One Work ..... 131
  - 2. BF Adventure Responsibilities ..... 132
  - 3. Staff Responsibilities During One-to-One Work ..... 132
  - 4. Physical Contact and Intervention ..... 132
  - 5. Personal Care ..... 133
  - 6. First Aid and Emergencies..... 133
  - 7. Transporting Service Users ..... 133
  - 8. Recording and Reporting ..... 133
- 42. Online Safety and Mobile Phone Use ..... 133
  - 1. Overview ..... 133
  - 2. Contact Between Staff and Children..... 134
  - 3. Minimising Online Risks ..... 134
  - 4. Staff Use of Devices..... 135
  - 5. Responding to Online Safety Concerns ..... 135
- 43. Use of Multi-Media Policy ..... 135
  - 1. Overview ..... 135
  - 2. Risks..... 135
  - 3. Procedures..... 136
- 44. British Values and the Prevent Agenda Policy ..... 136
  - 1. Overview ..... 136
  - 2. Definitions ..... 137
  - 3. Policy Principles ..... 137
- 45. Safer Recruitment ..... 137
  - 1. Policy aim ..... 137
  - 2. Purpose of the Policy ..... 138
  - 3. Legal Framework..... 138

- 4. Pre-Interview Procedures..... 138
- 5. Interview Procedures ..... 139
- 6. Appointment Process ..... 139
- 7. Induction ..... 139
- 8. Training (including existing staff) ..... 139
- 9. DBS Checks ..... 140
- 10. Volunteers ..... 140
- 11. Compliance and Reporting ..... 140
- 46. Use of Volunteer Transport & Taxi Company ..... 140
  - 1. Measures to Reduce Risk ..... 140
  - 2. Suspected Abuse or Allegation ..... 141
  - 3. Reference Policies ..... 141
- 47. Appendix 1 - Recognition / abuse indicators ..... 142
- 48. Appendix 2 - Digital youth work guidelines and consent form ..... 145
  - Appendix 3 - Photographic, transport and media consent..... 146
- 1. Safeguarding Adults Policy ..... 147**
  - Key Purpose and Overview..... 147
  - Legal Framework..... 147
  - Definition of Adult at Risk ..... 148
  - Equality Statement ..... 148
  - Commitment to Service Users..... 148
  - Implementation ..... 149
  - Role of the Designated Safeguarding Lead (DSL) ..... 149
  - Contact Details ..... 150
  - Policy and Review..... 150
  - Supporting Information ..... 151
  - Person Centred Safeguarding ..... 153
  - Mental Capacity and Decision Making ..... 154
  - Recording and Information Sharing ..... 156
  - Multi-Agency Working ..... 157

# 1. Part 1 -Health and Safety Policy Statement

“Through the way we work and behave, all our team\* and stakeholders will be protected from risks of occupational injury or ill health.”

Our Health and Safety Policy:

- It is our intent to demonstrate an ongoing and determined commitment to improving health and safety at work throughout our organisation.
- We will ensure the health and safety at work of all our people and any other people who may be affected by our work activities.
- We will comply with the requirements of health and safety legislation.
- We will lead industry by promoting best practice and exceeding the guidance of the Health and Safety Executive and other regulatory bodies.
- This policy reflects our commitment to ensuring that health and safety at work is paramount to the business, and that effective health and safety actively contributes to our success.

**1. AWARENESS:** “All our people and stakeholders have an awareness and understanding of health and safety hazards and risks that affect our business.”

## 1.1 Health and Safety Policy statement

Adequate resources will be provided to ensure all our team, the sub-contractors and stakeholders are aware of this policy and committed to its effective implementation.

## 1.2 Communication and consultation

There will be active open communication and consultation between all our team, the sub-contractors and stakeholders. Health and safety will be integrated into our communications, wherever appropriate.

## 1.3 Management roles and responsibilities

Roles and responsibilities for health and safety will be defined, as necessary, within job descriptions or profiles. Senior management will ensure that:

- adequate resources are provided for health and safety;
- health and safety is adequately assessed, controlled and monitored; and
- our team are actively involved on matters that affect health and safety.

## 1.4 Hazard identification

We will identify and regularly review our workplace health and safety hazards.

We will inform our team, the sub-contractors and stakeholders, as appropriate, of these workplace hazards.

We will require our sub-contractors and stakeholders to identify health and safety hazards that may impact on our work activities.

**2. COMPETENCE:** “All our team and stakeholders have the competence to undertake their work with minimum risks to health and safety.”

2.1 Health and safety training All our team will be adequately instructed and trained on the health and safety issues that affect them, and the safe working practices that should be followed.

We will ensure the health and safety competence of our sub-contractors and stakeholders.

## 2.2 Behaviour and culture

Senior management will demonstrate leadership in health and safety.

Senior management will walk the floor to ensure that health and safety issues are identified, assessed and managed.

Systems will be in place and people will be empowered to raise health and safety concerns with management.

## 2.3 Risk assessment and management

We will assess the risks associated with health and safety hazards in the workplace. All our people will be informed of the health and safety hazards and risks that affect their work. We will take action to prevent, reduce or control risks to an acceptable level (As low as reasonably practical) and reduce the potential for incidents and accidents. We will require our subcontractors and stakeholders to identify health and safety risks that may impact on our work activities.

**3. COMPLIANCE:** "Our work activities achieve compliance with legislation, and our team are empowered to take action to minimise health and safety risks."

### 3.1 Incident investigation

We will report and investigate accidents, incidents and near misses to drive improvement in our health and safety management. Any lessons learned from such events will be used to take corrective action to prevent recurrences.

### 3.2 Measuring performance

We will actively and openly, review and report on our health and safety performance against objectives and targets on a quarterly basis. Improvement plans will be developed to support the delivery of these objectives and targets.

### 3.3 Health and safety management system

We will implement management systems to ensure we:

- comply with health and safety legislation;
- continually improve our health and safety performance.

### 3.4 Sub-contractor improvement

We will engage and collaborate with our sub-contractors to ensure their:

- health and safety capability and competence fulfil our expectations;
- health and safety performance is monitored and reviewed; and
- work activities have minimal health and safety impacts on our activities.

**4. EXCELLENCE:** BF Adventure is recognised for excellence in the way it manages health and safety.”

#### 4.1 Developing innovative practices

We will constantly encourage, develop, review and share “health and safety good practice” both internally and externally.

#### 4.2 Influencing stakeholders

We will only work with joint venture partners and clients who are willing to meet and achieve our health and safety expectations. We will engage and influence stakeholders to drive improvements in health and safety.

#### 4.3 Work-related health

We will assess our occupational health risks. All our team will be informed of the occupational health risks that affect their work. We will take action to prevent, reduce or control occupational health risks to an acceptable level and reduce the potential for ill health, including assessing all our people’s fitness for work.

### **Delivering our policy**

Our policy will be delivered by:

- Empowering a culture that does not tolerate threats to health and safety; and ensuring the real involvement of all our people, the subcontractors and stakeholders.

### **Policy review**

This policy has immediate effect and replaces all previous versions. This policy will be reviewed and amended, as necessary.

Signed:

A handwritten signature in black ink, appearing to read 'Adrian Richards', written over a faint horizontal line.

Chief Executive Officer BF Adventure

On Behalf of BF Adventure Board of Trustees

Date: February 2026

Review date: March 2027

### **Reference BF Organisational Policies:**

- Policy Handbook & Safeguarding Policy
- Normal Operating procedures
- BF Staff Handbook
- Catering – Safer Food Better Business
- Site & Fire Risk Assessment Policy – Goodygrane

- Residential risk assessment
- Maintenance Risk Assessments

## 2. PART 2 – General Policies

The following policies apply across all aspects of operations at BF Adventure.

### 3. Updates

Version	Date	Update
V1	3/2/26	<ul style="list-style-type: none"><li>Annual reviews and updates EW</li></ul>
V1	12/2/26	<ul style="list-style-type: none"><li>Annual reviews and updates TB</li></ul>

## 4. Allergens and Dietary Requirement Policy

BF is committed to reducing the risk to staff, volunteers, customers and visitors with regard to the provision of food and the consumption of allergens in food which could lead to an allergic reaction.

The following foods are recognised as potentially harmful allergens to some:

- cereals containing gluten – wheat, rye, barley and oat
- crustaceans
- egg
- fish
- peanuts/nuts
- milk
- soya
- sesame
- celery
- mustard
- Sulphur dioxide/sulphate
- Lupin
- Molluscs
- Coconut

BF monitors five key factors towards the successful management of harmful allergens:

### 1. Supplier product information

Working closely with suppliers to enable up to date and clear labelling of all products that may contain potentially harmful allergens.

Any new products supplied are routinely checked for allergen information.

### 2. Good kitchen and service practice.

Working closely with the local EHO to ensure all current legislation is being adhered to.

### 3. Managing cross contamination

Maintaining rigid food hygiene standards throughout food handling areas.

Where allergenic ingredients are packaged openly/loosely, they are stored separately to reduce the risk of cross contamination.

Supplier questionnaires to check the allergenic status of ingredients are used particularly with new suppliers.

Physical segregation within the production area is sought at all times.

All food handlers employed are trained in all areas of good food hygiene practice.

BF operates a NO Nut Policy across its Group Food Preparation Areas (Note that 'may contain' products may be used in all menus) (Community and Camp Kitchens) with particular focus upon all control measures upon occasions when clients with known allergies are upon site. Group catering is delivered by BF Adventure catering Team whom operate to these measures/policy

BF Staff will not use nut products in any client related catering on site (With the exception of the Cornish Barista Café a standalone business with its own signage, protocols and controls)

All Clients are encouraged not to bring Nut related products upon site

Group Kitchens are designated No Nut areas and all clients are asked to not bring any nut related product into these areas

Prior to any BF-led group catering (or client catering with a known Nut sensitive client) a full check of all food preparation areas will be conducted to ensure no nut items have been brought onsite by other users.

#### 4. Effective training

Working with both the local EHO and the Food Standards Agency.

The BF Adventure Catering Coordinator (CEO) holds a level 3 food hygiene certificate.

All BFA food handlers hold a basic Level 2 food hygiene certificate.

#### 5. Good communication

Staff are trained to escalate any concerns a customer may have regarding food intolerance to a line manager if they are unsure of product content.

Where dishes contain potentially dangerous allergens, they are clearly labelled at point of service. This labelling is also carried through onto menus and labelling.

Specific allergy and food intolerance product information:

Nut allergy - Items known to contain nuts are avoided and if necessary (items which may be factory prepared in a nut risk environment) directly labelled or labelled on menus.

BF and their suppliers are unable to fully guarantee that all products do not contain nut derivatives, due to the potential of airborne contamination.

This policy is in line with the industry standard and following advice from the Food Standard Agency.

Lactose-Free Diet – Oat milk for drinks is available on request (if notified in advance). Lactose-free cheese sandwiches are available on request.

Gluten-Free Diet - Gluten-free bread is available with any sandwich filling on request.

Gluten free biscuits and cakes and biscuits are available on request.

Low-Fat Diet - Semi-skimmed milk is used as standard for all hot drinks. Skimmed milk is available on request.

Vegetarian/vegan diets - Items suitable for a vegetarian or vegan diet are included as standard throughout our menus and labelled where necessary

Last update: February 2026

## **BF Adventure Policy folder 2026 V1**



Updated by: Adrian Richards

To be reviewed by: Adrian Richards

To be reviewed by: 01-03-2027

## 5. Anti-Bullying Policy

### Policy Statement

BF Adventure is committed to ensuring that all service users, staff, Trustees, volunteers, and visitors feel safe, respected, and secure, and are free from bullying behaviour. We aim to create an inclusive and supportive environment where diversity is valued and where harmful behaviour is challenged appropriately.

BF Adventure recognises the serious impact bullying can have on an individual's emotional wellbeing, confidence, and ability to participate fully. We are committed to:

Supporting individuals who feel victimised by bullying.

Working constructively with those who display bullying behaviour to help them understand the impact of their actions and to support positive behaviour change.

Taking all reports of bullying seriously and responding promptly, fairly, and proportionately.

### Our Commitment

BF Adventure will:

- Promote a culture that celebrates diversity, equality, and mutual respect, and actively challenge behaviours, language, or attitudes that may cause harm, with particular reference to the nine protected characteristics under the Equality Act 2010.
- Ensure that all service users, staff, volunteers, and Trustees understand and uphold the aims, values, and mission of BF Adventure, and remain vigilant to signs that someone may be experiencing bullying.
- Ensure that all service users, staff, volunteers, and Trustees are informed about, and have an appropriate understanding of, BF Adventure's Confidentiality Policy, Whistleblowing Policy, and Complaints Procedures.
- Provide clear and accessible reporting mechanisms so that members of the BF Adventure community feel confident and supported to report bullying concerns.
- Offer appropriate support to individuals who experience bullying, tailored to their needs and circumstances.
- Deliver ongoing preventative education to service users to help build emotional resilience, self-confidence, and strategies for managing and responding to bullying behaviour.
- Educate and support service users to understand online risks, recognise online bullying, know how to protect themselves, and access support or report concerns.
- Support service users to access specialist services where additional or targeted support is required.

### Definition of bullying

Bullying is behaviour that is intended to hurt, intimidate, threaten, or undermine another person. It is often persistent or repeated over time, though a single serious incident may also constitute bullying.

Bullying typically involves an imbalance of power, where the person displaying bullying behaviour seeks to dominate or control another through fear, intimidation, humiliation,

or exclusion. The cumulative impact of bullying can be significant and may affect an individual's mental health, self-esteem, and sense of safety.

### Forms of bullying

Bullying can take many forms, including but not limited to:

- **Physical bullying:** Hitting, pushing, kicking, damaging or stealing personal belongings.
- **Verbal bullying:** Insults, name-calling, repeated teasing, threats, or derogatory language, including racist, sexist, homophobic, transphobic, or discriminatory comments.
- **Indirect or relational bullying:** Deliberately excluding someone from social groups or activities, spreading rumours, or encouraging others to isolate an individual.
- **Online (cyber) bullying:** The use of digital technology such as text messages, phone calls, emails, instant messaging, social media platforms, or sharing images or videos to repeatedly intimidate, threaten, embarrass, or harass an individual.

### Reporting and responding to bullying

BF Adventure will ensure that all reports of bullying are handled sensitively, promptly, and in a way that prioritises the safety and wellbeing of those involved.

- All reported incidents of bullying will be recorded using an incident report form and stored securely in line with data protection and confidentiality requirements.
- Where staff, volunteers, or Trustees feel they are experiencing bullying, the organisation's Harassment Procedures will be followed (see page 43 of the Policy Handbook).
- Where a service user feels bullied by another service user, they will be encouraged and supported to speak with a trusted member of staff and/or the Programme Coordinator or Manager in a confidential setting.
- The incident will be discussed with the individual displaying the bullying behaviour, and a clear strategy for behaviour change will be agreed. This may include additional support, education, or monitoring.
- In serious or persistent cases where bullying behaviour continues despite intervention and support, BF Adventure may consider further action, including the withdrawal or revocation of services, in line with organisational procedures.

Last update: 08/01/2026

Updated by: El Warren

Policy Owner: El Warren

To be reviewed by: February 2027

## 6. Skills for Life Attendance and Cancellation Policy

### 1. Policy Statement

BF Adventure is committed to providing high-quality services and positive experiences for all service users. We recognise that plans may change and that flexibility is sometimes necessary. This policy sets out clear expectations regarding attendance, cancellations, and rescheduling, ensuring that services are managed fairly and transparently while safeguarding the wellbeing of children and young people.

This policy applies to all services delivered by BF Adventure and outlines:

- Attendance monitoring and safeguarding procedures
- Cancellation and notification requirements
- Circumstances under which services may be cancelled by referrers or BF Adventure
- Charges and refund arrangements

### 2. Attendance Monitoring and Safeguarding

2.1 BF Adventure staff have a duty to ensure that referral agencies and parent/carers are informed if a child or young person does not arrive as expected, and that appropriate safeguarding procedures are followed.

2.2 A daily attendance register will be maintained by BF Adventure staff and overseen by the Coordinator Team.

2.3 Any unauthorised absence will be recorded against the service user's name in the attendance register and reported to the referring agency at the earliest opportunity.

2.4 Repeated or ongoing absences will be discussed with the parent/carer and/or referring agency to explore the reasons for non-attendance. This may include consideration of wellbeing, safeguarding concerns, or the ongoing suitability of the provision.

2.5 BF Adventure requires a minimum of four (4) weeks' notice to avoid charges for missed or cancelled services.

### 3. Cancellation Notification

#### 3.1 Method of Notification

All cancellations must be submitted in writing via email and received by either:

- The Coordinator responsible for the young person's service,  
-or-
- [referrals@bfadventure.org](mailto:referrals@bfadventure.org)

#### 3.2 Notice Period

Cancellations must be communicated at least four (4) weeks prior to the scheduled service to avoid charges.

### 4. Cancellations by Referring Agencies

#### **4.1 More than Four Weeks' Notice**

Services cancelled more than four (4) weeks before the scheduled delivery will not incur any charges.

#### **4.2 Less than Four Weeks' Notice**

Cancellations made fewer than four (4) weeks before the scheduled service will not be eligible for a refund and will be charged in full.

### **5. Cancellation of Services by BF Adventure**

#### **5.1 Reasons for Cancellation**

While cancellations by BF Adventure are rare, they may be necessary to ensure the safety and quality of provision. Reasons may include, but are not limited to:

- **Severe Weather:** Conditions such as heavy snow, ice, storms, or other adverse weather that compromise site safety.
- **Staffing Issues:** Unexpected staff shortages or emergencies, including the unavailability of a key youth support worker where attendance without them would be detrimental to the service user.
- **Safety or Safeguarding Concerns:** Situations that pose a risk to the safety or wellbeing of participants or staff.

#### **5.2 Notification**

In the event of a cancellation by BF Adventure, referrers and parent/carers will be informed as soon as reasonably possible via email and/or telephone.

#### **5.3 Charges and Refunds**

Where a session is cancelled by BF Adventure, no charge will be applied. If payment has already been made, a full refund will be issued or the relevant account will be credited.

### **6. Rescheduling and Changes to Service Days**

6.1 Where services need to be rescheduled or service days changed by either party, BF Adventure will make reasonable efforts to offer an alternative slot within the provision. Availability cannot be guaranteed and rescheduling may result in a temporary break in service.

6.2 Where a rescheduling request is made by the referring agency and no suitable alternative is available, this will be treated as a cancellation and the relevant cancellation charges will apply.

6.3 Where rescheduling is required as a result of a BF Adventure provision review, and this leads to a break in service, no charges will be incurred and a full refund will be provided for any remaining undelivered sessions.

### **7. Communication of the Policy**

This Cancellation and Attendance Policy will be shared with all customers and referral agencies at the point of booking and will be made available on the BF Adventure website

BF Adventure is dedicated to providing exceptional experiences and ensuring customer satisfaction. We understand that plans can change, and flexibility is important. This policy has been developed to clearly outline the procedures and terms regarding service users' attendance and service cancellations. By establishing clear guidelines, we aim to

protect the interests of both our customers and our organisation, ensuring that everyone is informed and treated fairly.

This policy outlines the process and conditions under which services may be cancelled by customers or BF Adventure and to provide customers with a clear understanding of cancellation terms and to manage service availability effectively.

This policy also covers how BF Adventure will monitor the attendance of Core service users and the actions Coordinators will take to ensure that young people's whereabouts are known.

Last update: 08/01/2026

Updated by: El Warren

Policy Owner: El Warren

To be reviewed by: February 2027

## 7. Complaints, Compliments and Suggestions Policy

BF Adventure is committed to delivering a quality service. In order to continually improve and develop our service we want to hear from our customers and service users regarding complaints, compliments and suggestions.

To ensure staff, customers and service users know where to direct complaints, compliments and suggestions we follow these key points:

- BFA aims to provide staff, volunteers, service users and customers with the best possible experience and actively seeks feedback
- BFA seeks to continually develop its service and is aware that complaints, compliments and suggestions aid this development
- Staff complete feedback sheets with service users
- Customers complete feedback forms at the end of session / residential
- Team meetings, supervisions and staff questionnaires provide opportunities for staff and volunteer team to raise complaints, compliments and suggestions

### Informal complaints

Any comments made verbally, via social networking, via online review or in writing that suggest dissatisfaction will be dealt with as an informal complaint.

The member of staff receiving the informal complaint will react with professionalism and ensure they understand the nature of the complaint. An appropriate solution that reflects the nature of the complaint can be sought. The member of staff dealing with the complaint must make it known to the Duty Manager.

If a solution acceptable to both parties cannot be found then the customer / client will be advised to make a formal complaint.

### Formal complaints

A formal complaint must be presented in writing to Adrian Richards, CEO, BF Adventure, Halvasso, Longdowns, Penryn, Cornwall TR10 9BX.

*Mainstream/Commercial Customers:*

Complaints will be responded to within 5 working days.

*Service User/Core Charity Client:*

The document will be signed by the complainant and the Duty manager as an accurate statement of the complaint.

The complaint will be responded to within 5 working days to confirm receipt of the complaint, as well as the process and the timescales involved.

The complainant may be invited to interview (at a time and location of their convenience) to clarify details regarding the complaint, they will be able to bring a representative to this interview for support purposes if required.

If the complaint involves the behaviour or actions of a BFA team member that team member will be informed of the complaint against them as soon as possible. Depending upon the nature of the complaint and potential disciplinary procedures the team member

may be suspended for the duration of the investigation. The team member will be kept informed throughout the process.

Upon completion of the investigation the complainant will be notified in writing of the outcome.

### Appeal / escalation

If the complainant is not satisfied, they may appeal in writing to the Chair of Trustees within 7 days (write to Chair of Trustees, c/o BF Adventure as above and mark letter Private and Confidential). The matter will then be investigated by a panel of professionals and / or board members who are independent to the initial process.

The appeal panel will consider the appeal and surrounding evidence and the decision of the panel will be viewed as final.

If the complaint is regarding a safeguarding matter that has not been dealt with by BF Adventure to your satisfaction and you still have concerns for the safety or welfare of a young person or vulnerable adult you can direct your concern to:

MARU 0300 1231 116 or email [SingleReferralUnit@cornwall.gcsx.gov.uk](mailto:SingleReferralUnit@cornwall.gcsx.gov.uk) (children, young people, vulnerable adults)

LADO (Local Area Designated Officer) 01872 254549 (for concerns around the conduct of staff or volunteers)

For any complaints not handled to your satisfaction regarding issues of Health and Safety please contact:

Health and Safety Executive 01752 276300

### Monitoring

BFA will record all formal complaints and review annually to assess and trends or training issues that may arise. This monitoring process may also result in the Complaints, Compliments and Suggestions Policy being reviewed.

### Compliments

Compliments, positive news and thank you messages to be shared with the staff team at appropriate morning briefings, as well as other suitable opportunities.

Compliments may also be shared via social networking if the customer / service user is agreeable.

Compliments will be recorded in the shared marketing file with reference to the detail of the customer / service user and referenced as may be required for project evidence and funding application.

### Suggestions

Any customer or service user wanting to make a suggestion to improve the service will be supported by their Instructor / Programme Manager to complete a suggestion form.

Suggestions forms are to be submitted to Adrian Richards, CEO and will be presented at fortnightly strategic team meetings for consideration by managers.

Parties making suggestions will then be informed of outcome of suggestion in writing within 5 days of the strategic team meeting.

Last update: February 2026

Updated by: Adrian Richards

Policy Owner: Adrian Richards

To be reviewed by: March 2027

## 8. COSHH Policy

### Introduction

The Control of Substances Hazardous to Health (COSHH) Regulations 2002 and the associated Approved Code of Practice require employers to assess and control the risks to employees and others from exposure to hazardous substances at work.

The Regulations apply to all workplaces and cover any substances, materials, processes or by-products that may be hazardous to health. This includes microbiological agents, dusts (in substantial quantities), and all chemicals classified as hazardous to health in any form (solid, liquid, gas, vapour, mist or fume).

The health effects of hazardous substances depend on:

- The nature of the substance
- The duration of exposure
- The quantity and concentration of exposure

[HSE brief guide to COSHH](#)

### Scope of the Policy

This policy applies to:

- All employees
- Contractors
- Volunteers
- Visitors
- Members of the public

It covers anyone who may come into contact with hazardous substances used at BF Adventure.

### Definition: Substance Hazardous to Health

COSHH covers substances that can cause harm to health. These include:

- Chemicals
- Products containing chemicals
- Fumes
- Dusts

- Vapours
- Mists
- Gases, including asphyxiating gases
- Nanomaterials
- Biological agents (e.g. bacteria, viruses and fungi)

A substance is considered hazardous if it carries recognised hazard symbols on its packaging.

Examples include:

- Cleaning chemicals
- Fuels
- Solvents
- Dust from construction or woodworking activities
- Biological hazards such as leptospirosis or Legionnaires' disease

## Policy Aim

The aim of the policy is to:

- Assess the risk to health that may arise from exposure to hazardous substances.
- Establish precautions and control measures needed appropriate to the risk. Wherever possible, risks should be eliminated.
- Monitor control measures to ensure they are adhered to and working properly.
- Monitor the extent to which employees are exposed to hazardous substances and carry out health surveillance where necessary.
- Inform, instruct and train employees regarding the hazards, risks and precautions needed.

## Responsibilities

### Operation Manager

The Operation Manager is responsible for:

- Ensuring effective implementation of this policy.
- Allocating sufficient resources to support compliance.
- Monitoring the overall effectiveness of the policy.
- Ensuring hazardous substances are identified and assessed by competent persons.
- Ensuring appropriate control measures are implemented.
- Ensuring health surveillance is undertaken where required.
- Ensuring COSHH assessments are reviewed annually or sooner if circumstances change.
- Communicating significant policy updates to staff.

### Coordinators

Coordinators are responsible for:

- Identifying hazardous substances within their area of responsibility.
- Maintaining an up-to-date COSHH inventory.
- Ensuring Safety Data Sheets (SDS) are available and accessible.
- Ensuring COSHH risk assessments are completed and recorded.
- Implementing and monitoring control measures.

- Monitoring employee compliance with safe systems of work.
- Reporting, investigating and managing incidents involving hazardous substances.
- Completing internal COSHH assessor training.
- Carrying out risk assessments and developing safe systems of work.
- Reporting health surveillance requirements to the Operation Manager.

## **Contractors**

Contractors are responsible for:

- Managing the hazardous substances they bring onto site.
- Providing appropriate COSHH risk assessments and Safety Data Sheets.

BF Adventure reserves the right to request copies of contractors' COSHH policies and assessments.

## **Employees**

Employees must:

- Follow safe systems of work identified in COSHH assessments.
- Use control measures and PPE as instructed.
- Report defects, failures, concerns or deviations to their line manager.
- Report accidents and incidents promptly.
- Attend required training.
- Inform their line manager of health concerns potentially related to exposure.
- Attend health surveillance when required.
- Support the logging, risk assessment and introduction of new substances where trained to do so.

## **Training**

### **Training for staff to manage substances**

Staff whose job role may entail the use of chemicals will be trained in how to log new substances into the BF system. This will include:

- Orientation of the relevant documents
- Over view of how the system works
- Training on how to complete a risk assessment

The training will last for around 30 minutes and can be delivered in person or using a in house software which will have an assessment module.

### **Training for employees working with substances hazardous to health.**

BF Adventure will provide information and where necessary training for employees who work with substances hazardous to health and keep records of training.

Information and training will include:

- what the hazards and risks are;
- what to do if there is an accident (e.g. spillage) or emergency. Staff will be able to:
  - Access the correct equipment to deal with the emergency (e.g. a spill), including protective equipment and decontamination products;

- Access right procedures to deal with a casualty;
- Know the right people trained to take action;
- Where to access information to pass over to the emergency services.
- Access the emergency plans.
- How to access to safety data sheets.

## COSHH Risk Assessment Process

BF Adventure operates the following COSHH assessment system:

### 1. Product Register

All hazardous substances are logged in a central COSHH register accessible to staff.

Product Name and brand	Location	Use	Risk	In Use	Data sheet upto da	data sheet link	Risk assessment link
bio D: Concentrated multi-surface sanitiser	Hub kitchen cleaning cupboard	Cleaning		Y			

### 2. Safety Data Sheets (SDS)

SDS are obtained from suppliers, reviewed periodically, and stored electronically with access via the COSHH index.

### 3. Risk Assessments

Risk assessments are completed by trained and nominated staff and include:

- Product name
- Date of assessment
- Assessor name
- Identified hazards
- Persons at risk
- Control measures
- Supervision requirements
- Training requirements
- Emergency procedures
- Review date

Assessments are reviewed annually or sooner if there is a significant change.

## Control Measures

Control measures must be determined by the level of risk to health and must take into account:

- elimination and/or use of alternative, less hazardous substances and materials where possible
- modification of the use or process to eliminate, isolate or reduce exposure
- elimination and/or reduction of numbers of people exposed to the hazardous substance
- the outcome of any environmental monitoring, as appropriate, which has been undertaken by a competent person
- the provision, maintenance and use of any control equipment required
- the use of personal protective equipment (PPE) to reduce or control exposure to hazardous substances/materials. PPE should be regarded as a 'last resort' in providing protection from exposure to substances hazardous to health
- Managers are responsible for ensuring that PPE, as required, is suitable for its intended purpose, appropriately maintained, cleaned, inspected, stored and replaced as required.

## Personal Protective Equipment (PPE)

Managers and Coordinators must ensure PPE is:

- Suitable for its intended purpose
- Properly maintained and inspected
- Cleaned and stored correctly
- Replaced as necessary

Employees must:

- Use PPE as instructed
- Follow training provided
- Report defects or concerns immediately

## PURCHASING PROCEDURES

- All purchases of goods and substances must be undertaken in accordance with recognised and agreed procedures. No other purchasing approaches should be adopted.
- Manufacturers and suppliers of substances and materials have a legal duty to supply material safety data sheets for the materials provided. All purchases/ requisitions should include a request to supply data information sheets.
- Trained staff must ensure an assessment has been carried out PRIOR to any use or handling of the substance(s)

Last update: 12/2/26

Updated by: Tony Baker

To be reviewed by: 12 months after the above date

## 9. Data Protection & General Data Protection Regulation (GDPR) Policy

### 1. Purpose

The Data Protection Act & GDPR has two principal purposes:

1. To regulate the use by those (known as data controllers) who obtain, hold and process personal data on living individuals, of those personal data.
2. To provide certain rights (for example, of accessing personal information) to those living individuals (known as data subjects) whose data is held.

The Cornerstones of the Act are the eight data protection principles, which prescribe:

1. Guidelines on the information life-cycle (creation/acquisition; holding; processing; querying, amending, editing; disclosure or transfer to third parties and destruction ('the life-cycle')
2. The purpose for which data are gathered and held
3. Enshrine rights for data subjects

This policy has been written to acquaint staff with their duties under the Act & GDPR regulations and to set out the standards expected by BF Adventure in relation to processing of personal data and safeguarding individuals' rights and freedoms.

### 2. Staff duties

Employees of BF Adventure are expected to:

1. Acquaint themselves with, and abide by, the Data Protection Principles.
2. Read and understand this policy document, the BF Adventure Privacy Policy and related Schedules within the BFA Staff handbook.
3. Understand how to conform to the standard expected at any stage in the life-cycle (see section 4 of this policy).
4. Understand how to conform to the standard expected in relation to safeguarding data subjects' rights (e.g. the right to inspect personal data) under the Act.
5. Understand what is meant by 'sensitive personal data', and know how to handle such data.
6. Contact the Data Protection Officer if in any doubt, and not to jeopardise individuals' rights or risk a contravention of the Act.

### 3. The data protection principals

The data protection principles, in summary, are:

1. Personal data shall be processed fairly and lawfully.
2. Personal data shall be obtained only for one or more specified and lawful purposes, and shall not be further processed in any manner incompatible with that purpose or those purposes.
3. Personal data shall be adequate, relevant and not excessive in relation to the purpose or purposes for which they are processed.
4. Personal data shall be accurate and, where necessary, kept up to date.

5. Personal data processed for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.
6. Personal data shall be processed in accordance with the rights of data subjects under this Act.
7. Appropriate technical and organisational measures shall be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data.
8. Personal data shall not be transferred to a country or territory outside the European Economic Area unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data.

## 4. Best-practice guidelines for the life-cycle process

### 9.4.1 Acquisition of personal data (see principles 1, 2, 3)

Those wishing to obtain personal data must comply with guidelines issued from time to time by the Data Protection Officer and, in particular, should tell data subjects the purpose(s) for which they are gathering the data, obtain their explicit consent, and inform them that BF Adventure will be the data controller for the purposes of the Act and the identities of any other persons to whom the data may be disclosed. If sensitive personal data are being collected, explicit consent is not only best practice, it is mandatory. No more data should be collected than is necessary for the purpose(s) declared.

### 9.4.2 Holding / safeguarding / disposal of personal data (see principles 4, 5, 7)

Data should not be held for longer than is necessary. Guidance for length of retention is set in law, or given in section 9.4.7 of this policy. Personal data should be reviewed periodically to check that they are accurate and up to date and to determine whether retention is still necessary.

Adequate measures should be taken to safeguard data so as to prevent loss, destruction or unauthorised disclosure. The more sensitive the data, the greater the measures that need to be taken. This includes the protection of physical data through the use of locked storage, restricted access and a culture of respect for the information we hold, it also includes the protection of electronic data through restricting access to data and protecting data using passwords and encryption (further details of this can be found in the ICT policy).

### 9.4.3 Processing of personal data (see principles 1, 2)

In this particular context, 'processing' is used in the narrow sense of editing, amending or querying data. In the context of the Act as a whole, 'processing' is very widely defined to include acquisition, passive holding, disclosure and deletion.

Personal data must not be processed except for the purpose(s) for which they were obtained or for a similar, analogous purpose. If the new purpose is very different, the data subject's consent must be obtained.

### 9.4.4 Disclosures and transfers of personal data (see principles 1, 2, 7, 8)

### 9.4.5 Disclosures

BF Adventure's policy is to exercise its discretion under the Act to protect the confidentiality of those whose personal data it holds.

- i. Employees of BFA may not disclose any information about clients or other employees, including information as to whether or not any person is or has been a client or employee of the BFA unless they are clear that they have been given authority by BFA to do so. Particular care should be taken in relation to any posting of personal information on the internet.
- ii. No employee of BFA may provide references to prospective employers or landlords or others without the consent of the individual concerned. It is therefore essential that where BFA is given as a referee, the subject of the reference should provide BFA with the necessary notification and consent.
- iii. No employee may disclose personal data to the police or any other public authority unless that disclosure has been authorised by BFA's Data Protection Officer or Safeguarding Officers.
- iv. Employees of BFA may not use personal data for marketing (including photographs) without permission of the individuals, or the body/person with responsibility for those individuals (for example the school or parents of Clients).

#### 9.4.6 Transfers

Personal data should not be transferred outside of BF Adventure and in particular, not to a country outside the EEA

- i. except with the data subject's consent; or
- ii. in accordance with a contractual data sharing agreement;
- iii. unless that country's data protection laws provide an adequate level of protection; or
- iv. adequate safeguards have been put in place in consultation with the Data Protection officer; or
- v. in consultation with the Data Protection Officer or Safeguarding Officer where it is established that there is a legal obligation to disclose, or that the Client may be at risk by non-disclosure (see the Confidentiality Policy).

#### 9.4.7 Destruction of personal data (see principles 5, 7)

Personal data must not be held for longer than necessary; and when such data have been earmarked for destruction, appropriate measures must be taken to ensure that the data cannot be reconstructed and processed by third parties.

- Staff records – 25 years (in line with insurance guidelines for safeguarding young people)
- Client records – 5 years (unless otherwise directed by funders requirements)

## 5. Data subjects' right of access

BFA is fully committed to facilitating access by data subjects ('applicants') to their personal data, while bearing in mind the need to protect other individuals' rights of privacy.

All applicants will be expected to request access in writing or via email and will need to supply proof of identity before any data can be released. If a request is made by a third party BFA must be given adequate proof that the data subject has given authority to the third party for disclosure.

## 6. Review

This policy will be reviewed annually to take account of changes in the law and guidance issued by the Information Commissioner.

## 7. Data protection contacts

For general enquiries about the BF Adventure's Data Protection Policy and for formal subject access requests under the Act:

Data Protection Officer

BF Adventure

Goodygrane Activity Centre

Halvasso

Longdowns

Penryn

Cornwall

TR10 9BX

Tel: (01326) 340912 Email: [enquiries@bfadventure.org](mailto:enquiries@bfadventure.org)

## 8. Disciplinary consequences of this policy

Unlawful obtaining or disclosure of personal data (including the transfer of personal data outside the EEA in contravention of paragraph 4.4.2 above) or any other breach of section 55 of the Data Protection Act & GDPR by staff, trustees or volunteers will be treated seriously by BFA and may lead to disciplinary action up to and including dismissal or suspension.

Last update: February 2026

Updated by: Adrian Richards

To be reviewed by: May 2027

## 10. Dogs on site

The aim is to ensure consistent and fair treatment for owners who bring dogs onto site.

1. General notes
  1. Dogs are advised be kept on leads at all times
  2. Signs placed around the site from the car parks and entrances
  3. Bins in place
  4. Dogs are not permitted in buildings (more guidance below)
  5. BF advises dogs are not to be kept in cars
  6. Owners of the dog take responsibility for cleaning up after their dogs
2. Core and residential areas
  1. No dogs allowed when clients are on site unless permission is granted by a manager
3. Public areas such as campsite, nature trails, muddy play
  1. Dogs are advised to be kept on leads
  2. No dogs in the muddy play area

### Risk Assessment

<b>Hazards</b>	<ul style="list-style-type: none"> <li>Dogs</li> <li>Cliffs edges</li> <li>Water</li> <li>Faeces</li> <li>Cars</li> </ul>
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Risk	Who it affects	How is this controlled?
Dogs		
Dog biting, alarming, scaring people	All users	The site is split into 2 main areas based on the service users and customers in each. <ul style="list-style-type: none"> <li>The core and residential area:                             <ul style="list-style-type: none"> <li>Dogs are not permitted in this area when there are clients on site unless permission has been given by a manager</li> </ul> </li> <li>Public area, café, nature trails and campsite:                             <ul style="list-style-type: none"> <li>Dogs advised to be kept on lead</li> <li>Signs in place</li> </ul> </li> <li>Dogs causing distress or harm can be asked to be moved or removed from site as appropriate</li> </ul>
Dog injuring or killing wildlife such as ducks, geese, chicks, rabbits etc	Wild life	<ul style="list-style-type: none"> <li>Dogs advised to be kept on leads</li> </ul>

People with allergies being negatively effected by dogs	All site visitors	<ul style="list-style-type: none"> <li>This is low risk but should someone identify as having an allergy, then dogs should be managed to support the individual</li> <li>Dogs are not allowed in building that are used by guests such as kitchens, classrooms, cabins etc unless permission is granted by a manager</li> </ul>
Staff dogs effecting working environment leading to distractions	Staff	<ul style="list-style-type: none"> <li>Dogs brought onto the core and residential part of the site will be treated on their individual merits and plans set in place as appropriate.</li> <li>Plans can flex and change with no notice at the discretion of the manager which can include restrictions or complete site bans which must be adhered to completely</li> <li>Dogs in offices must seek manager approval, be appropriately managed (crated) and or behaved</li> </ul>
Cliff edges		
Dogs getting stuck, falling off or getting lost in around cliff edges	Dogs	<p>This is a moderate to high risk due to the numbers of exposed cliff edges and potential access points. The adventure quarry and canoe quarry have barriers keeping the public away from the edge but these are ineffective to dogs.</p> <ul style="list-style-type: none"> <li>Dogs advised be kept on the lead</li> <li>Signs in place at all points of access from the car parks</li> <li><b>Staff are not trained to rescue dogs, in the event of dog stuck on a cliff edge BF staff will not intervene, emergency services will need to be called</b></li> </ul>
Water		
Dogs entering bodies of water leading to distress, getting stuck or drowning	dogs	<ul style="list-style-type: none"> <li>Bodies of water are fenced off to the public. These are effective providing dogs are on a lead</li> <li>Signs set up recommending dogs should be on a lead</li> <li>Staff should only carry out a rescue if they are sufficiently trained in water rescue and the equipment is available for use</li> </ul>
Faeces		
Unpleasant sights and smells from disordered odours	Public	<ul style="list-style-type: none"> <li>Sign placed telling dog owners to pick up after their dog</li> <li>Dog waste bin located in the carpark</li> </ul>
Diseases such as toxocariasis causing illness in other site users	Public	<p>Illnesses are rare but can become higher risk, for example in areas where dog owners walk their dogs where children play. Our entire site is specialised environment for children to play with the addition specific sites dedicated to muddy play. The actions are set in place to reduce the risk:</p> <ul style="list-style-type: none"> <li>Dogs advised to be kept on leads</li> <li>Owners must clean up after their dogs</li> <li>Signs in place</li> </ul>

		<ul style="list-style-type: none"> <li>• No dogs, unless permission is granted in the core and residential areas</li> <li>• No dogs allowed in the muddy play area</li> <li>• Ball games discouraged in the campsite</li> <li>• Dog waste bin provided</li> </ul>
cars		
Being hit by cars in the carpark	Dogs	<ul style="list-style-type: none"> <li>• Dogs advised to be kept on leads at all times</li> <li>• Signs in place asking drivers to drive slow through the site</li> </ul>
Dogs overheating in cars leading to distress or death	Dogs	<ul style="list-style-type: none"> <li>• Dogs should not be left in cars on hot days or long periods of time</li> <li>• If staff discover a Dog seemingly in distress in a vehicle the should track down the owner to correct the situation. Following this the RSPCA should be called and advise can be given on the next course of action</li> </ul>

Last Update           12/2/26  
 Updated by           Tony Baker  
 Policy owner:        Tony Baker  
 To be reviewed by:  12 months after the above date

## 11. Duty Manager

The aim of this policy is to set in place a clear representation of the roles and responsibilities of the Duty Manager. Due to the nature of the charity and the risks associated with operating a busy outdoor pursuits centre the policy is a guide and not the exhaustive list and people undertaken the role need to be dynamic and authoritative.

The aims of the Duty Manager

1. To respond and deal with non-planned events that occur during a typical working day at BFA. This historically has included but not limited to the following:
  - a. Livestock on site
  - b. Accidents
  - c. Incident management
  - d. Unauthorised visitors
  - e. Vehicle breakdowns
  - f. Responding to staff operating off site who are not back in time for their ETA
  - g. RPI events
  - h. Safeguarding – in line with training and BF procedures
2. To coordinate and advise staff and coordinators where appropriate and support in decision making processes to ensure smooth running of services and facilities. This may include:
  - a. Assigning staff to jobs in the absence of direct line managers
  - b. Suggesting and supporting cross departmental changes when services do not show or staff are ill
  - c. Responding to customer or staff enquires if appropriate line managers are not available
  - d. Responding to incidents and follow any relevant BF Procedures including contacting relevant stake holders for young people and groups, completing RIDDOR or safeguarding forms and processes (along with relevant level of training), reporting to the CEO, Operation manager and or Trustees in major events.

The following procedures and practices need to be followed as part of the Duty Managers daily responsibilities:

3. Be contactable on the Duty Manager radio for the day or ensure that another Duty Manager has the radio and is able to cover– this allows staff instant access to the Duty Manager should the need arise
4. Be contactable on the Duty Manager Phone during opening hours
5. Carry a personal mobile phone – this will act as a backup means of contact should for any reason the radio is not able to summon support
6. Plan their normal duties so they are able to support staff should an incident arise – Things like meetings and training should be set up in such a way that the DM can instantly drop what they are doing and support
7. Monitor and check the standards of activity and set up though “walking the floor” at least once a day.

Other factors:

8. Staff in normal situations should be communicating with line managers / coordinators using appropriate radio call signs such as "BF Office "or "BF <<NAME>>". The DM is not bound to respond to these communications.
9. Staff needing assistance or advice beyond line management / coordinators should make their intentions clearly know and use the radio to ask for the "BF Duty Manager, BF Duty Manager, BF Duty Manager". In this instance, the Duty manager needs to respond.
10. If no response is provided then the office, the staff member, any off-duty Duty Managers or coordination staff should respond and take efforts to contact the Duty Manager on a mobile.
11. The Duty Manager may choose to deal with tasks in several ways:
  - a. They can choose to delegate to relevant coordinators- this may be to benefit the young person, keeping information in a small circle of people as possible
  - b. They may choose directly to deal the incident and take on lead responsibility- this maybe be a large or complex incident and keeping a single point of leadership adds clarity for all
  - c. They may choose to delegate to the CM, the CEO or Trustees-if the event significant and have complex repercussions then the SMT could be best to respond
  - d. They may choose to postpone the management of an incident- this could be because the relevant manager is away and can better deal with the incident when they return
12. The DM may respond to sessional observations and hold staff to account in breaches of NOP, standards of operation and general behaviour in accordance with the BF Adventure staff hand book. In all cases, this should be fed back to the line manager and in cases requiring disciplinary action a member of the SMT should be consulted before any action is taken.
13. Qualifications and experience
  - a. A Duty Manager should know and understand how BF Adventure operates. Usually staff being Duty Manager should have worked at BF for 1 year at a level 4 or above capacity or have extensive relevant experience that can transfer across
  - b. A Duty Manager should be able to support in a wide spectrum of incidents including first aid, safeguarding, de-escalation strategies and RPI.
  - c. A Duty Manager should have at a minimum a very good understanding of activity safety and the workings of the NOP
  - d. A duty Manager should be able to respond to a critical incident and manage this until Senior support is available.

Last Update                    12/2/26  
Updated by                    Tony Baker  
Policy Owner                   Tony Baker  
To be reviewed by:        12 months from the above date

## 12. Environmental Policy

BF Adventure is committed to minimising the environmental impact of its activities and continually improving its environmental performance wherever reasonably practicable.

### Environmental Strategy

To achieve this commitment, BF Adventure will:

#### **1. Promote sustainable travel**

Encourage car sharing where possible. As we are a remote site not accessible by public transport, we operate central minibus pick-ups for service users and support staff to reduce the number of individual journeys (subject to operational or public health restrictions where applicable).

#### **2. Source responsibly**

Source local produce and supplies wherever possible and maintain appropriate stock levels to minimise delivery frequency to site.

#### **3. Bulk purchasing**

Order stationery, office supplies and environmentally friendly cleaning products in bulk to reduce supplier journeys.

#### **4. Reduce waste**

Minimise waste by reviewing operations regularly and ensuring processes are efficient and sustainable.

#### **5. Promote recycling**

Actively promote recycling across the organisation and encourage customers and service users to participate.

#### **6. Encourage composting**

Provide composting facilities and clear signage to support appropriate waste separation.

#### **7. Raise awareness internally**

Increase awareness among staff and service users of the environmental impact of our operations and encourage participation in improving efficiency and sustainability.

#### **8. Promote environmental responsibility externally**

Raise awareness of relevant environmental issues among our client groups and encourage environmentally responsible behaviours, such as recycling, that can be adopted beyond BF Adventure.

#### **9. Work towards carbon neutrality**

Strive to become carbon neutral in relation to utility usage.

- Water is sourced on site from a borehole.

- Up to 15kW is generated via solar PV.
- Up to 10kW is generated via a wind turbine.

We aim to improve efficiencies and reduce energy consumption to align with our on-site generation capacity.

### **10. Enhance biodiversity**

Maintain designated wildlife areas and provide appropriately located nesting boxes for birds and bats.

### **11. Reduce energy consumption**

Reinforce the importance of turning off lights, heating and electrical appliances when not in use.

### **12. Comply with legislation**

Meet all relevant environmental legislation and regulatory requirements.

### **13. Review performance**

Regularly monitor, review and update this environmental strategy.

## **Use of Pesticides**

BF Adventure is committed to maintaining a healthy environment for staff, service users and wildlife. Due to the size and varied habitats on site, we recognise that the area may host rare or protected species.

The following guidelines apply:

### **Bees and Rare Insects**

- BF Adventure will cooperate with local organisations and specialists to protect and promote rare or significant species wherever reasonably practicable.
- Where a species presents a risk to staff or visitors, safe and appropriate removal will be arranged.
- Pesticides will not be used to control bees or rare insects unless specifically recommended by qualified external professionals.

### **Vermin (Rats and Mice)**

Due to the risk of disease transmission, BF Adventure may use appropriate pest control measures, including poison where necessary, to control rats and mice in office, accommodation and catering areas.

All pest control measures will be proportionate, targeted and compliant with relevant legislation and best practice guidance.

Last update: 12/2/26  
Updated by: Tony Baker  
Policy Owner: Tony Baker  
To be reviewed by: 12 months from the above date

## 13. Equal Opportunities Policy and Discrimination

### Discrimination

The Company is an equal opportunities employer and is committed to opposing all forms of discrimination, victimization or harassment in the workplace. We **will not tolerate** discrimination, victimization or harassment based upon age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation (The Protected Characteristics).

### Equal Opportunities Policy Statement

We will not tolerate discrimination on any grounds and we operate an active equal opportunity policy. However, we cannot operate to stamp out discrimination unless we are made aware that this is happening. The equal opportunities policy will apply at all stages from recruitment, throughout employment to issues of termination of employment and in certain circumstances after your employment has finished. In particular please note:

We will not discriminate in deciding with whom to deal with or in the provision of services or in the selection, recruitment and treatment of staff;

All recruitment procedures followed will be on the basis of fair and objectively justified criteria that do not apply any requirements or conditions that are not necessary for the needs of the post or the business. Where job applicants have a disability the position of the Applicant will be reviewed and all possible steps will be taken to ensure that the Applicant does not suffer from any disadvantage in the recruitment process.

Throughout your employment you are expected to conduct yourself in a manner that is not discriminatory and the Company will take all possible steps to ensure that equal opportunity is maintained.

The approach taken to marketing and to the strategies adopted for providing services to clients will be compatible with this policy.

#### **The policy below applies to all employees.**

The aim of this policy is that all members of staff know that they are able to work in an environment that is free from discrimination, victimisation and harassment and you are able to achieve your full potential in your job. Discrimination, harassment or victimisation will be regarded most seriously and will be treated as gross misconduct under the Company's Disciplinary Procedure. The Company will make decisions without reference to discriminatory criteria. All members of staff must be aware of this equal opportunities policy and should abide by its terms at all times.

### Monitoring

It is the responsibility of the CEO and SMT to ensure that all aspects of this policy are kept under review and are operated throughout the organisation.

### The Protected Characteristics

The company will not tolerate discrimination, harassment or victimization based upon gender, race, disability, religion, sexual orientation, age, marriage, civil partnership, pregnancy, maternity, gender reassignment.

Race includes colour, nationality, ethnic or national origin.

For this purpose, a person is defined as disabled if they have a physical or mental impairment that has a substantial and long-term adverse effect on his/her ability to carry out normal day-to-day activities.

Religion includes religious beliefs or similar philosophical beliefs. This protection extends to perceived as well as actual religion of belief and discrimination by association. The protection also extends to discrimination by persons of a religious belief towards a non-believer.

Sexual orientation includes orientation towards persons of the same sex (lesbians and gay people), the opposite sex (heterosexuals) and the same and opposite sex (bisexuals).

## The Types of Discrimination

In a number of areas, the law protects employees and discriminatory conduct or omissions are set out by Government legislation. There are specific concepts of discrimination, which make it clear what is unlawful. These are:

- Direct discrimination
- Discrimination by association
- Perception discrimination
- Indirect discrimination
- Harassment
- Third party harassment
- Victimisation

Whilst these concepts may appear technical, it is of importance since we may incur liability if you, in the scope of duties entrusted to you, act in a way that is discriminatory or is harassing or victimizing a person or a particular group of people.

### **Direct Discrimination**

This is where an individual is treated less favourably than another because they have a protected characteristic. It is direct discrimination as you would not have treated a person who did not possess that characteristic in the same way. An example would be promoting a man to a supervisory job when a woman is apparently better suited or preventing a person from receiving job training when others without that characteristic are allowed to do it.

### **Discrimination by Association**

Discrimination by association is direct discrimination against someone because they associate with another person who possesses a protected characteristic.

### **Perception Discrimination**

Perception discrimination is direct discrimination against an individual because others think they possess a protected characteristic regardless of whether or not the person actually does possess that characteristic.

### **Indirect Discrimination**

Indirect discrimination occurs when a condition, rule, policy or practice is applied which puts a person at a particular disadvantage when compared to other persons. If this condition, rule, policy or practice has a disproportionate effect on a person or a particular group of people it will be indirect discrimination. An example is if a dress code does not allow employees to wear hats or scarves in the office it would be indirectly discriminating against Sikh men or Muslim women who wear turbans or hijabs.

Indirect discrimination can only be justified if the condition, rule, policy or practice is a proportionate means of achieving a legitimate aim. Circumstances where this will apply will be very rare. If you think that any discrimination could be justified you must check with your Line Manager before any steps are taken. Failure to do so may result in disciplinary action.

### **Harassment**

You would be submitting another person to harassment if you engage in unwanted conduct relating to a relevant protected characteristic which has the purpose or effect of violating that person's dignity or creating an intimidating, hostile, degrading or offensive environment for that person. It does not matter whether or not this effect was intended by the person responsible for the conduct.

Harassment can also be behaviour that an individual finds offensive even if it is not directed at them and the complainant need not possess the relevant characteristic themselves.

Employees are also protected from harassment because of perception and association.

The Company does not tolerate any form of harassment, whether it be based upon any of the protected characteristics above or simply on grounds of personality. If you feel that you are the victim of harassment you should follow the provisions of the harassment policy set out below. This explains the steps that the Company will take in relation to complaints of harassment.

Please note that we will regard harassment as including any of the following. This is not an exhaustive list:

Sexual or racial banter or banter related to disability, religious beliefs or sexual orientation. This should be avoided at all times;

The display of any material that has sexual or racist connotation or is related to disability, religious beliefs or sexual orientation. This includes posters, post cards etc;

Verbal or non-verbal conduct or other behaviour that is directed to someone because of their disability (or a protected characteristic) and which could affect the dignity of the individual in the workplace. By way of example: comments about an individual's ability to carry out the job because of disability may amount to harassment.

It should be noted that any of the above committed outside the workplace or outside working hours will be regarded by the Company as harassment if it affects the working environment. A single act or incident can amount to harassment.

### **Third Party Harassment**

Third party harassment is where an employee is harassed and the harassment is related to a protected characteristic, by people (third-parties) who are not employees of the organisation, for example external trainers, staff contracted by BF Adventure or visitors to BF Adventure. BF Adventure are liable if the harassment has occurred on at least two previous occasions, we were aware that it has taken place and have not taken reasonable steps to prevent it from happening again.

### **Victimisation**

This is treating a person less favourably because he or she has made or supported a complaint or raised a grievance under the Equality Act; or because they are suspected of doing so. The Company will not tolerate victimisation.

## **Harassment procedure**

### **Stage 1: Informal Procedures**

In the first instance, the recipient of conduct that is considered by the employee to amount to harassment may seek to resolve the complaint on an informal basis. This may involve three stages:

If you consider that you are the recipient of such conduct you may prefer to resolve the matter by speaking to the individual concerned and pointing out that the conduct is not acceptable because it is unwanted and is interfering with the working environment. This is acceptable to the Company but you should not feel that this step must be taken if you feel uncomfortable about speaking to the harasser.

You may seek confidential advice from your Line Manager. Any advice will be confidential and will not be reported to anyone in the Company without your consent.

You may take the matter up with your Line Manager or if you prefer and an informal meeting can be arranged between yourself and the individual about whom you have a complaint at which an attempt may be made to resolve matters. Alternatively, the individual may be approached and informal discussions held if you request.

No disciplinary action will arise at this stage as this is intended to be an informal procedure which will enable you to resolve the matter without any further action by the Company.

However, if you consider that a criminal offence has been committed (i.e., assault or a sexual offence) you should seek the assistance of your Line Manager, to make a formal complaint to the police. Where a serious criminal offence is alleged your Line Manager, will discuss with you whether reconsideration should be given to a report to the police.

You may be offered compassionate paid leave in certain circumstances or, if you feel that you need such leave, you should not hesitate to request it.

### **Stage 2: Formal Stages**

If you have not been able to resolve matters on an informal basis or you consider the outcome to be unsatisfactory, you are entitled to make a formal complaint. The procedure that will be adopted is as follows:

You should make your formal complaint in the first instances to your Line Manager. This may initially be oral but you will be asked to put your complaint in writing so that the nature of the complaint is clear. It is recognized that the complaints may be sensitive and difficult to formulate and you should seek assistance from your Line Manager in formulating such complaint.

### **Investigation**

The next stage will involve the investigation of your complaint. This will be carried out with sensitivity and with respect to you and the person against whom the complaint is made. The investigation will remain confidential and everyone who is interviewed will be told that they are not to discuss the matter with anyone and that breach of confidentiality is a disciplinary matter. The investigation will be carried out as follows: -

The investigation will be carried out as expeditiously as possible. It will be conducted by someone who is not connected with any of the allegations and who is at least a grade above the person against whom the complaint is made;

The investigator will carry out the investigation as he considers most appropriate. This is likely to involve interviewing all concerned. Anyone who is interviewed will be permitted to be accompanied by a friend, colleague or trade union representative;

Notes will be taken of the interviews and those interviewed will receive copies to ensure that they agree with the notes. The investigator will concentrate on the facts of the complaint and will avoid, wherever possible, embarrassing or intimate details. The complainant and harasser's witness statements will not be provided to any other party;

At all stages you will be kept informed of the progress of the investigation and are entitled to ask how the investigation is progressing.

During the investigation consideration will be given, wherever possible, to the complainant and harasser being kept apart at work. You will not be moved to any position that is detrimental to you or if you object to being moved. You are entitled to ask for compassionate leave but this will not be required of you.

### **The Decision**

Once the investigating officer has carried out this investigation he will prepare a report. This will be submitted either to the Chief Executive or to a member of the Board of Directors who will decide whether the complaint has been conducted effectively. He/ she may wish to make further enquiries or hold a meeting in order to come to his/ her conclusion. A decision will normally be issued within 7 days of receipt of the investigator's report.

If you are not satisfied with the outcome of the investigation you have the right to appeal. This should be submitted in writing to the Chief Executive stating your full grounds of appeal.

### **The Sanctions**

If the complaint is upheld, consideration will be given to the wishes of the complainant as to what should be done. This may involve:

Moving the harasser to another post. It should be noted that the question of disciplinary action against the harasser is a separate matter.

If the complainant so wishes, moving him/her to a different place or post. The complainant will be not required to move if this is not acceptable.

The complainant may be given leave or financial assistance to enable the complainant to recover from the effect of the harassment.

If the complaint is not upheld, because there is insufficient evidence, and the parties cannot work together consideration may still be given to any steps that can be taken to resolve the situation.

Complaints that are malicious, known by the complainant to be unfounded or made in bad faith may result in disciplinary action.

As an Equal Opportunities Employer, the Company monitors and keeps records of any complaints to ensure that harassment is being dealt with effectively and eradicated from the workplace.

Last update: February 2026

Updated by: Adrian Richards

Policy Owner: Adrian Richards

To be reviewed by: March 2027

## 14. Equality and Diversity Policy (Service Users)

As part of the commitment made by BF Adventure to Equality of Opportunity and Diversity we have adopted a policy statement relating to service users to support our equal opportunity and diversity policy, as an addition to employment practices and procedures.

### Equal Opportunity and Diversity Policy

BF Adventure is committed to eliminating discrimination and encouraging diversity amongst our staff, volunteers and service users.

Our aim is that all users of our service will be representative of all sections of society and each team member and service user feels respected and able to give their best. The purpose of this policy is to provide equality and fairness for all who use our service and not to discriminate on grounds of:

- Gender
- Marriage & Civil Partnership
- Race
- Disability
- Sexual orientation
- Religion or Belief
- Age
- Gender reassignment
- Pregnancy & Maternity

**BF Adventure opposes all forms of unlawful and unfair discrimination.**

All service users will be treated fairly and with respect. Everyone will be helped and encouraged to develop their full potential and the talents and resources of the team will be fully utilised to maximise the individuals' time with us.

### Our Commitment

- To create an environment in which individual differences and the contributions of each individual are recognised and valued.
- Every service user is entitled to an environment that promotes dignity and respect to all. To that end no form of intimidation, bullying or harassment will be tolerated.
- We will regularly review all our equality and diversity practices and procedures to ensure fairness for all.
- Breaches of our equality policy will be taken very seriously and followed up appropriately by the management team.
- This policy is fully supported by the whole BF Adventure team.

The following statement forms part of the service users' induction (incorporated in 'The Deal')

### Equal Opportunities and Diversity Statement

**What does it mean for me?**

- Equality means treating people the same, even if they come from different backgrounds.
- Diversity is about recognising people are different and respecting these values and differences.

So, while you are at BF Adventure you can be sure we will support everyone to achieve and reach their potential.

**What you can expect from us:**

- Listen to, value and respond to your views and ideas.
- Treat you fairly and with respect.
- Support you to reach your potential.
- Give information, advice and guidance when appropriate.

**What we expect from you:**

- Treat staff and peers fairly and with respect.
- Turn up open minded and willing to take part in activities.
- Listen and respond to policies and instructions from staff.
- Ask for help if you need it.

If you think you are not being treated equally or fairly please speak to your instructor or another member of the team.

Last update: February 2026

Updated by: Adrian Richards

Policy Owner: Adrian Richards

To be reviewed by: March 2027

15.

## 15. Freelance Instructors

The use of freelancers at BFA is intended to offer support in busy time or to cover sickness.

Freelance instructors are permitted to operate at BF Adventure and Via Ferrata Cornwall as long as they meet the following criteria:

1. They agree to operate following all normal operating policies and procedures (NOP)
2. They are suitably qualified and experienced in line with NOP
3. Qualifications are checked and are valid and stored
4. CPD is checked and they are current. This can be done by questioning, CV, log books or by calling references as necessary.
5. Before they are deployed without supervision they have had an observation to verify their competence
6. Any personal equipment meets standards set by BFA and the manufacture
7. All work is invoiced post event at the following rates of pay:
  - a. Full day, 8 hours - £150
  - b. Half day, 4 hours - £80
  - c. Travel, negotiated

Last update: 12/2/26

Updated by: Tony Baker

Policy Owner: Tony Baker

To be reviewed by: 12 months from last update

## 16. ICT Policy

### Introduction

BF Adventure recognises that Information and Communication Technology is a key aid to learning and the effective running of the organisation. Computers can be used to acquire, organise, store, manipulate, interpret, communicate and present information. For our clients, it is an integral part of the National Curriculum and a key skill for everyday life. BF Adventure recognises that its staff and clients should have access to quality hardware and software, and a structured and progressive approach to the learning of the skills needed to enable them to use it effectively.

### Organisation and Provision

BF Adventure believes that progress in ICT is promoted through regular access and use of technology relevant to tasks, coupled with targeted training.

ICT network infrastructure and equipment has been sited so that:

- Each staff member has password protected access to either a desktop PC or a laptop.
- A client computer room is available with specific intention of enabling individual clients or groups access to a dedicated internet capable PC in a supervised environment. This room will:
  - Have up to 6 desktops PC's
  - Access to the internet will be controlled (Additional Firewall) to ensure that no inappropriate material can either be viewed or downloaded. An instructor will be present at all times.
  - Have restricted access to the BFA server so that confidential documents cannot be accessed.
- BFA will maintain at least 1 working lap top for working away from site and that can be used for presentation purposes. This will:
  - Contain password protected profiles limiting access to authorised members of staff
  - Have limited and restricted access that must be authorised by the ICT manager
  - Access the Server via a secure VPN connection

The ICT manager and/ Operations manager will maintain records of all staff user names and maintain access to the system as administrators.

### Equal Opportunities

All staff and clients, regardless of gender and ability, will have equal access to the ICT curriculum and will have the opportunity to make the most of their own potential, within this field.

### Management and Responsibilities

ICT manager – this will be the CEO, who will work closely with Operations Manager and IT support company Focus to ensure best fit of hardware and software to both BF

Adventure staff and client needs. The CEO will have overall responsibility for the systems.

The centre manager and/or Datasharp will have Day to day responsibility for maintaining ICT systems. Any problems should be reported immediately to the centre manager.

## Staff Training

The ICT manager will assess and address staff training needs as part of their annual development plan process or in response to individual needs and requests throughout the year. All staff will receive data protection and online security training, including the use of Multi factor Authorisation.

Staff should take some responsibility for their own development and ensure that specific training needs are discussed during annual and interim appraisals but also at any time throughout the year when relevant.

## Health and Safety

BF Adventure is aware of the Health and Safety issues involved in use of ICT and follows the recommendations of the Health and Safety Executive on display screen equipment. Staff who use VDU's regularly for periods of an hour or more are entitled to free VDU eye tests.

## Data Protection and Safeguarding

- A central log of IT equipment will be maintained by the Operations Manager.
- Network passwords are required to be 'strong' and will need to be changed every 3 months.
- Use of Multi Factor Authorisation (MFA) will be used where available
- Sensitive documents and data stored on the BF Adventure server will have access restricted by password, or limiting network permissions. This information will only be accessible to staff dependent on need.
- Laptop computers may be taken offsite by users but must be securely carried in vehicles and out of sight of passers-by so as not to encourage or make easy, opportunistic theft.
- Any data contained on hard disc drives, memory sticks or other hardware must be transported in a secure manner and password protected and only as a temporary means of moving data.
- It is not acceptable to store client or company data on personal external hard drives, personal cloud storage, or other portable storage devices.
- It is the responsibility of the user to ensure that all such data is properly protected at all times and failure to observe this requirement may result in disciplinary action.
- In conjunction with our IT support provider, the Centre Manager will be responsible for regularly updating anti-virus software.
- Social network sites:
  - Staff associated to BF Adventure should ensure their social network sites have the privacy settings set so only friends can view the content of their profiles.
  - Social network sites can only be used during sessions if there is an educational benefit and permission must be granted by a manager.
  - The social network site's terms and conditions must be adhered to at all time including age restrictions.

- Third party agencies used to provide IT support need to provide assurances and suitable evidence that their safeguarding procedures are robust to ensure the safety of BF Adventure and its service users.
- Any equipment that stores data will have its memory securely erased or be destroyed before disposal by BF Adventure.

## Cloud Services

BF Adventure use a number of cloud-based services including Office 365, Podio, Xero and Cinolla. These systems enable greater working flexibility, allowing access to information from away from the BF Adventure site. Users of these systems must take responsibility for the data they access, ensuring passwords are kept secure with MFA enabled, PC's are locked and password protected and ensuring any files downloaded are only saved within the Office 365 environment.

## On-going Management

At each annual policy review, any weaknesses and failings will be identified and an action plan created with clear timescales and responsibilities for resolution. This will be the responsibility of the policy owner.

Last Update: February 26

Updated by: Adrian Richards

Policy Owner: Adrian Richards

To be reviewed by: March 27

## 17. Medical risk assessment

BF adventure operates in and around 5 disused quarries which presents hazards to all users. These hazards are managed through other policies and risk assessments but the risks at specific locations around the site are increased based on personal medical needs / conditions staff may have.

The following risk assessments should be considered for all staff before entering employment.

Hazard	Risk	Who it effects	controls
General site	<ul style="list-style-type: none"> <li>Staff entering into employment with medical needs / conditions that might allow opportunities for them to be at additional risk at specific locations around the site</li> </ul>	<ul style="list-style-type: none"> <li>Staff with medical needs / conditions</li> <li>People in the care of the staff with medical needs / conditions</li> </ul>	<ul style="list-style-type: none"> <li>Staff asked at interview to share any medical needs / conditions</li> <li>New start form collects medical information</li> <li>Risk assessment on a case by case basis</li> </ul>
Steep paths such as the goat track and temple run	<ul style="list-style-type: none"> <li>Falling from these could cause significant injuries. The paths here are easy walking but people who struggle with balance or could lose consciousness are more at risk.</li> <li>Staff are expected to offer physical support on these paths where needed. If they themselves are not stable, then customers are also at risk here</li> </ul>	<p>Staff with but not limited to the following conditions:</p> <ul style="list-style-type: none"> <li>Conditions that cause them to lose balance</li> <li>Conditions that cause them to lose consciousness</li> </ul>	<ul style="list-style-type: none"> <li>staff whose medical conditions could potentially cause them or other harm should complete a risk assessment before work is offered or deployment is permitted</li> <li>customers who have disclosed conditions on their medical form should be consulted and their activity / provision risk assessed</li> </ul>
Activities at height	<ul style="list-style-type: none"> <li>staff falling from the via ferrata onto their safety system could injure themselves leaving themselves exposed and at risk should they themselves need assistance</li> </ul>	<p>Staff with but not limited to the following conditions:</p> <ul style="list-style-type: none"> <li>Conditions that cause them to lose balance</li> </ul>	<ul style="list-style-type: none"> <li>Staff where this is a possibility are not allowed to work at height and a rule of thumb</li> <li>Some situations may present themselves as suitable if reasonable</li> </ul>

	<ul style="list-style-type: none"> <li>• staff operating rescue equipment at height either slipping, grabbing, letting go etc of the rescue equipment putting themselves or other at risk of injuries and fall from height</li> </ul>	<ul style="list-style-type: none"> <li>• Conditions that cause them to lose consciousness</li> </ul>	<p>adjustments can be may, these could include additional staff, limiting duties (i.e. no rescue), different equipment and adjustments to normal working practice</p>
Managing belay systems	<ul style="list-style-type: none"> <li>• Misuse of the belay equipment brought on by slipping, pulling, letting go of the device and or rope unexpectedly due to an uncontrolled physical movement.</li> </ul>	<p>Staff with but not limited to the following conditions:</p> <ul style="list-style-type: none"> <li>• Conditions that cause them to lose balance</li> <li>• Conditions that cause them to lose consciousness</li> </ul>	<ul style="list-style-type: none"> <li>• Staff operating equipment where there is a potential for misuse though an uncontrolled physical movement need to have a risk assessment</li> <li>• Reasonable adjustments could include additional staff, new equipment, additional redundancies (more knots) and adapting to NOP.</li> <li>• In all case of adaption, the technical expert must be consulted</li> </ul>
Water activities	<ul style="list-style-type: none"> <li>• Uncontrolled physical movements causing delays in rescues or not being able to complete rescues leading to casualties getting cold though prolonged exposure</li> <li>• Staff members falling out / off craft and needing to self-rescue during a session</li> <li>• Staff downing though periods of unconscious</li> </ul>	<p>Staff with but not limited to the following conditions:</p> <ul style="list-style-type: none"> <li>• Conditions that cause them to lose balance</li> <li>• Conditions that cause them to lose consciousness</li> </ul>	<ul style="list-style-type: none"> <li>• Reasonable adjustments may include additional staff, additional equipment and adaption to the NOP</li> <li>• Risk assessment should take place</li> </ul>

Last Update                    12/2/26  
Updated by                    Tony Baker  
Policy owner:                Tony Baker  
To be reviewed by:        12 months after the above date

## 18. Mileage and Expenses Payments

### Valid from 1st June 2013- Version 1.0

Wherever possible BF's small minibus should be used for travel to meetings/engagements on BF's behalf. If you are not able to use the minibus you may be able to claim travel expenses as outlined below.

If using your own vehicle for any usage related to 'business use' in effect any journeys other than your standard commuting mileage to your contracted place/s of work you must have suitable Business use Insurance cover in place and have provided a copy of this to your line manager

If you need to travel to a meeting or engagement, away from Goodygrane or Nine ashes if that is your designated place of work, on behalf of BF you are entitled to claim a payment to cover your motoring expenses. You can only claim payment for journeys to a destination other than your designated place of work. If the journey is voluntary but related to BF (to non-mandatory training or a fundraising event for example) please check to see if you are entitled to claim for expenses. All expenses must be approved by your line manager. The rates paid are set by HMRC and reviewed by them on a regular basis. If there is a chance you will claim for over 10,000 miles per year you need to record the number of miles you claim each month, the rate for each mile over 10,000 is less.

From 1 <sup>st</sup> June 2013	Up to 10,000	Over 10,000
Cars and vans	45p	25p
Motor cycles	24p	24p
Bicycles	20p	20p

If you choose to cycle you can claim the bicycle rate. Due to BF's remote location this should only be used within the local area and should be weighed up against the additional time taken to get to a meeting. Currently this will be left to staff discretion but this policy will be reviewed.

These rates are valid for travel from 1<sup>st</sup> June 2013 until further notice.

### Meetings en-route to/from home

If you attend a meeting on your way to/from work you are allowed to claim for the miles over and above your usual home/work journey. For example, if you attend a meeting in Helston on your way home to Redruth your usual journey is around 9 miles. The journey, via Helston is 18 miles, you would be able to make a claim for the additional 9 miles travelled because you attended the meeting but not the miles of your standard journey.

## **Claim Forms**

All claims need to include any relevant locations you are claiming mileage to/from, and the total number of miles claimed. The claim must also state the programme the expense should be charged to (if applicable), or admin if it is a general BF Adventure expense. All forms must be signed by the staff member making the claim and approved by your line manager. A fully approved claim form will be paid direct into your bank account on the next payment run, payment runs are normally run once a week.

## **Other Expenses**

Wherever possible all payments should be made by BF direct to suppliers via invoicing, this allows for proper controls and cash flow planning. Where this is not possible and you have to pay for goods or incur expenses on behalf of BF you can reclaim them. You must attach a receipt to your claim form, provide full details of the expense and reason. The form needs to be signed by you and approved by your line manager.

## **Petty Cash**

Small value expenses can be claimed through petty cash, this does not include staff mileage claims as the total number of miles needs to be properly monitored. You can take a small cash advance from petty cash to cover expenses if the cost is pre-planned.

## **Volunteer Expenses**

Volunteers can claim expenses for their mileage from home to BF. Start and finish locations must be noted on the claim form as well as the programme you are asked to assist with (or admin/maintenance). The maximum claim per day for volunteer mileage is £11.50. Volunteers can claim their expenses from petty cash regardless of the amount as there is a separate float available for this.

## **Claims and Forms**

Mileage claims should be submitted via the Official Expenses system and online link.

Last update: February 26

Updated by: Adrian Richards

Policy owner: Adrian Richards

To be reviewed by: March 2027

## 19. Lone Worker Policy

### 1. Introduction

BF Adventure will ensure, so far as is reasonably practicable, that employees and volunteers who are required to work alone or without direct supervision for significant periods are protected from risks associated with lone working, or that such risks are adequately assessed and mitigated.

Particular consideration will be given to:

- The nature of the work and associated risks
- The effectiveness of risk control measures
- The remoteness or isolation of the workplace
- Communication difficulties or limitations
- The potential for violence or criminal activity from others
- The nature and severity of any potential injury
- Anticipated “worst case” scenarios and emergency response arrangements

### 2. Information, Instruction and Training

BF Adventure will provide staff and volunteers with appropriate information, instruction, training, and supervision to enable them to:

- Recognise hazards associated with lone working
- Understand the risks involved
- Follow agreed safe working practices

All lone workers are required to comply with safe working procedures, including those relating to first aid provision, communication, emergency response, and reporting arrangements.

### 3. Summary Policy Statements

Working alone is not illegal; however, it can increase the risks associated with certain activities. BF Adventure will ensure that lone working only takes place where risks have been assessed and appropriate control measures are in place.

Before lone working takes place, it must be ensured that:

- The lone worker has a full understanding of the hazards and risks involved
- The lone worker knows what action to take if something goes wrong
- A designated person knows the lone worker’s whereabouts, activities, and expected return time

### 4. Health and Safety: Out-of-Hours Working and Home Visit Procedure

## Introduction

BF Adventure has a duty of care to protect the health, safety, and welfare of its employees and volunteers. This procedure sets out the arrangements for working out of normal office hours or undertaking home visits without another professional present.

All employees and volunteers are required to comply with this procedure.

Normal working hours are Monday to Friday, 8.30am–4.30pm.

## 5. Out-of-Hours and Lone Working Procedure

If you are working with a young person outside normal working hours, or visiting a client in their home without another professional present, you must:

### 5.1 Before the Appointment

Inform your Line Manager of the following details, preferably in person or alternatively by email:

- Name of the client
- Address of the visit or venue
- Contact telephone number
- Appointment start time and anticipated finish time
- Your mobile telephone number

### 5.2 After the Appointment

At the end of the appointment, you must contact your Line Manager to confirm that the visit has concluded and that you have left the venue safely.

### 5.3 Failure to Check In

If you have not contacted your Line Manager within 15 minutes of the agreed finish time:

- The Line Manager will attempt to contact you via your mobile phone
- If there is no response, they will attempt to contact you at your home address or via an alternative contact method

### 5.4 Escalation Procedure

If contact cannot be established and there are concerns for your safety:

- The Line Manager may contact the client (where appropriate) to establish your whereabouts
- If concerns remain, the Line Manager will contact the Police and your nominated emergency contact

## 6. Home Visits

6.1 Home visits must only take place where there is no suitable alternative and, wherever possible, with a parent/carer or another professional present.

6.2 Staff must remain alert to potential risks, including but not limited to:

- Aggressive or threatening behaviour
- Dangerous animals
- Drug or alcohol misuse
- Unsafe environments

6.3 Staff must terminate a visit immediately if they feel at risk. Any such decision must be discussed retrospectively with the appropriate Coordinator or Line Manager.

6.4 Where a home visit raises concerns regarding the safety or welfare of a child, young person, or vulnerable adult, the organisation's Safeguarding Policy must be followed.

## 7. Weekend Working Procedures

Due to reduced staffing levels at weekends, additional risks may arise, particularly during site set-up, delivery, and pack-down activities.

When working at weekends, the following procedures must be followed:

- A minimum of two staff members must be present at all times
- All staff must carry mobile phones and radios throughout the shift
- A weekend activity plan must be reviewed and approved by an appropriate Manager or Coordinator in advance
- If a member of staff arrives unfit for work, the remaining staff member must contact a Manager immediately for advice and support
- If a member of staff fails to arrive as expected, a Manager must be contacted promptly so that appropriate action can be taken

Last update: 08/01/2026

Updated by: El Warren

Policy owner: El Warren

To be reviewed by: Feb 2027

## 20. Legionnaires’ Policy

### Policy Statement

BF Adventure is committed to preventing exposure to Legionella bacteria and reducing the risk of Legionnaires’ disease for staff, visitors and service users.

We will implement proportionate control measures appropriate to the size, complexity and nature of our water systems and activities.

### Responsibilities

#### Overall Responsibility

The Operations Manager has overall responsibility for the safety of the site.

#### Day-to-Day Management

- The Maintenance Coordinator is responsible for:
- Implementing this policy
- Managing and monitoring control measures
- Ensuring required checks and testing are carried out
- Maintaining records
- Reporting concerns to the Operations Manager

### Competence

The Maintenance Coordinator will be suitably trained and competent to manage Legionella risks. Where necessary, external specialist advice or contractors will be engaged to support risk assessment, monitoring or remedial works.

### Potential sources of Risk

Schematic of BF Adventure Hot and cold water systems is available on SharePoint using this link:

<https://bfadventure.sharepoint.com/:w:/s/teamportal/ETv-O-Igd4FPkLQsixTa7iIBt5LZqdqDBF7oYZUZxUjYcg?e=0fe518a95d324ce28406b3f7b3a37d14>

Risk Assessment	
<b>Hazards</b>	<ul style="list-style-type: none"> <li>• Boilers</li> <li>• Small undercounter heaters</li> <li>• Shower heads</li> <li>• Electric showers</li> <li>• Hot taps and hot water systems</li> <li>• Cold taps and cold water systems</li> <li>• Hose pipes</li> <li>• Community kitchen external water storage</li> <li>• Bore hole storage tanks</li> <li>• Community kitchen toilet water storage tanks (4 in attic)</li> </ul>

Risk	Who it affects	How is this controlled?
<b>Boilers, small under counter heaters, hot taps</b>		
Water not heated properly leading to legionnaires	All users	<ul style="list-style-type: none"> <li>• Water heated to at least 60°C, tested at tap outlet</li> <li>• Tested monthly when in use at the sentinel tap</li> </ul>
Water stagnating leading to legionnaires	All users	<ul style="list-style-type: none"> <li>• Water flushed weekly in low use areas (the volume of the water tank is over a 24 hour period is not completely used)</li> <li>• High use area flushed annually (systems that use more than the boiler storage capacity)</li> <li>• Annual tests are carried out by Cornwall council as we have a bore hole and test for legionnaires</li> </ul>
<b>Shower heads</b>		
Stagnating water leading to legionnaires though airborne means of spreadable breathable droplets	All users	<ul style="list-style-type: none"> <li>• Shower heads cleaned quarterly when in use</li> </ul>
<b>Electric showers</b>		
Stagnating water leading to legionnaires	All users	<ul style="list-style-type: none"> <li>• Instantaneous electric showers pose less of a risk as they are cold water-fed and heat only small volumes of water during operation</li> <li>• No flushing or testing required</li> </ul>
<b>Cold water storage and taps</b>		
Stagnating water leading to legionnaires	All users	<ul style="list-style-type: none"> <li>• Ensure water does not stagnate by making sure connecting tanks are linked</li> <li>• Ensuring tanks are not too large and as a rule of thumb carry supply suitable for a typical days use</li> <li>• Maintain temperature of less than 20°C</li> <li>• Temperature tested and recorded on cold water sentential taps monthly after 2 minutes of flushing, logged</li> <li>• Ensure secure lid to prevent debris and pests from ingress</li> <li>• Tanks clean annually, logged</li> <li>• Visually inspect weekly, logged</li> </ul>

Sources of external contamination (sludge, rust, scale, algae, other organic matter and biofilms)	All users	<ul style="list-style-type: none"> <li>• Tight fitting lids and containers on all tanks</li> <li>• UV and partial filters at the bore hole shed and Community kitchen Amenity block</li> <li>• Visual inspection</li> </ul>
<b>Hose pipes</b>		
Stagnating water leading to legionnaires	All users	<ul style="list-style-type: none"> <li>• Non return valves on all hope pipes or hose pipes disconnected</li> <li>• Hoses flushed through monthly</li> </ul>

**Locations of hot water systems and sentential taps**

Location	Hot water storage and heating	Hot water outlet	Sentential tap for testing
Hub kitchens	2 x small heating washing units	<ul style="list-style-type: none"> <li>• At heater unit</li> <li>• 2 x mixer taps</li> </ul>	<ul style="list-style-type: none"> <li>• Heating unit on the right side of the building</li> <li>• The hand wash basin</li> </ul>
Community kitchen toilets and showers	2 x boilers	<ul style="list-style-type: none"> <li>• 5 x hot water taps</li> <li>• 3 x showers</li> </ul>	Accessible toilet hand washing basin
Campsite toilet block (cabin 9)	<ul style="list-style-type: none"> <li>• 3 x individual electric heated showers units</li> <li>• 1 x boiler</li> </ul>	<ul style="list-style-type: none"> <li>• 3 x showers</li> <li>• 4 x taps</li> </ul>	Left hand toilet cubicle hand wash basin
Community kitchen	Boiler	2 x taps	Hand wash basin
Cabin 8 toilets	2 x small heating washing units	Each unit	Each unit
Hub Toilets	1 x small on water heater for hand washing	4 x taps	Accessible toilet right side wash basin

**Record keeping**

1. Records will be managed and kept by the maintenance Coordinator, these will include:
  - i. What was checked
  - ii. Who checked it
  - iii. Actions carried out
  - iv. Observations of abnormal, broken or malfunctioning systems are recorded and reported

v. Dates of checks

**Reporting**

1. Any incidents of Legionnaire's disease need to be reported to the Operations Manager using BF adventure incident reporting system immediately
2. This will then reported using the RIDDOR system to the local authority with 48 hours

Reviewed by: Tony Baker

Date: 12/2/26

Policy Owner Tony Baker

Review Date: 12 months from the above date

## 21. PPE Inspection Policy for Adventurous Activity equipment

### Policy overview

BF Adventure uses PPE to safeguard its staff and users on a number of high and water-based activities. The below schedule, details:

1. When checks should take place
2. Who can carry out the checks
3. How the checks are being carried out
4. How they are being recorded

### Key responsibilities

1. **Operations Manager** – has overall responsibility for PPE oversight and policy
2. **Managers** – Have responsibility for purchasing, monitoring and management of PPE in line with this policy including use of, training to staff, inspections and administration
3. **Delivery staff** – Have responsibility to complete daily checks, reports defects and isolate the equipment from use and inspect where trained

### PPE for activities at height

For these activities, the standards set for PPE checking in the manufacture manual will be strictly followed fully

### PPE for activities in water

For these activities, the standards set for PPE inspection laid out in the manufacture's manual will be followed with the exception of the retirement of PFD's as per the risk assessment below.

#### Risk assessment for PFD failing due to age and specifically, beyond the manufactures recommended life span

**Hazard-** PFD

Risk	Who this effect	Control Measures
The PFD failing to provide the minimum required floatation required the standard 50. ISO 12402-5 leading to drowning	Staff and customers	<ul style="list-style-type: none"> <li>• PFD checked for defects before and after use by staff</li> <li>• Annual float tests, all PFD's must meet their floatation standard</li> <li>• 6 month inspections looking at the condition of the material, adjustment components and the quality of the foam though feeling. All aspects need to be fully functional and in good condition</li> <li>• Dry and dark storage with a humidity controlled environment with good ventilation</li> <li>• Cosmetic appearance must be of a good quality</li> </ul>

## Schedule for checking

Equipment	Pre use inspection	Daily	3 months	6 months	annually
Harness	These checks are carried out before its first. Checks are carried out by staff who have attended at least the BFA PPE checking course.  These checks are logged.	Quick visual check looking obvious signs or damage and incorrect set up.  These take place before and after use  These are not checked and carried out by staff trained to delivery the activity in question	Full check by staff who have attended a BFA PPE checking course.  Checks are logged	Full check by PPE qualified staff  Checks are logged	
Helmet					
Fall protection (rope, connectors, descenders, pulleys etc)					
PFD			Not checked	Check by staff who trained to run watersports.  Checks are logged	Checks and float test by trained staff.  Checks are logged

## Types of inspector

- Daily checks** – carried out by staff trained in that activity. This level of check makes up part of the staff training and looks for obvious defects including damage through improper storage, obvious abrasions, obvious contamination, poor configuration etc. These checks occur when selecting the equipment for the day and also when putting equipment away at the end of the day. The checks are quick checks and are not logged
- 3 month checks** – these checks are carried out by people trained to check PPE. At BF Adventure, there is a 3 hour PPE checking course run by qualified PPE checkers. These checks are recorded
- 6 month or annual Checks** – These checks are carried out by staff who have a PPE checking qualification and are recorded

## Purchasing of equipment

BF Adventure will only use approved and reputable providers, these are:

PPE for work at height: Lyon Equipment, Petzl, DMM, Aboris, Up and Under and ARC

PPE for watersports: Up and Under, Nookie, Palm, Peak, Wild Things

## Quarantine equipment

Staff are all trained to isolate any equipment into the quarantine bins in the climbing and VF store if they suspect it is faulty or if they are not 100% confident it is usable.

Once in the bins, the equipment should be tagged and where staff are trained to do so, inspected using gear log where it can be set to "quarantine", notes and photos made of the suspected fault.

Once logged, a qualified PPE inspector should be notified by email to follow up with appropriate actions which again should be captured using the gear log app

## Retired equipment

All equipment retired should be rendered unusable so it cannot find its way into circulation. This includes:

**Harnesses** – this will be cut up and stashed into 2 separate bins in a way they cannot be reassembled

**Helmets** – textile components cut and removed and the shell rendered unquestionably unusable

**Connectors** – must be rendered unusably by having the gates removed

**PFD's** – should be destroyed beyond a usable state

**Equipment for training** – should be labelled clearly as retired so they cannot accidentally find their way into normal circulation. Their serial number and or BF ID should remain intact so they can still be traced.

## Use of personal PPE

Staff are able to use their own PPE at bf adventure as long as it meets the below criteria:

1. It is maintained in line with manufactures guidelines
2. Logs can be produced for checking in line with manufactures guidelines
3. Its is suitable for the task being asked of it
4. It meets BF PPE policy guidelines
5. Its looks in good and well maintained state

All PPE being brought in by staff should upon request submit the PPE for an inspection by a competent member of staff. If the equipment raises or any concerns or fails an inspection it must not be used at BF Adventure.

Reviewed by: Tony Baker

Date: 12/2/2026

Policy Owner Tony Baker

Review Date: 12 months from the above date

## 22. Smoking Policy – BF Adventure

### Policy Aim

BF Adventure promotes healthy living and lifestyles across all its services. This policy supports service users in reducing or managing smoking, including vaping, to participate safely in BF Adventure activities. The organisation aims to maintain a smoke-free environment on all its sites.

### Scope

This policy applies to:

- All service users (day, core, residential, and public campers)
- Staff, volunteers, and visitors
- All BF Adventure provision, including vaping

### General Principles

- BF Adventure promotes itself as a healthy living site.
- Non-smoking signs are displayed at entrances, receptions, rooms, and toilets.
- Staff must not return tobacco to anyone under the legal age.
- Resources and support are available to staff to enforce this policy.
- Staff will support service users to reduce smoking during provision and provide advice about the health impacts of smoking.
- Smoking plans should be discreetly managed, away from other service users and at designated times.
- Offsite smoking is discouraged due to road safety risks.
- Smoking during activities is strictly prohibited.

### Staff Responsibilities

- Staff must promote and enforce the policy and report any incidents to a manager if needed.
- Managers and team leaders will support staff in managing tension or disruption from non-compliant service users.
- Staff must not smoke during BF Adventure operating hours (see Staff Handbook for details).

### Day Visits

- Smoking is discouraged during the visit. If necessary, smoking may only occur out of sight at designated times.
- Consequences for smoking on site:
  - First instance: Reminder of rules and asked to stop smoking.
  - Second instance: Individual removed from sessions for the remainder of the day – no refunds (T&Cs).
  - Third instance: Whole group stops activities – no refunds (T&Cs).

### Core Service Users

14. Bespoke smoking arrangements are agreed during the 'BF Deal' initial session to support smoking cessation while on site.

## Residential Users

### Behaviour Plan

Before or on arrival, the Lead Instructor/Team Leader/Centre Manager/Booking Coordinator/Duty Manager will agree a behaviour plan supporting the smoke-free site aim.

Plans may include:

- Designated times and locations for smoking
- Gradual reduction in smoking during the residential

### Consequences for Breaching the Behaviour Plan

- First instance: Reminder and asked to stop smoking
- Second instance / refusal: Removed from activity session; Group Lead provides supervision
- Third instance: Removed from sessions for the remainder of the day; no refunds (T&Cs)
- Fourth instance: Individual asked to leave the site at the group's expense (T&Cs apply)

### Offsite Smoking

If visiting groups wish to smoke offsite:

- Must be controlled and supervised by the visiting Group Leader
- BF Adventure must be informed
- Smoking offsite is not recommended, especially on lanes or in wooded areas, due to safety risks

## Public Campers

Public campers will be informed of the smoking policy during the booking process.

Last update: 08/01/2026

Updated by: El Warren

Policy Owner: El Warren

To be reviewed by: February 2027

## 23. Staff Use of Site, Equipment and Facilities Policy

### Aim

The aim of this policy is to ensure consistent, fair and equitable access to BF Adventure's equipment and facilities, while maintaining safety, professionalism and the integrity of the organisation.

### Safety and Security

#### **Personal Safety**

- Staff must only engage in on-site activities for which they are competent, based on their experience, training, qualifications and skills, unless express permission has been granted by the Centre Manager.
- All Normal Operating Procedures (NOPs) must be followed at all times.
- When borrowing equipment for off-site use, staff assume full responsibility for their own safety and the safety of others involved.

#### **Personal Responsibility for Equipment**

- Staff borrowing equipment assume full responsibility for ensuring it is fit for purpose and used in accordance with relevant NOPs.
- Potentially dangerous equipment (including sharps) must be securely stored and must not be accessible to clients or unauthorised individuals while on site.

#### **Breakages and Damage**

- Equipment is borrowed on a "break it, repair or replace it" basis.
- If a staff member is not in a position to cover repair or replacement costs, they should reconsider borrowing the equipment. Costs may be deducted from wages to cover repair and replacement.
- All damage must be reported immediately to the Operation Manager by email.

#### **Open Fires**

- Open fires are only permitted in designated areas.
- Personal timber supplies must be brought in; no wood or natural materials (including fallen timber) may be taken from the site.
- Fires must be kept to a manageable size, with flames no higher than waist height.
- Fires must only be lit in suitable locations (e.g. designated fire pits).

#### **Guests on Site**

- All guests must be reported in advance to the Operations Manager or Duty Manager.
- Normal Operating Procedures apply at all times.
- Any exceptions must be authorised a Manager.

### Fair Use and Access to Activities

Staff may use facilities and run activities for friends and family under the following conditions:

- Prior permission is obtained from the Operations Manager or CEO.
- The session is led by an appropriately qualified member of staff.
- Usage is reasonable (e.g. limited to a few occasions per year).
- A contribution is made towards wear and tear of equipment (amount to be determined by the Operations Manager or CEO).

### **VF and ZT Sessions**

- Staff are permitted up to four free places per year for friends or family to attend commercially available VF and ZT sessions.

### **Large Parties and Events**

- Staff may be eligible for a discounted rate for larger parties or events.
- All such arrangements must be authorised in advance by the Operations Manager or CEO.

## **Alcohol and Substance Use**

Staff living on site or using the site for personal purposes must present themselves professionally at all times.

### **Alcohol**

- Staff must not lead or participate in any activity while intoxicated or under the influence of alcohol.
- Staff must not work while hungover or impaired.
- Alcohol consumption must not negatively impact site users or daily operations.

Unacceptable impacts include (but are not limited to):

- Unprofessional or inappropriate behaviour
- Disruption to services or sessions
- Excessive noise
- Leaving areas untidy
- Behaviour that negatively affects the organisation's reputation

### **Illegal Substances**

- The use, possession or distribution of illegal substances on site is strictly prohibited.
- Any breach of this policy will be reported to the Police in accordance with standard procedure.

Last Update                      12/2/26

Updated by:                      Tony Baker

**BF Adventure Policy folder 2026 V1**



Policy Owner: Tony Baker

To be reviewed by: 12 months from the above date

## 24. Consumption of Alcohol

Small to moderate consumption of alcohol by the participants is permissible if appropriate during the course of a days programme. For example, a glass of alcohol with an evening meal that have evening activities following the meal would be acceptable for adults.

Participants arriving for activities can have consumed small amounts of alcohol prior to arrival on site BUT must be safe to take part in activities and as a rule of thumb, be under the drink drive limit.

Special events such as the Christmas party can be exceptions to the rule and this is to be decided by the management team in advance of these events.

Last Update                    12/2/26

Updated by:                    Tony Baker

Policy Owner:                   Tony Baker

To be reviewed by:    12 months from the above date

## 25. Substance Use Policy

### 1. Aim

To set out BF Adventure's position regarding service users and customers who are suspected to be under the influence of substances, including alcohol, while on site, or who are suspected of bringing substances onto BF Adventure premises.

### 2. Policy Statement

BF Adventure is committed to providing a safe environment for all service users, customers, staff, and visitors. The presence or use of substances may compromise safety, wellbeing, and the effective delivery of activities. BF Adventure therefore reserves the right to take appropriate action where substance use or possession is suspected.

All actions taken under this policy will be proportionate, based on risk, and exercised at the discretion of BF Adventure staff, in line with safeguarding responsibilities and relevant legislation.

### 3. Definitions

For the purposes of this policy, "**substances**" include, but are not limited to:

- **Alcohol**
- **Illegal drugs**, including controlled substances under the Misuse of Drugs Act
- **Prescription medication** that has not been prescribed to the individual, or that is being misused (e.g. taken in excess of the prescribed dose or used in a way not intended)
- **Over-the-counter medication** where misuse may impair judgement, behaviour, or physical safety
- **New psychoactive substances (NPS)**, sometimes referred to as "legal highs"
- **Volatile substances**, such as aerosols, solvents, or gases, used for the purpose of intoxication

Being "**under the influence**" refers to a state in which a person's behaviour, judgement, coordination, or awareness is impaired as a result of substance use, regardless of whether the substance is legal or illegal.

#### **Adventure Centre Customers**

Any Adventure Centre customer who has consumed, is reasonably suspected to have consumed, or is believed to be in possession of any substance may be subject to one or more of the following actions, at the discretion of BF Adventure staff:

- Refusal of access to the site and/or refusal to commence any planned activity or programme
- Removal from the activity and from the site

- Restriction from returning to BF Adventure for future events or activities
- Disclosure of relevant information to appropriate authorities, in accordance with the Data Protection Policy
- In certain circumstances, contact with the Police where this is considered necessary and appropriate

## Core Service Users

Any Core Service User who has consumed, is reasonably suspected to have consumed, or is believed to be in possession of any substance may be subject to one or more of the following actions, at the discretion of BF Adventure staff:

- Refusal of access to the site and/or refusal to commence any planned activity or programme
- Removal from an activity and/or from the site
- Request to hand over the substance to a member of staff
  - Where it is illegal for the young person to possess the substance, it will not be returned and will be disposed of through appropriate and lawful means
- Request to present personal belongings for a search, where proportionate and appropriate
- Provision of Information, Advice and Guidance (IAG), including signposting to relevant support services
- Contact with the referring organisation to discuss the incident and agree next steps
- Disclosure of relevant information to appropriate authorities, in line with the Data Protection Policy
- Ongoing or repeated incidents may result in suspension or exclusion from BF Adventure provision
- In certain circumstances, contact with the Police where this is considered necessary and appropriate

## Safeguarding and Recording

All incidents relating to substance use or possession will be recorded and managed in line with BF Adventure's safeguarding procedures, confidentiality requirements, and Data Protection Policy.

Last update: 08/01/2026

Updated by: El Warren

Policy owner: El Warren

To be reviewed by: February 2027

## 26. Sustainable Development Policy

### Introduction

BF Adventure recognises the importance of sustainability which covers the following areas:

- Social (which includes Human Rights, Employment Rights and Governance)
- Environmental

BF Adventure acknowledges the impact of its own activities on the natural and local environment in which it operates.

BF Adventure is committed to an on-going programme of management and improvement so that its adverse impacts are limited and more positive impacts are developed.

### Human Rights

BF Adventure is committed to eliminating discrimination and encouraging diversity amongst our staff, volunteers and service users.

BF Adventure has a stated policy on Equality and Diversity which is reviewed annually.

In order to support its aims, staff are fully briefed and are required to undertake interactive on-line training.

### Employment Rights

BF Adventure will comply with all aspects of current legislation.

BF Adventure has a performance reporting framework which requires that all staff receive a full appraisal once a year, an interim appraisal and individual one to one discussions as and when necessary.

BF Adventure work standards are underpinned by established Staff Success Factors which are part of a performance review process.

### Governance

Under direction of the Board of Trustees, BF Adventure operates a Governance Committee which consists of a minimum of 2 Trustees and the Chief Executive Officer.

Its aims are to ensure the Charity operates within the Charity Commission rules and Company Law and that its operations meet its charitable objectives.

The Governance Committee also undertakes periodic risk reviews and develops action plans to remove or reduce risks to the long-term future of the Charity.

### Environment

Please refer to BF Adventure's Environmental Policy which can be found within Normal Operating Procedures.

Last update: February 26  
Updated by: Adrian Richards  
Policy owner: Adrian Richards  
To be reviewed by: March 2027

## 27. Third Parties users

This policy is intended to ensure that third party users agree to a safe method of working when operating at BF Adventure, to ensure that any agreements and or contracts with service providers are not compromised, that where appropriate site procedures are understood and followed and that the reputation of BF is not compromised.

Example of third parties are but not limited to:

1. External companies employed by BF to provide provisions
2. External companies using and or hiring activity sites and or equipment for use with their own clients

The following conditions must be met before third parties are allowed to operate at BFA.

1. Insurance
  - a. Evidence of public liability Insurance cover must be provided
  - b. This must be at least 2 million
  - c. This must be in date and valid
  - d. A copy must be stored in the Third Party users file in SharePoint
2. Risk Assessments, operating procedures
  - a. Evidence of a safe working practice must be produced and checked
  - b. The CM or in their absence a senior manager must check this to ensure there are no contradictions with the BFA policies and procedures and where there are BFA policies and procedure take presidents unless otherwise negotiated.
  - c. These must be valid and in date
  - d. The quality must be assessed by the OM or in their absence a suitably experienced manager
  - e. Copies must be placed in the Third Party user file
3. Safeguarding
  - a. When working with BF Adventure's service users, a DBS check must be carried out in accordance with its Safeguarding procedures
  - b. When working with non BF Adventure clients, BF adventure expects that safeguarding procedures are set in place.
  - c. BF Adventure may request to seek evidence that this process has taken place
4. Schemes of work
  - a. Where appropriate, these should be checked
  - b. Copies must be placed in the third party user file
5. Qualifications and membership
  - a. Qualifications that are relevant should be checked
  - b. Where relevant, memberships should be checked
  - c. Copies must be placed in the third party user file
6. Service Level Agreement (SLA)Completed (annex A)

- a. Agreement to operate to BFA policies (NOP and policy folder), an agreement statement is set into the SLA
- b. Copies must be placed in the third party user file
- c. Conflict of interest, these must be declared
- d. Intellectual copyright
- e. Confidentiality

Last update: 12/2/26

Updated by: Tony Baker

Policy Owner: Tony Baker

To be reviewed by: 12 months from the above date

## Annex A - Service Level Agreement (SLA) for Third-Party Users

Company Name			
Contact Person			
telephone		email	
Address			
postcode			
<b>activity / provision description</b> <i>Please include activities you are providing, equipment you are borrowing and the outline of clients you intend to work with</i>			
<b>Please read the following statements and sign to agree to abide by them when operating at BF Adventure.</b>			<b>Sign</b>
I agree to abide by the policies and procedures at BF Adventure as laid out in the Normal Operating Procedures (section 3 and relevant sections only) and the policy hand book. Copies of which are available upon request. Where conflicts in procedures are present, agreed exceptions will be detailed on page 2 of this SLA			
I agree to maintain and update my risk assessments, schemes of work and lesson plans, insurance, relevant qualifications and memberships as agreed at the start of SLA and provide updates copies to BF Adventure.			
I agree to declare to disclose any conflict of interest that may be present are declared at the earliest possible opportunity to the Centre manager			
I agree that any products or services provided by BF Adventure remain the property of BF Adventure and copying, duplicating and agree not use these services and products outside of BF Adventure with express permission from a senior manager			
I agree to submit DBS certificates / perform a new DBS check / provide evidence of a DBS check as requested by the Centre manager			
I agree to respect BF Adventure’s clients and keep all information confidential and not share or discuss clients with outside agencies with the express permission from a manager.			
I agree that all bookings must be made in advance and permission granted by the relevant coordinator.			
<b>office use only:</b>			
insurance certificate			
risk assessments			
DBS			
SOW and Session plans			
quals and memberships			

Office use:  
Please outline any specific operating agreements that fall outside of BF Adventures normal working conditions

This SLA is valid from the dates below and is due for review in 5 years or at the request of the Centre manager.

Third Party Name			
Date		Sign	
Centre manager			
date		Sign	

## 28. Training Policy

### Aim

The aim of this policy is:

1. to lay out expectations on trainers in terms to expected practice including preparation and administration
2. to set consistent standards of training and assessments for trainers
3. ensure that standards of delivery expectations are in line with NOP and consistent among the trainers

### General training

BF offer a range of training, choosing an appropriate method of training should reflect the subject being taught. Factors that determine the delivery method include:

1. complexity of skills
2. volume of content knowledge
3. Risk level
4. Assessment type

### Methods of training

As a guide, training can fall into these areas but other factors may alter this.

	Low skills complexity and or small content knowledge	High skill complexity and or large level of subject knowledge
Low risk level	Reading policies, viewing power points etc	Training with a built-in assessment
High risk level	Training, action plan and observed session	Training, consolidation and assessment (internal or external)

### Trainers and Assessors

All trainers and assessors should:

1. Have a teaching and assessing qualification
2. Be sufficiently qualified and or experienced to run the training, this will need approval from the Operations Manager
3. Must attend a regular update sessions as per appendix 1

### Competence

Staff delivering need to be suitability competent in order to do so this includes meeting these 4 criteria relevant to what is being trained / assessed.

## Skills

- must be able to accurately demonstrate the training being taught
- should be able to select appropriate teaching styles relevant to the group

## experience

- be able to provide a suitable history with the subject matter

## training

- must be able to cascade down the training in a manner suitable to a variety of learners
- where appropriate has taken part in training for the matter ideally from an external source

## qualifications

- where necessary, have qualification in the subject matter suitable for the activity being trained
- have a qualification for teaching

The above competence markers set out a broad minimum standard for all staff offering training at BF Adventure. The matrix below outlines the level of competence specific to the activity that are in addition to the 4 competence markers above.

Where staff are lacking in some areas on the 4 competence markers but excel in others, we can recognise prior learning (RPL) and make exceptions relevant and specific to the desired training. These must be risk assessment and permission granted from the centre manager.

## Teaching

1. Reasonable adjustments should be made to meet learners needs
2. Significant adjustments should be consulted with the OM
3. Training should be varied of practical and theoretical
4. Additional tasks such as written tests, further reading, practice etc should be considered to enrich and check learning
5. Some training need staff to be physically competent and confident. Where these are the expectation, clear communicating and demonstration of the standards should be set early in the training or before the training takes place.

## Preparation

1. All training should have a lesson plan in place before training starts, this should include:
  - a. NOP / policy points are covered
  - b. Identify the trainer, date
  - c. Capture attendees through a register with dates and signatures
  - d. Have space for feedback
2. Template session plans should be saved in team portal as well as any newly created ones
3. Have consideration to minimum and maximum numbers to ensure training is of sufficient quality

4. Have consideration to venue ensure adequate resources are available as identified in the lesson plan
5. Consider the environment weather
6. Learners, ensure they are aware and prepared for the training

## Delivery

1. Register complete, ensure signatures and dates are captured
2. Session plan should be followed, any deviations noted on the lesson plan
3. A review should take place, this can be from the whole group but minimum is from the trainer
4. Time should be set aside that day to complete all administration

## Assessments

By the nature of some of the training there is a need for competence and confidence to be demonstrated in order for the assessor to be confident that the trainee is fit for the task. Here are the range of possible assessments available for trainers:

1. **Consolidation** – for training that has a client facing role or a safety implication, its normal for a period of consolidation to take place before an assessment takes place. This consolidation varies depending on the learning. The default consolidating period is 3 sessions
2. **Summative** – these take place and measure the trainees against criteria laid out in the training manual. Trainees need to meet all the criteria in order to pass
3. **Formative** – these assessments occur during training or over a period of time
4. **Action planning** – where the assessor considers the candidate very close to the assessment target (i.e. had a bad group on assessment, failed a swim time etc.) or passes but feels further work would be beneficial (confidence issues) action plans can be set in place, these could include but are not limited to:
  - a. **Gather more experience** – logging more sessions before allowed to delivery solo
  - b. **Shadow a specific instructor** – fill in a skill or knowledge gap
  - c. **Complete a set task** – this could be swim practice, written test etc

## Administration

1. All training to be uploaded to Cinolla against trainees' profiles promptly
2. Lesson plans should be uploaded to share point to the staff training records folder in Cinolla using this format: YYYY-MM-DD TRAINING STAFF INITIALS
3. All assessments should be uploaded in Cinolla against trainees' profiles promptly
4. Certificates and external training are managed and uploaded by line managers into the Cinolla profiles for the trainees

Last update: 12/2/26

Updated by: Tony Baker

Policy Owner: Tony Baker

To be reviewed by: 12 months from the above date

## Appendix 1 - Trainer prerequisites-

Last update 14/1/25 (TB)

Course	Experience and qualifications to train	Update Period	Experience and qualifications to assess	Update period	Current trainers and assessors
Climb	RCI	Annual internal CPD + 3 years update with MCI	MIA	Self managed	Trainers GS and TB  Assessors Eddy young
Abseil	RCI	Annual internal CPD + 3 years update with MIA	MIA	Self managed	Trainers PC and TB  Assessors Eddy young
Via ferrata	Signed off as a VF trainer	In line with activity update	Rescue – MIA  Brief and operation - trainers	In line with activity update	Trainers – TB, KD  Rescue Ass- EY  Brief and op Ass- TB, KD
Zip wire	RCI with approval from technical expert	Annual retrain	RCI with approval from technical expert	Annual retrain	Trainers and assessors- TB, GS
ADQ, LR, TR an problem solving	Approval from CM	Annual retrain	Approval from CM	Annual retrain	Train and assess: TB, RST, BB, AJ, AK, SW, KD
Catapult	Approval from CM	Annual retrain	Approval from CM	none	Train and assess: TB, PC, RST, GCR
Archery	Archery leader with internal training	Annual retrain	Archery leader with internal training	Annual retrain	Train and assess: TB, GS
Raft building	BC coach with internal trainer training	Annual retrain	BC coach with internal trainer training	Annual retrain	Train and assess: TB, BB

Paddle sport BC courses	BC courses by qualified providers	As per BC update policy			PSI-BB PSRC- BB, TB
Paddle sports Internal training	BC L2 coach + with internal training	Annual retrain	BC L2 coach + with internal training	Annual retrain	Train and assess: TB, RST, BB
quarrysteering	Internal Training	Annual retrain	Internal Training	Annual retrain	Train and assess: TB, BB, KD
Basic inductions	Line managers who have been trained	NA	Trainers	NA	Line managers

## 29. --Vehicle Policy Background and aims

BF Adventure is a registered not-for-profit charity.

The organisation operates a small fleet of Multi-Purpose Vehicles (MPVs) (maximum 8 passenger seats) to:

- Transport clients to and from agreed pick-up points
- Transport clients to agreed activity locations

Authorised drivers include paid staff and volunteers.

### Legal Framework

#### **Section 19 Permits**

The Charity operates its MPVs under a Department for Transport, Transport Act 1985: Section 19 Standard Permits which allow:

- The Charity to make a charge on a cost cover only basis
- Drivers to be paid or unpaid volunteers
- Vehicles may only be used for charitable purposes and are not used for the general public

### Driver Eligibility

All drivers must be formally authorised. Compliance with minimum requirements does not automatically grant the right to drive.

#### **Minimum Requirements**

- Drivers must:
- Be aged 21 or over (25 for the Citroën E-Space)
- Hold a full UK driving licence for at least 12 months
- Not use vehicles for hire or reward
- Not drive abroad on a commercial basis
- If aged over 70, hold a valid PCV medical (where required)
- Meet BF Adventure's internal driver approval requirements

Drivers must declare any endorsements, penalty points or convictions.

### Insurance Requirements

In addition to licence requirements:

- Drivers must be 21+ (25+ for Citroën E-Space).
- Drivers under 25 must be declared to the Charity's insurance broker (Towergate Insurance).
- Drivers over 25 do not require prior declaration unless otherwise advised.
- All drivers must meet the insurer's criteria.

## Trailers

1. BF Adventure operates 2 trailers
  - a. Small trailer which weights <<KG>> and has no brakes
  - b. Advertising trailer which weighs <<KG>> and has no brakes
2. When using a trailer:
  - a. The appropriate licence plate must be displayed
  - b. Lights must be checked regularly and before each use

## Booster Seat

- Children under 12 years old or under 153cm tall must use an appropriate booster seat for planned journeys.
- For unplanned or short emergency journeys, exceptions may apply where legally permitted.

## Fixed Penalty Points & Convictions

- Any driver with penalty points or convictions must undergo a risk assessment by a senior manager before being authorised.
- New penalties or pending convictions must be declared within 5 working days to the Centre Manager or SMT member.

## Licence Checks

- Authorised drivers will be required to provide licence details periodically.
- By driving on behalf of BF Adventure, drivers consent to DVLA checks for endorsements.

## Vehicle Maintenance

BF Adventure vehicles:

- Are inspected every 15 weeks
- Receive servicing in accordance with manufacturer guidance (minimum annually)
- Must be kept roadworthy at all times

## Reversing BF Adventure's Vehicles

- All staff need to have a Banksman in place when reversing in BFA minibuses unless reversing into a parking space
- Reversing needs to be slow and controlled
- Reversing while on roads (for example to make way for a passing vehicle on narrow lanes) where unpractical / unavoidable is permitted in the in the interest of safety

## Seating Positions

- Where possible, service users are not permitted to sit in the front of any vehicles unless:
  - They are a group leader or a responsible adult

- No available spaces behind the driver
- When using personal cars, it is more practical (car shape and or size) or safer to have the service user in the front
- Where practical every measure should be made to position a second instructor / volunteer / group leader near the rear exit when using minibuses

## Animals in Vehicles

- Animals should not normally be transported.
- Where necessary (e.g. part of an activity):
  - Manager approval must be obtained at least 24 hours in advance
  - Animals must be appropriately restrained
  - Vehicles must be cleaned after use

## Luggage

- Luggage must not obstruct exits or gangways
- Items must be securely stored to prevent movement during transit

## Driving Time and Rest Periods

Transporting service users forms part of the activity programme and is not the primary service provided. Most journeys are local and under four hours per day.

While typically exempt from full PSV/tachograph rules, BF Adventure adopts the following welfare standards:

- A 15-minute break must be taken every 2 hours of driving (engine off, safely parked).
- Planned journeys over 2 hours should, where possible, have two qualified drivers.
- Staff must inform managers if they feel unfit or unsafe to drive.
- The Working Time Policy must be followed.

## Hiring / Loan of Vehicles to Other Organisations

From time to time BF Adventure will allow its vehicles to be used by other organisations on a "not for profit" premise, these will usually be charities or organisations associated to BF Adventure. In these circumstances BF Adventure will:

- Make a per mile charge or a single one-off charge to cover running costs
- Ensure that all drivers meet the requirements set out in this policy
- Will ask the third party to sign a hire agreement that sets out terms and conditions to recover costs associated with repairing any damages incurred while on hire / loan

## Parking Tickets / Fines

- Drivers must notify the Centre or Duty Manager promptly of any parking tickets or fines.

- All fines are the responsibility of the driver.

## The Use of Personal Cars

[ROSPA inform for staff using personal cars for work](#)

### Mileage and claim from miles being driven for work purposes

- Staff can claim a per mile rate for miles driven for work purposes. This payment is intended to cover a significant contribution towards the running costs of the staff's personal vehicle. Please see the "Mileage and expense payments" Policy in this document for more information

## Documentation

All staff who drive on company business whether they use a company vehicle or their own, will be required to produce the following annually or on request:

- Driving Licence
- Current MOT
- Vehicle insurance certificate, covering business use.

All drivers will be deemed to have consented to permit their employer to contact the DVLA to check for any endorsements

Documents will be entered onto our HR system for record keeping and monitoring. Failure to produce the required documentation when requested may result in disciplinary action being taken.

## Penalties and accidents

- Employees are required to inform their line manager of any Road Traffic Accidents (RTA) involving Company vehicles or their own vehicle as soon as it is safe to do so, whether or not any damage is sustained to the vehicle
- All employees must inform their line manager of any driving penalties either received or pending within 5 working days of notification.

## Employers responsibilities

- The vehicle is properly taxed, MOT'd and serviced
- The driver has a valid driving licence and business use insurance cover
- Documentary proof of the above, on request (and at specified intervals)
- The driver conducts regular vehicle safety checks

## Employee's responsibilities

Drivers of Vehicles used for company business must:

- Carry the vehicle bag (or the equivalent contents) containing a first aid kit, hi vis vest, fire extinguisher and a copy of the breakdown procedures
- Comply with all traffic legislation when driving a vehicle

- Ensure they hold a current driving licence for the class of vehicle they are driving
- Immediately notify their supervisors or managers if their driving licence has been suspended or cancelled, or has had limitations or endorsement placed upon it
- Be responsible and accountable for their actions when operating company vehicles
- Not use a hand-held or hands-free mobile phone whilst driving
- Not carry any unauthorised passengers when driving company vehicles
- Regularly check the oil, water, brake fluid and tyre pressure of their own and company vehicles they regularly use, particularly before long journeys
- Report any crashes and scrapes to the transport/fleet manager, including those which do not result in injury
- Follow the accident procedure
- Read any updates that the Company may periodically issue on road safety matters. These will include information on good practice as well as forthcoming legal changes which affect those who drive for work
- Employees are also responsible for ensuring that they are physically fit to drive. Should this change, their line manager must be informed as soon as possible. In the event that medication is necessary, employees should check with their GP or pharmacist before driving, even for short distances
- Ensure their car is tidy and represents BF Adventure in a professional light

## Gross misconduct

The following non-exhaustive list of actions will constitute gross misconduct and disciplinary action may be considered:

- Accumulated points suspension
- Driving whilst disqualified, or not correctly licensed
- Driving under the influence of drugs or alcohol
- Reckless or dangerous driving causing damage, death or injury
- Failing to stop after a crash
- Any actions which warrant suspension of a licence

## Vehicles

- Any employee driving their own vehicle must ensure that it is kept in a safe and roadworthy condition at all times.
- The management accept that employees may be without their vehicle when repairs are necessary to keep the vehicle in a safe and roadworthy condition. However, employees must give as much notice as possible so that alternative arrangements can be made.
- Staff must maintain a clean and tidy vehicle.

## Mobile Phones and Navigation

- Use of hand-held or hands-free mobile phones whilst driving is prohibited.
- The ban covers all work-related driving, including when using Company vehicles and employees' own vehicles. The Company do not provide employees with hands-free kits.
- It is illegal to use a hand-held mobile phone while driving.
- Drivers may only use a phone in a vehicle when it's parked in a safe place.
- This means the driver must pull over and stop in a safe place to answer or make a call.

It is also an offence to “cause or permit” a driver to use a hand-held mobile phone while driving. Therefore, employers can be held liable as well as the individual driver if they require employees to use a hand-held phone while driving. It can be illegal to use a hands-free phone while driving. Depending upon the individual circumstances, drivers could be charged with “failing to have proper control of their vehicle”. And in more serious cases, the use of any type of mobile phone could result in prosecution for careless or dangerous driving.

Satellite Navigation Systems can be a useful tool for drivers; however, they can also be a dangerous distraction.

- All destinations should be entered while the vehicle is stationary in a safe place. All drivers should stop if it is necessary to take their eyes off the road to check routes
- They should be positioned so as not to impair vision. They should not be positioned where they are likely to cause injuries in the event of a collision
- All vehicle distractions should be kept to a minimum and it is the responsibility of the driver to ensure that they are not likely to be distracted

## Drink and drugs including medicines

- BF Adventure operates a zero-tolerance drink and drug driving policy.
- All employees are encouraged to report concerns about colleagues with regards to drink or drugs as soon as possible. This can be done anonymously if necessary. See Whistleblowing Policy.
- Any driver taking prescription or over the counter medicines must ensure that they are still fit to drive. Many prescription / over the counter medicines can have a serious effect on the ability to concentrate and can contribute to accidents.
- Such medication may include cold remedies, some cough medicines, pain relief – especially those including opiates, and antidepressants which may cause muscle spasms.
- Any driver who may be unfit to drive must inform their line manager immediately. They must not drive.

## Journey planning

- All appointments are scheduled to a realistic timetable and are planned to take into account the essential need for adequate rest periods.
- Any employee who feels that their timetables/schedules are unrealistic and they need to take risks or break speed limits to complete them must voice their concerns with their line manager as soon as possible.

## Severe weather

The Company recognises that severe weather particularly affects employees whose job involves driving and extra care must be taken when driving in severe weather conditions and more time must be allowed for journeys. Coordinators and managers will monitor weather conditions and will inform staff if there is a need to reschedule appointments if conditions become too dangerous for the drivers.

## Breakdown Procedure

Depending on Staff’s contractual obligation and the frequency in the use of their vehicle, there may be justification to have suitable breakdown cover in place. For staff who

operate very local to BF and infrequently use their personal vehicle then breakdown cover is not required.

Please see your line manager for advice on this.

In the event of a breakdown:

- Make yourself and your passengers safe
  - If possible, avoid stopping in dangerous places such as roundabouts and corners
  - Switch on your hazard lights
  - If it is safe to do so, drop your speed, continue driving and try to pull off the road completely, or onto a straight section of road
  - If you have to stop on a road, display your emergency triangle at least 45 metres behind your vehicle (don't do this on a motorway)
  - Do not attempt to fix your vehicle yourself by the roadside
  - Switch off your engine and wait in a safe place, away from traffic
- Call for help
  - Contact your breakdown and recovery service or BF Adventure Duty Manager to provide assistance and support
  - If possible, use the nearest emergency phone. On motorways, blue and white marker posts show the direction of the nearest phone. The phones connect directly to the police control centre and are numbered so that you can be easily located.
  - If using your mobile phone, refer to the new blue rectangular Driver Location Signs, which detail the road number (e.g. M1), direction of travel and precise location

## Accident Procedure

If a vehicle being used on Company business is involved in an accident (RTA) the following steps are to be taken:

- Stop your vehicle in a safe location making sure you are not obstructing traffic
- DO NOT admit liability
- Ensure your own safety first
- Call the emergency services if anyone is injured or if property is damaged
- If the police attend the scene, note the reporting officer's name, identity number and station
- Note information about the accident, exchange details with third parties including registration numbers/s of vehicles, names and addresses and take the names and contact details of witnesses
- Third parties are obliged to give you their name, the vehicle registration number and insurance details under section 170 of the Road Traffic Act 1988
- Give your information including name, address and company details
- If a camera is available, photograph the scene from different angles
- Take pictures of the vehicles involved and of the damage to your own and third - party vehicles/property
- Contact your line manager as soon as you are able

## Reference Points

- PC Hartnell Devon and Cornwall Constabulary 29/11/11

## BF Adventure Policy folder 2026 V1

- DVLA Information Leaflet INF28
- [www.hants.gov.uk/minibusesforschools/minibuses-permits.htm](http://www.hants.gov.uk/minibusesforschools/minibuses-permits.htm)
- Brian Smith, Transport Contracts Manager, Volunteer Cornwall
- [www.structured.co.uk/minibus/minibus-permits-section19.html](http://www.structured.co.uk/minibus/minibus-permits-section19.html)
- UK Road Safety – ken Buchanan
- PSV 375 : Rules on Drivers Hours and Tachographs - PSVs in GB and Europe
- Driver CPC for lorry, bus and coach drivers <https://www.gov.uk/driver-certificate-of-professional-competence-cpc/overview>
- Towing with a car <https://www.gov.uk/towing-with-car/driving-licence-rules-and-what-you-can-tow>

Last update: 12/2/2026

Updated by: Tony Baker

Policy Owner: Tony Baker

To be reviewed 12 months from the above date

## 30. Weapons Policy

### 1. Aim

To set out BF Adventure's position regarding customers and Core Service Users who are suspected to be in possession of a weapon, or any item that could be used as a weapon, while on site or participating in BF Adventure activities.

### 2. Definition

For the purposes of this policy, a **weapon** is defined as any object or implement that is intended to cause harm, or could reasonably be used to cause harm, to the person in possession of it or to others.

### Guidance Notes

1. Many items used during BF Adventure activities could potentially be misused as weapons. It is the responsibility of instructors and staff to assess the risk of allowing access to such items and to determine when reasonable access becomes unsafe or inappropriate.
2. BF Adventure staff, at their discretion, must take appropriate action to remove from service users, customers, and activity areas any item that could reasonably be used as a weapon.
3. Items that could clearly be used as weapons must not be left unsupervised on site (e.g. tools used during maintenance). Such items must remain under the control of staff or be securely stored when not in use.

### 3. Policy Statement

BF Adventure operates a zero-tolerance approach to the possession of weapons or items used as weapons, in order to protect the safety and wellbeing of all participants, staff, and visitors.

### 4. Adventure Centre Customers

Any Adventure Centre customer who has, or is reasonably suspected to have, a weapon or item that could be used as a weapon may be subject to one or more of the following actions, at the discretion of BF Adventure staff:

- Required to place the item in secure storage for the duration of their session (e.g. locked in the boot of their own vehicle)
- Where personal secure storage is not available, required to hand the item to a BF Adventure staff member for secure on-site storage
  - If the item is an everyday object removed solely for safety purposes, it may be returned at the end of the session
  - If the item is clearly a weapon, it will not be returned and will be handed to the local Police station for later collection by the customer
- Refusal of access to the site and/or refusal to commence any planned activity or programme if the customer does not comply

- Disclosure of relevant information to appropriate authorities, in line with the Data Protection Policy
- Restriction or exclusion from returning to BF Adventure for future activities, at the discretion of BF Adventure management
- In certain circumstances, contact with the Police where this is considered necessary and appropriate

## 5. Core Service Users

Any Core Service User who has, or is reasonably suspected to have, a weapon or item that could be used as a weapon may be subject to one or more of the following actions, at the discretion of BF Adventure staff:

- Refusal of access to the site and/or refusal to commence any planned activity or programme
- Request to hand over the weapon or item for secure storage (see *Confiscated Items* below)
- Request to present personal belongings for a search where proportionate and appropriate
- Removal from activities and/or from the site
- Provision of Information, Advice and Guidance (IAG), including signposting to relevant support services
- Contact with the referring organisation to discuss the incident and agree next steps
- Disclosure of relevant information to appropriate authorities, in accordance with the Data Protection Policy
- Repeated or serious incidents may result in suspension or exclusion from BF Adventure provision
- In certain circumstances, contact with the Police where this is considered necessary and appropriate

## 6. Recording and Safeguarding

In all cases involving weapons or suspected weapons, a safeguarding or incident report form will be completed by the appropriate member of staff and shared with relevant agencies where required.

### **Confiscated Items**

- Where a Core Service User voluntarily hands over a weapon or item deemed to be a weapon, or where such an item is confiscated, it must not be returned to the individual.
- Staff must not return confiscated weapons to service users, as doing so may be considered supplying a weapon.

- All confiscated or voluntarily surrendered items must be handed to the Programme Coordinator or Duty Manager for secure storage.
- The Core Service User will be informed that the item will not be returned to them by BF Adventure.

The Programme Coordinator or Duty Manager will, based on the individual circumstances, take appropriate next steps, which may include:

- Contacting the parent or legal guardian to inform them of the incident, and/or
- Contacting the Police via the non-emergency 101 number for guidance

Following this discussion, the item may be released to a parent or legal guardian, or handed to the local Police station for collection by the parent or legal guardian

Last update: 08/01/2026

Updated by: El Warren

Policy Owner: El Warren

To be reviewed by: February 2027

## 31. Whistle-blowing Policy

### Policy Overview

This document has been written to comply with the 'Public Interest Disclosure Act 1998', which was introduced to protect employees who "blow the whistle" about any wrongdoing.

### Aim

This policy offers guidance to staff on the correct procedure for bringing to the attention of management any wrongdoing or suspected wrongdoing (to include safeguarding concerns) which they feel could affect the reputation of BF Adventure, other members of staff, visitors or any other organisation or persons connected with BF Adventure.

### Policy

BF Adventure encourages all staff members, to keep their eyes open and to raise any concerns they [have](#) to both demonstrate and ensure good practice in all our activities.

Qualifying disclosures are disclosures of information where the worker reasonably believes that one or more of the following matters is either happening, has taken place, or is likely to happen in the future:

- A criminal offence
- The breach of a legal obligation
- A miscarriage of justice
- A danger to the health and safety of any individual
- Damage to the environment
- Deliberate attempt to conceal any of the above.

This policy outlines:

- a commitment to openness and good communications
- ways of raising concerns in the workplace
- support to those raising issues of concern
- that disciplinary action will be taken against anyone who makes malicious allegations

This procedure should not be confused with the **Grievance Procedure** or **Bullying & Harassment Procedure**. The procedure is not a channel for staff to raise matters in relation to their terms & conditions of employment.

### Communications and Openness

Staff have a considerable contribution to make in the development of BF Adventure. Their contribution can be ensured by good communications throughout the organisation, enabling them to raise good ideas and concerns without fear or favour.

### Raising Concerns Within the Workplace

Any employee who has a concern should raise it first with their line manager or if she/he is not available, with the **Chief Executive Officer**.

BF Adventure management will support anyone who has reasonable suspicion that malpractice has occurred, is occurring, or is likely to occur. They will be assured confidentiality if they so request, and will be protected from reprisals.

## Malicious Allegations

BF Adventure will be equally firm with those employees who make false allegations maliciously. They could leave themselves open to disciplinary action, and even dismissal depending on the circumstances.

## Conclusion

BF Adventure hopes not to need to exercise this policy and will foster a relationship of trust with all staff.

Employees have a clear avenue to correct wrongdoing and thus justify the trust of clients and employees. BF Adventure promises to:

- respect confidentiality
- investigate thoroughly
- provide support, and protection, if necessary
- report back on the outcome of investigations and, if appropriate, on any resultant action that is proposed

Last update: February 26

Updated by: Adrian Richards

Policy Owner: Adrian Richards

To be reviewed March 2027

## 32. Work Experience Risk Assessment

This risk assessment works alongside our other policies and our Normal Operating procedures for activities. The aim of this risk assessment is to allow for specific adaptations to the age and maturity of children at secondary school with regards to safeguarding them while undertaking work experience at BF Adventure.

This policy

Hazards

- IT Equipment
- Machinery
- Manual Handling
- Fire
- Supervision
- Customers
- Vehicles
- Activities
- Safeguarding

Risk	Additional Control measures further to other policies and operating procedures
IT Equipment	
Injuries though improper use	<ul style="list-style-type: none"> <li>• Young people are not expected to use IT equipment during their work placement.</li> </ul>
Machinery	
Injuries from minor cuts to major bleeds though lack of experience and supervision on equipment such as lawn mowers, power drill etc	<ul style="list-style-type: none"> <li>• Full risk assessment can be found in the maintenance risk assessment</li> <li>• Young people will not normally be asked to support in the operating of machinery</li> <li>• If asked to do so, full training and PPE must be provided and the young person must be <b>directly supervised</b> the whole time</li> </ul>
Manual handling	
Manual handling related injuries due lift items not appropriate to their age and size	<ul style="list-style-type: none"> <li>• Young people will be working along side a member of staff the whole time</li> <li>• Where lifting is required, this will be coordinated by a member of staff who has received manual handling training</li> <li>• Normal operations do not require any sort of lifting except where connected to an adventurous activity (e.g. moving a kayak from a rack to the water)</li> </ul>
Fire	
Injuries and burns including death stemming from accidental fires	<ul style="list-style-type: none"> <li>• Young people made aware of fire point</li> <li>• Full fire risk assessment in place</li> <li>• Supervision provided at all times</li> <li>• YP recorded in the "core diary" which will be used as a register</li> </ul>

Supervision	
Becoming lost leading to distress and possible injuries	<ul style="list-style-type: none"> <li>• Young people will be assigned an instructor at the start of the day. This can be an instructor for half a day or a series of staff throughout the day.</li> <li>• Staff will check in daily to see how they are getting on</li> </ul>
Customers	
Negative interactions with customers leading to distress	<ul style="list-style-type: none"> <li>• Young people always supervised</li> <li>• Customers are specifically managed by staff</li> </ul>
Vehicles – see vehicle policy	
Activities	
Injuries to visiting groups due to lack of experience presented by work experience	<ul style="list-style-type: none"> <li>• Work experience will only act as observers and helpers. Never will they be allowed to operate safety critical applications in any manner outside or NOP</li> </ul>
Injuries to work experience though undertaking tasks without the maturity or skill set	<ul style="list-style-type: none"> <li>• Normal operating Procedures apply to all work experience young people</li> <li>• Work experience will sit outside the normal activity ratios</li> <li>• Medical information and next of kin information captured and stored in their files before work experience starts</li> <li>• Acceptance of risk statement and medical form with parental consent to administer medication to be sought out before placement commences (<a href="#">Work Experience Risk Assessment and AOR.docx</a>)</li> </ul>
safeguarding	
Befriending children of a similar age in a grooming scenario	<ul style="list-style-type: none"> <li>• People on work experience specifically told not to make arrangements outside of BF with YP visiting BF</li> <li>• Becoming friends or contacts on any social media platform is forbidden</li> <li>• Any attempts from YP to make friends should be reported to the DSO immediately</li> </ul>

Last update: 12/2/2026  
 Updated by: Tony Baker  
 Policy Owner: Tony Baker  
 To be reviewed 12 months from the above date

## 33. Behaviour Management Policy – Managing Behaviour that Challenges

### 1. Purpose and Scope

This policy sets out best practice for responding to incidents of challenging behaviour displayed by children, young people, and adults while in the care of BF Adventure.

The policy applies:

- During all BF Adventure sessions, whether delivered on-site or off-site
- When BF Adventure is facilitating transport to or from a place of education, home, or an agreed drop-off point
- Where BF Adventure staff are acting with the authority of a person or establishment operating *in loco parentis*

Although written primarily for BF Adventure's core services, this policy provides guidance for managing challenging behaviour across all services. Further detailed guidance is available in the **Behaviour Management Training Manual**.

### 2. Aims

The aim of this policy is to ensure that children, young people, and adults who display challenging behaviour are supported in ways that are sensitive to their needs, while also safeguarding staff who carry this responsibility.

This includes guidance on **Restrictive Physical Intervention (RPI)** as outlined in Policy No. 34.

Specifically, this policy aims to:

- Support a lawful, consistent, and transparent approach to managing challenging behaviour
- Promote positive behaviour so individuals can enjoy and benefit from their BF Adventure experience
- Ensure consequences are used appropriately and as part of a sound behaviour management strategy
- Ensure behaviour management systems take account of the views, wishes, and feelings of those subject to them

### 3. Objectives

The objectives of this policy are to:

- Promote the development of effective behaviour management strategies, including the appropriate use of RPI where challenging behaviour is a regular concern

- Reaffirm that individuals with challenging behaviour are best supported through a culture of information-sharing between BF staff, parents/carers, and relevant agencies or professionals
- Support staff to work in ways that teach positive and effective coping strategies for stress and anxiety
- Provide clear guidance on the fair and consistent use of consequences that meet individual needs
- Ensure all staff have access to appropriate training to support effective behaviour management
- Ensure RPI is used only as a last resort, by trained staff, using **maximum care and minimum force**
- Ensure all incidents involving RPI are recorded in line with best practice and that stakeholders are notified within required timescales

#### 4. Relationship Management

BF Adventure staff have a responsibility to keep children, young people, and adults safe, ensuring they do not cause harm to themselves or others.

Within professional relationships, staff also play a key role in guiding behaviour, supporting emotional regulation, and encouraging consideration for others. Individuals bring their own values, experiences, and behaviours to BF Adventure, and positive staff-client relationships are central to addressing challenges and supporting change.

The quality of rapport and trust built between staff and service users is fundamental to effective behaviour management. Further guiding principles are outlined in the Behaviour Management Training Manual.

#### 5. Behaviour Management Approach

Effective behaviour management begins with understanding:

- The individual's needs
- Known triggers for anxiety or distress
- Factors that may escalate or de-escalate behaviour

Where appropriate, BF Adventure may develop a **Safety Plan** that records relevant information to support consistent and informed responses. This is recommended for individuals who regularly express themselves through challenging behaviour.

Challenging behaviour rarely occurs without warning. Individuals typically move through a **cycle of rising anxiety, anger, and potential aggression**. Staff should be trained to recognise early indicators and intervene to prevent escalation.

#### 6. De-escalation Strategies

Where signs of anxiety or agitation are present, staff should attempt to address the underlying need, which may differ from the presenting behaviour.

A range of de-escalation techniques may be used, including (but not limited to):

- Managing the environment
- Giving warnings and reminders
- Praise and positive reinforcement
- Offering positive options
- “Kick Start” techniques
- Redirection
- Proximity
- Planned ignoring combined with positive attention
- Clear and appropriate commands
- Time away to support self-regulation

These strategies are detailed further in the Behaviour Management Training Manual.

## 7. Escalation and Physical Intervention

If de-escalation attempts are unsuccessful and behaviour continues to escalate toward anger or aggression, staff responses may need to change, as individuals become less receptive to rational discussion.

In such situations, staff should:

- Remain calm
- Allow increased personal space
- Alert colleagues to the situation

If aggressive behaviour persists and presents a risk, physical intervention may need to be considered. Guidance on this is provided in the Behaviour Management Training Manual. Any use of RPI must follow BF Adventure policy and training standards.

## 8. Use of Consequences

Consequences should not be confused with punishment. Punishment has no place in the care of children, young people, or adults.

Consequences are intended to:

- Promote reflection and learning
- Help individuals understand the impact of their actions
- Encourage positive behaviour change

When applied, consequences must be:

- Proportionate and appropriate to the behaviour
- Clearly and logically linked to the behaviour

- Suitable for the individual's age, understanding, and circumstances
- Applied as soon as is appropriate
- Non-disruptive to other service users
- Regularly reviewed for effectiveness

## 9. Permissible Consequences

BF Adventure operates a **challenge by choice** ethos and works collaboratively with service users to co-produce programmes.

For programmes lasting two weeks or more, individuals will complete a **Group Agreement** or **Journey of Change/BF Deal**, which sets out expectations and consequences.

### **Group Agreement / Journey of Change/BF Deal:**

- Should be completed as close to the start of the programme as possible
- May be completed on the second day if deemed more appropriate by the lead instructor
- Should be co-produced wherever possible
- Must be pitched at an appropriate level of understanding, using communication aids where required
- Must clearly outline consequences and be signed to confirm understanding

## 10. Examples of Agreed Consequences

Where low-level strategies (e.g. reminders, humour, warnings) are ineffective, the following agreed consequences may be applied as part of a wider behaviour management approach:

- **Cessation of activity** – Where safety is compromised
- **Information, Advice and Guidance (IAG)**, including:
  - Cost-benefit analysis
  - Life Space Interviewing
- **Missing an activity** – Where participation poses a risk to the individual or group
- **Return to school or home** – Used only after all reasonable efforts to re-engage; decisions made by management with appropriate arrangements in place
- **Cessation of service** – A last resort following SMT review where risks cannot be safely managed; off-site alternatives will always be considered first
- **Police involvement** – Used only when necessary; BF Adventure seeks to avoid criminalising young people, but advice or intervention may be required where offences occur

**BF Adventure Policy folder 2026 V1**



Last update: 08/01/2026

Updated by: El Warren

Policy owner: El Warren

To be reviewed by: Feb 2027

## 34. Restrictive Physical Intervention (RPI)

### 1. Policy Overview

This policy outlines best practice and guidance regarding **Restrictive Physical Intervention (RPI)**. BF Adventure aims to develop staff capability in managing children, young people, and adults in ways that **prioritise care and welfare**, while balancing safety and minimizing harm.

### 2. Aim

The purpose of this policy is to ensure:

- Children, young people, and adults are cared for in ways that are **sensitive to their needs**.
- Staff are safeguarded when employing RPI.
- RPI is integrated into a **wider framework of behaviour management** and used **only as a last resort**.

#### Specific objectives:

- 1 Ensure RPI is **least restrictive** and for the **shortest possible time**.
- 2 Ensure RPI is **reasonable** and **proportionate** to the assessed risk.
- 3 Encourage **prevention and early intervention** to avoid the need for restrictive responses.
- 4 Ensure consequences are used appropriately within a **sound behaviour management strategy**.

### 3. Definition of RPI

**Restrictive Physical Intervention** is the use of **direct or indirect force**, via bodily, physical, or mechanical means, to **limit the movement and freedom of an individual**.

- This can involve **bodily contact, mechanical devices, or environmental modifications**.

### 4. Legal Framework

The foundation of RPI is **duty of care**—a professional and legal obligation to maintain the **safety and welfare of children, young people, and vulnerable adults**, avoiding acts or omissions that cause harm.

#### Guiding principles:

1. Duty of care – act to **do no harm**.
2. Best interests of the child or vulnerable adult.
3. Actions must be **reasonable and proportionate**.
4. Physical interventions must be a **last resort** and **least restrictive**.
5. Balance the **risk of action vs. inaction**.
6. Respect **human rights**.
7. Reduce the use of RPI and prevent **misuse or abuse**.

### When RPI may be used:

- Only when **all other options have been exhausted**.
- Only if there is an **immediate risk** of:
  - Harm to self.
  - Harm to others.
  - Significant property damage with potential criminal implications.

## 5. Safety During RPI

RPI carries **physiological and psychosocial risks** which must be considered in decision-making.

### Risks include:

- **Psychosocial:** mental/emotional health, thoughts, feelings, relationships, and social functioning.
- **Physiological:** soft tissue, bones, joints, cardiovascular, and respiratory systems.

### Post-RPI care:

- Assess and repair any damage.
- Provide **first aid** and **restorative conversations/debriefs** for all parties involved.

## 6. Reporting and Recording

- Incidents must be recorded **as soon as possible**, ideally within **72 hours**.
- BF Adventure uses the **Podio online reporting tool** to document:
  - Timeline of events
  - Types of RPI used
  - Antecedents
  - Restorative conversations
- Reports should be **factual and accurate**.
- Annual RPI records are submitted to the **Restraint Reduction Council** as part of ongoing research.

## 7. Training

- Only staff who have **received accredited RPI training** may employ techniques.
- Recommended training: **BILD-accredited courses**.
- BF Adventure provides **DSKL8 training**, delivered in-house:
  - Duration: 8/16 hours
  - Includes **theoretical and practical elements**
  - **Annual refreshers/biannual renewal**

## 8. Support

### For young people / vulnerable adults:

- Restorative conversations support **psychosocial recovery**.
- Development of **coping strategies**.

**For staff:**

- Debrief sessions reflect on:
  - Duty of care
  - Professional judgment
  - Future practice improvements
- Emotional support for those involved in the incident.

Last update: 03/02/2026

Updated by: El Warren

Policy owner: El Warren

To be reviewed by: Feb 2027

## 35. ANNEX – Work Experience Acceptance Risk Form

### Work Experience Acceptance Risk Form (AoR)

Name of young person on placement	
Date(s)	
School	

Hello and thank you for considering BF Adventure for your child's work placement. This AoR form should be used to supplement the Cornwall Council's work placement form.

I would like to make you aware and to inform you of the associated risks, our control measure and responsibilities involved with your planned adventure. BF Adventure requires this form to be read and understood by all parents / guardians of young people on work experience before a placement can take place. This form aims at providing parents a realistic picture of the type of activities we operate here and our control measures we have in place. The following sets out a base level of understanding of the risks to allow for an informed choice to be made in advance of a placement.

#### About BF Adventure

BF Adventure is a charity based Outdoor Pursuits centre situated in converted disused quarry. We have engineered specialist environments to support fun and educational activities that incorporate traditional outdoor pursuits to be enjoyed by everyone despite their age, gender or ability. People attending BF Adventure will be taking part in activities in one or more of these specialist environments:

#### **Water based activity such as canoeing, kayaking, coasteering and raft building**

These activities are instructed by qualified instructors and all required PPE such as personal Flotation Devices and safety equipment are provided as standard

#### **High activities such as zip wire, climbing and abseiling**

These activities are instructed by qualified instructors and all PPE such as harnesses are provided and maintained to industry standards

#### **Land based activities such as archery, games and bush craft**

Staff are trained in house by seasoned instructors with a wealth of experience

#### **People with disabilities**

BF Adventure is able to adapt our activities to suit a wide range of range of needs making activities more accessible but not essentially fully accessible. We encourage pre-visit planning to make sure expectations and safety are carefully managed with the aim of providing positive and long last experiences.

#### **General site**

We aspire to keep the site as natural as possible to allow the same sense of adventure and connection to nature we want everyone to experience which includes rugged and in places un even terrain. We have a range of options and equipment to aid people accessing various parts of the site.

## **Facilities**

BF Adventure has a range of facilities aimed at making experiences easier to manage which includes access around the site solutions, toilet and shower facilities, accommodation facilities, adaptive equipment for activity and equipment / strategies for moving and transferring people. BF adventure also has close links to other third-party organisations who can provide specialist equipment to further improve our provision.

## **Weather**

We operate in all weathers where safe to do so and we hope that all users are supported to immerge themselves in experiences as much as possible. We have locations, shelters and can provide basic equipment to make this experience more comfortable.

## **Activities**

Our goal is to provide a great sense of adventure that is built around the needs of the users. Inherently, the risks associated can be vastly different from user to user so activities may need to be adapted and some may not be suitable simply based around the user's physical and emotional needs. BF Adventure will ask for a more detailed medical form to be completed pre-visit so suitable advice and care plans can be set in place.

## **Acceptance of risk statement**

BF Adventure operates activities that involve an element of risk. It is our inherent belief that exposure to risk in a managed and controlled environment educates, develops and provides opportunity for enjoyment and growth and as such hold tremendous value to participants.

**BFA commitment**-We aim to manage the risk to an acceptable level through planning, training and monitoring. We will seek and listen to feedback from our users and external professionals. We reserve the right to alter plans should external factors such as the weather change the level of risk. BF Adventure will listen to the concerns of participants and will only encourage people to participant as far as they feel comfortable.

For people with disabilities, these risks are inherently greater and will insist that more detailed risk assessment takes place before users are engaged in activities. Where practical and when needs are identified early enough, BF Adventure will fully support and facilitate a free of charge site visit to look at the venue, programme and activities with the user and family / care professionals to agree a safe plan based around the best needs of the users.

**Parent / guardian / group leader commitment**- All participants (including those under your responsibility) that use BF Adventure do so knowing that they enter a risk managed environment or have permission from someone who has parental responsibility to enter this environment and understand that taking part in activities may result in injuries. Participants agree to wilfully disclose information that may increase the risk level of the activity or would lead to a negative experience. Participants also agree to abide to instructions, safety notices and only access parts of the site they have been

given express permission to do so. Failure to abide by these may result in major injury and or death.

I understand and accept the risks associated and agree to give my permission for the above-named person to participate fully in activities and a work placement programme at BF Adventure.

**To be completed by the Parent / Guardian**

(Please tick) I have completed the Cornwall Council work placement form and submitted on this form all relevant medical information

In the event of an emergency I give permission / do not give permission\* for BF Adventure to administer first aid and or medication (as illustrated on the Cornwall Council work placement form) and if necessary forward to professional medical services should contact with the parent / guardian cannot be made.

Participant Name:

Parent / Guardian Name (if under 18):

Relationship to Participant:

Date:

Sign:

\*Delete as appropriate

## **PART 3 - Safeguarding Children Policy Handbook**

### **Contents of this Policy Handbook**

BF Adventure has issued this handbook to ensure accessibility of all key policies relating to Safeguarding Children. This document contains:

- Key purpose and overview
- Confidentiality Policy
- Dealing with a Disclosure Policy and Procedures
- Allegations or Suspicions regarding a member of staff, volunteer or other professional
- 1:1 Work with Service Users Policy
- Online Safety and Mobile Phone Use Policy
- Use of Multi-Media Policy
- British Values and Prevent Policy
- Safer Recruitment Policy
- Use of Taxis and Volunteer Drivers Policy

## 36. Safeguarding Children Policy

### Key Purpose and Overview

This policy applies to all individuals working for or on behalf of BF Adventure, including:

- Trustees and senior leadership
- Paid staff
- Volunteers
- Placement students
- Contractors and sessional workers

Everyone listed above shares responsibility for safeguarding and promoting the welfare of children.

BF Adventure recognises that the welfare of the child is paramount.

### 1. The Purpose of this Policy

This policy aims to:

- Protect children and young people who receive services from BF Adventure
- Provide staff and volunteers with clear principles and procedures that guide our approach to safeguarding and child protection
- Ensure all concerns about a child's welfare are identified early and responded to appropriately

BF Adventure believes that no child should ever experience abuse or neglect. We have a duty to:

- Promote the welfare of all children and young people
- Keep children safe from harm
- Practise in a way that protects them

### 1.2 Legal Framework

This policy is based on UK legislation and statutory guidance that places duties on organisations working with children. BF Adventure will ensure its safeguarding practice reflects current law, statutory responsibilities, and recognised best practice.

#### Primary Legislation

- **Children Act 1989** – Duty to safeguard and promote the welfare of children
- **Children Act 2004** – Strengthened multi-agency working and safeguarding duties
- **Children and Social Work Act 2017** – Safeguarding partners, child safeguarding practice reviews
- **Education Act 2002** (Section 175/157 – where applicable to settings working with schools)
- **Sexual Offences Act 2003** – Definitions and offences relating to sexual abuse

- **Safeguarding Vulnerable Groups Act 2006** – Vetting and barring scheme
- **Protection of Freedoms Act 2012** – Disclosure and Barring Service (DBS) framework
- **Children and Families Act 2014** – SEND reforms and support for children with additional needs
- **The Care Act 2014** – Duties relating to safeguarding where young people transition to adulthood
- **Counter-Terrorism and Security Act 2015 – Prevent Duty**
- **Domestic Abuse Act 2021** – Children recognised as victims of domestic abuse
- **Data Protection Act 2018** and **UK GDPR** – Lawful handling of personal information

### **Key Statutory Guidance (Must Be Followed)**

- **Working Together to Safeguard Children (2023)** – Statutory multi-agency safeguarding guidance  (*current edition*)
- **Keeping Children Safe in Education (KCSIE) 2025** – Statutory safeguarding guidance for education settings and those working with schools
- **Prevent Duty Guidance for England and Wales** (Revised 2023)
- **SEND Code of Practice: 0–25 years** (2024, Revised)
- **Information Sharing: Advice for Practitioners Providing Safeguarding Services to Children, Young People, Parents and Carers** (HM Government, 2024 revised)

### **Other Relevant Legislation & Rights Framework**

- **Human Rights Act 1998**
- **Equality Act 2010** – Protection from discrimination, harassment, and victimisation
- **United Nations Convention on the Rights of the Child (UNCRC)**

### **Local Safeguarding Arrangements**

BF Adventure operates in accordance with:

- The procedures of the local Safeguarding Children Partnership
- Local authority safeguarding and early help processes

## 1.3 Definition of Terms

### Definition of child

For the purposes of this policy, a child is anyone who has not yet reached their 18th birthday.

This policy applies to:

- All children and young people under 18 who access BF Adventure services
- Unborn babies, where there are safeguarding concerns relating to the child once born

Throughout this document, the terms “**child**” and “**children**” refer to all individuals under 18.

A young person’s circumstances do not alter their legal status as a child. A 16–17-year-old remains entitled to protection under the **Children Act 1989** even if they are:

- Living independently
- In further education or employment
- In the armed forces
- In hospital
- In custody or a young offender institution

When a young person turns 18, responsibility for safeguarding may transfer to adult services. However, BF Adventure recognises that some adults may continue to be at risk and may require support under adult safeguarding procedures (**Care Act 2014**).

## 1.4 Equality, Diversity and Inclusion Statement

BF Adventure recognises that the welfare of the child is paramount in all circumstances.

We believe that all children have the right to equal protection from harm, regardless of:

- Age
- Sex or gender identity
- Disability
- Race, ethnicity or cultural background
- Religion or belief
- Sexual orientation
- Socio-economic background
- Family circumstances

We are committed to anti-discriminatory practice and recognise that some children are additionally vulnerable due to:

- Previous adverse experiences or trauma
- Special educational needs or disabilities (SEND)
- Communication needs
- Mental health difficulties
- Being care-experienced

- Experiencing discrimination or marginalisation

Safeguarding practice at BF Adventure will always consider equality, inclusion, and barriers to disclosure.

## 1.5 Commitment to Service Users

BF Adventure will keep children safe by:

- Valuing them, listening to them, and respecting their views
- Appointing a **Designated Safeguarding Lead (DSL)**, a Deputy DSL, and a trustee with safeguarding oversight
- Maintaining effective online safety and digital safeguarding procedures
- Providing effective supervision, training, and quality assurance for staff and volunteers
- Following safer recruitment procedures, including appropriate DBS checks and vetting
- Recording, storing, and sharing safeguarding information securely and lawfully in line with **Data Protection Act 2018** and **UK GDPR**
- Responding appropriately to any allegations against staff or volunteers in line with **LADO procedures**
- Promoting a culture that prevents bullying, peer-on-peer abuse, and harmful behaviours
- Operating effective complaints and whistleblowing procedures
- Providing a safe physical environment through compliance with health and safety legislation
- Working in partnership with local safeguarding partners and relevant agencies

All staff from BF Adventure and partner organisations who have regular or unsupervised contact with children will undergo appropriate Disclosure and Barring Service (DBS) checks in line with statutory guidance and role requirements.

Children and young people who use our services should feel supported to:

- Have a positive, safe, and inclusive experience
- Speak to staff if they have worries about themselves or others
- Know they will be listened to and taken seriously
- Understand expected behaviour through the BF Adventure code of conduct ("BF Deal")
- Feel confident that BF Adventure works with families and agencies to promote their welfare

## 1.6 Role of the Designated Safeguarding Lead

BF Adventure appoints a **Designated Safeguarding Lead (DSL)** with overall responsibility for safeguarding and child protection, supported by Deputies.

The DSL's responsibilities include:

- Leading the implementation and review of the Safeguarding Policy and Procedures
- Ensuring safeguarding practice reflects current legislation and statutory guidance
- Undertaking appropriate DSL safeguarding training (minimum every two years, with annual updates)

- Ensuring all staff and volunteers receive safeguarding training appropriate to their role
- Acting as the first point of contact for safeguarding concerns
- Providing advice and support to staff regarding child protection concerns
- Making referrals to Children's Social Care, the Multi-Agency Referral Unit (MARU), the LADO, and other agencies as required
- Managing safeguarding records and ensuring secure information sharing
- Referring cases to the Disclosure and Barring Service (DBS) when legal thresholds are met
- Supporting and supervising Deputy DSLs
- Contributing to multi-agency meetings and safeguarding processes

## 1.7 Contact Details

### **Designated Safeguarding Lead / Single Point of Contact**

Name: El Warren  
Tel: 01326 340912  
Email: [el.warren@bfadventure.org](mailto:el.warren@bfadventure.org)

### **Deputy Designated Safeguarding Leads**

Name: Rachael Stephens  
Email: [rachael.stephens@bfadventure.org](mailto:rachael.stephens@bfadventure.org)

Name: Alice Turner  
Email: [alice.turner@bfadventure.org](mailto:alice.turner@bfadventure.org)

Name: Tony Baker  
Email: [tony.baker@bfadventure.org](mailto:tony.baker@bfadventure.org)

### **Trustee with Responsibility for Safeguarding**

Name: Hilary Beechey  
Email: [hbeechey@me.com](mailto:hbeechey@me.com)

## 1.8 Policy and Review

The policy will be reviewed annually, or in the following circumstances:

- changes in legislation and/or government guidance
- as required by the Local Safeguarding Children Board
- as a result of an assessment of risk, determining action, associated with any other significant change or event

Signed: 

Name/Position: Charity Business Manager

## 37. Confidentiality Policy

### 1. Policy aim

This policy applies to all staff, trustees and volunteers at BF Adventure.

It explains how BF Adventure manages confidentiality and information sharing in relation to children, young people and service users. It should be read alongside the:

- Safeguarding Children Policy
- Data Protection Policy

BF Adventure recognises that children and young people value trusting relationships with the professionals who support them. We also recognise that:

- Sharing information without their knowledge can affect trust
- However, protecting children from harm must always take priority

We are committed to open, honest and appropriate conversations with children, young people, parents/carers and professionals to build trust while keeping children safe.

### 2. Confidentiality statement

Information shared by children and young people with BF Adventure staff (e.g. instructors, coordinators, or other staff) will usually remain confidential within the organisation.

However, confidentiality is not absolute.

Information may need to be shared outside the organisation when:

- A child is at risk of harm
- A crime may have been committed
- There are safeguarding or public protection concerns

Where possible, we will:

- Explain to the child or young person why information needs to be shared
- Explain who it will be shared with
- Explain what may happen next
- Seek their views and, where appropriate, consent

If seeking consent would increase risk, delay protection, or is not possible, information will still be shared in line with safeguarding duties.

BF Adventure shares information in accordance with:

- **Data Protection Act 2018**
- **UK General Data Protection Regulation (UK GDPR)**
- **Working Together to Safeguard Children (2023)**
- **Information Sharing: Advice for Practitioners Providing Safeguarding Services to Children, Young People, Parents and Carers** (HM Government, 2024 revised)

### 3. Legal and Practice Framework for Information Sharing

National guidance states that effective information sharing is essential to safeguard children. Serious case reviews repeatedly show that harm can occur when professionals:

- Fail to record information
- Fail to share information
- Do not recognise the significance of information

Staff must:

- Consider the safety and welfare of the child as the primary concern
- Share information where this is necessary to protect a child or promote their welfare
- Record the reasons for decisions to share — or not share — information
- Seek advice from the DSL or line manager if unsure

The **Information Sharing Guidance (2024)** principles must be followed, including sharing information that is:

- Necessary
- Proportionate
- Relevant
- Accurate
- Timely
- Secure

### 4. Information sharing without consent

Information may be shared without consent when there is a lawful basis and it is necessary to safeguard a child or others. This may include situations where:

- A child is suffering or likely to suffer significant harm
- There is a risk to life or serious injury
- A serious crime has been committed or may be committed

- A child discloses abuse (including sexual, physical, emotional abuse or neglect)
- There are concerns about peer-on-peer abuse
- A child may pose a serious risk to others
- There are concerns about exploitation, radicalisation, or criminal involvement
- Urgent medical treatment is required
- A court, coroner or legal order requires information
- There are allegations against a professional or person in a position of trust

In these situations, the safety of the child overrides confidentiality.

Procedures:

To ensure children understand confidentiality:

- Children and young people will be told, in an age- and understanding-appropriate way, that BF Adventure cannot promise absolute confidentiality
- This will be explained at the start of the programme and through visible information (e.g. posters)
- Staff will check children's understanding of confidentiality and when information might be shared

If a safeguarding concern arises:

- Staff must follow the **Safeguarding Children Policy**
- The DSL will decide what information should be shared and with whom
- The child or young person will usually be informed of this unless doing so increases risk

Other requirements:

- Records may be reviewed as part of safeguarding audits or investigations
- Staff must comply with lawful court orders or subpoenas
- Decisions to share information without consent must be clearly recorded

Except where safeguarding or legal duties apply, personal information must not be shared externally unless anonymised or consent has been obtained.

## 5. Recording and Storage of Safeguarding and Information Sharing Decisions

BF Adventure recognises that accurate, timely, and secure record keeping is essential to safeguarding children and young people.

All safeguarding concerns, disclosures, actions taken, and decisions about whether to share information (or not) must be clearly recorded.

### **Recording System**

BF Adventure uses a secure digital case management system, **Podio**, to record safeguarding information and information sharing decisions.

Podio records will include, where relevant:

- The child or young person's details
- The nature of the concern, disclosure, or incident
- Date, time, and location of the concern
- The exact words used by the child or young person (where possible)
- Observations of behaviour, injuries, or presentation
- Actions taken by staff
- Advice sought (e.g. from the DSL or external agencies)
- Decisions made about information sharing
- The lawful basis for sharing information where consent was not obtained
- Who information was shared with, when, and why
- The outcome of referrals or actions

All entries must be:

- Factual and objective
- Signed and dated (electronically)
- Completed as soon as possible after the concern arises

### **Recording Information Sharing Decisions**

Where a decision is made to share or not share information, staff must record:

- What information was considered
- The purpose of sharing
- Whether consent was sought and obtained
- If consent was not sought, the reason (e.g. risk of harm, legal duty)
- Who the decision was discussed with (e.g. DSL, manager)
- The final decision and rationale

This ensures decisions are transparent, defensible, and in the best interests of the child.

### **Access and Confidentiality**

- Access to Podio safeguarding records is restricted to authorised staff, including the DSL and deputies
- Information is stored securely in line with the **Data Protection Act 2018** and **UK GDPR**
- Safeguarding records are kept separate from general records where appropriate
- Information is only shared on a **need-to-know basis**

### **Retention of Records**

Safeguarding records will be retained in accordance with:

- Statutory guidance
- Local safeguarding partnership procedures
- BF Adventure's Data Retention Policy

Records relating to child protection concerns will be kept for an appropriate period to ensure accountability and support any future safeguarding needs.

### **Quality Assurance**

The DSL will:

- Monitor the quality of safeguarding records
- Audit Podio records periodically
- Ensure recording practice reflects current safeguarding guidance

## 38. Dealing with Disclosure or Suspected Abuse

### 1. Policy overview

This procedure applies to **all BF Adventure staff, trustees and volunteers**.

It ensures that all concerns about the safety or welfare of a child are responded to promptly, appropriately and in line with:

- BF Adventure Safeguarding Policy
- Cornwall and Isles of Scilly Safeguarding Children Partnership procedures
- National statutory guidance (*Working Together to Safeguard Children, 2023*)

BF Adventure will:

- Ensure all staff, trustees and volunteers receive **appropriate safeguarding training** and updates
- Keep a record of safeguarding training attendance
- Provide access to supervision and support for staff managing safeguarding concerns
- Ensure all staff know who the **Designated Safeguarding Lead (DSL)** and Deputies are and how to contact them
- Ensure all safeguarding concerns, decisions and actions are recorded securely on **Podio**

### 2. The procedure

#### **Listen**

If a child talks to you about abuse or something that worries them:

- Stay calm and give them your full attention
- Listen carefully without interrupting
- Take what they say seriously
- Reassure them they did the right thing by telling you
- Explain that you cannot promise to keep this a secret if they are not safe
- Use open questions only if needed for clarification (e.g. "Can you tell me what happened next?")
- **Do not investigate**, ask leading questions, or press for details

#### **Observe**

Be alert to:

- Unexplained injuries
- Changes in behaviour or mood
- Concerning relationships or situations
- Signs of neglect, exploitation, or emotional distress

## **Report**

All concerns must be reported immediately to the DSL (or Deputy DSL).

Do not assume someone else will pass information on.

You may be asked:

- What you saw, heard, or were told
- When the concern arose
- What you did in response
- Whether anyone else may have relevant information

You are not expected to diagnose abuse — only to share your concern.

If the DSL is unavailable and a child is in immediate danger, contact Children’s Social Care or the Police directly and inform the DSL as soon as possible.

## **Action**

The DSL (or Deputy) will:

- Review the information
- Decide the level of risk
- Seek advice from the Multi-Agency Referral Unit (MARU) or other safeguarding partners where appropriate
- Make referrals to:
  - Children’s Social Care
  - Police
  - LADO (if concerns involve a professional)

The DSL will ensure information is shared in line with safeguarding and information sharing guidance.

## **Record**

Both the staff member raising the concern and the DSL/Deputy DSL must ensure:

- A factual record is made as soon as possible
- The record is entered onto **Podio** using the safeguarding reporting system
- The child’s words are recorded where possible
- Decisions and reasons for actions are documented

Records must be clear, accurate, dated and completed promptly.

## **Support**

BF Adventure will:

- Continue to support the child in a safe and appropriate way
- Not question them further about the disclosure
- Follow guidance from social care or police
- Respect confidentiality while prioritising safety

### 3. Escalation Guidance

Occasionally, staff may disagree with the decisions or actions of colleagues in other agencies regarding a child protection or child in need case. These disagreements may relate to:

- Levels of need
- Roles and responsibilities
- The urgency or type of action required
- Communication between agencies

The safety and welfare of the child must always be the overriding consideration.

#### **Principles**

All professionals should:

- Feel able to challenge decisions in a respectful and constructive way
- Recognise that doing so is both a right and a responsibility to safeguard children
- Avoid disputes that could obscure the focus on the child

The aim is to:

- Resolve disagreements quickly and openly
- Identify systemic or procedural issues that may need clarification
- Improve multi-agency working and safeguarding practice

#### **Procedure for Resolving Differences**

- 1. Address at the lowest possible level first**
  - Discuss concerns directly with the colleague or agency involved if safe and appropriate
  - Focus on facts and risk to the child
- 2. Escalate if needed**
  - If resolution is not reached, involve line managers or safeguarding leads
  - Use the **Cornwall and Isles of Scilly Safeguarding Children Partnership Resolving Professional Differences Policy**
- 3. Immediate risk**
  - If there is any immediate risk to the child, act to safeguard the child without delay, even if the disagreement is unresolved
- 4. Record keeping**
  - Document the disagreement, actions taken, and outcome in line with safeguarding record-keeping procedures (e.g., in Podio)

#### **Supporting Effective Multi-Agency Working**

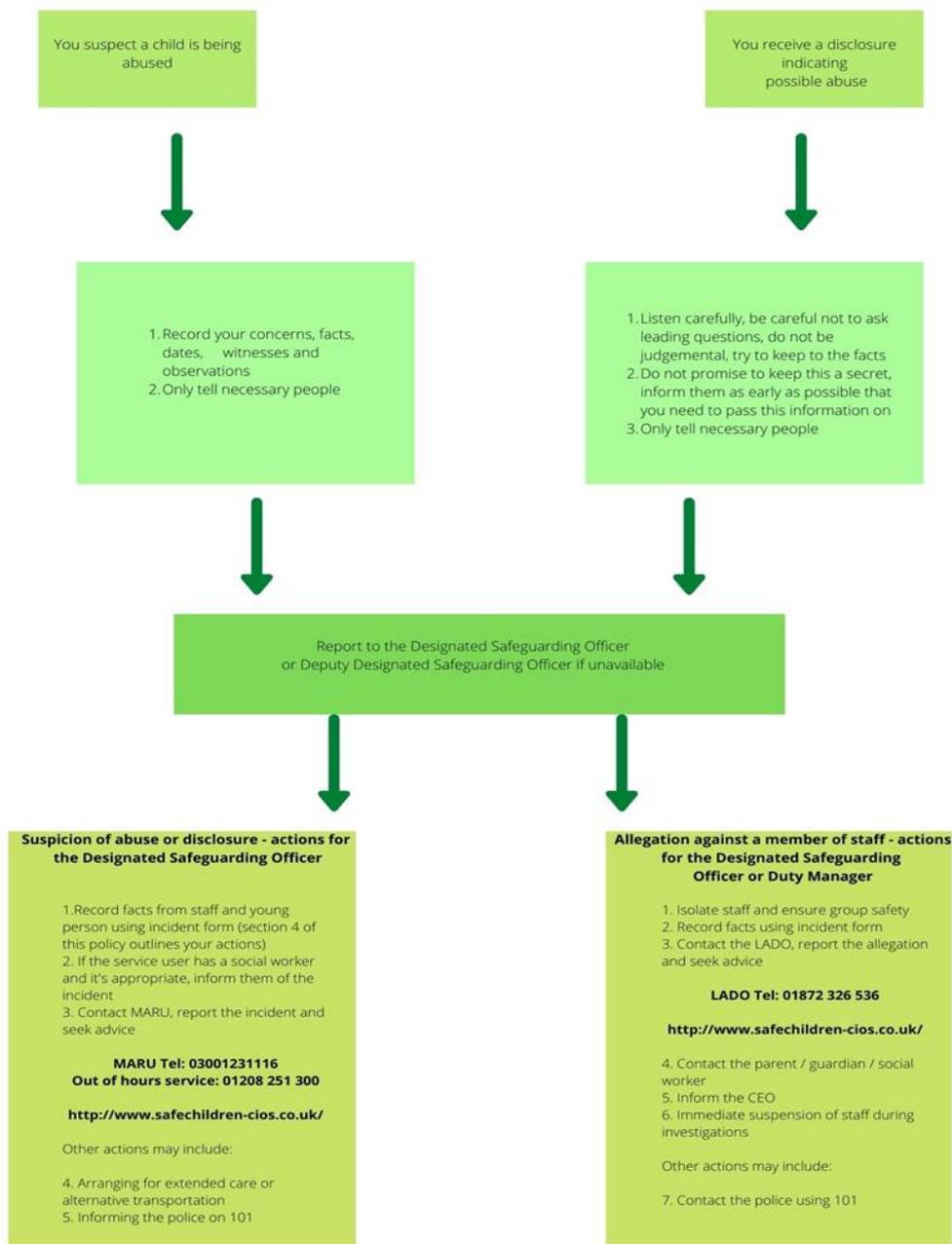
- Encourage open communication and honest professional relationships
- Use disagreements as opportunities to improve processes and protocols
- Learn from cases to prevent future misunderstandings

#### **Reference:**

Cornwall and Isles of Scilly Safeguarding Children Partnership – Resolving Professional

Differences Policy

<https://ciossafeguarding.org.uk/scp/p/our-policies-and-procedures/policy>



## 39. Allegations or Suspicions Regarding a Member of Staff or Volunteer

### 1. Policy overview

This procedure applies to **all BF Adventure staff, volunteers, placement students, contractors and trustees.**

It sets out how BF Adventure will respond when there are concerns or allegations that a person working with children has:

- Behaved in a way that has harmed, or may have harmed, a child
- Possibly committed a criminal offence against or related to a child
- Behaved towards a child in a way that indicates they may pose a risk of harm
- Behaved in a way (including outside work) that raises concerns about suitability to work with children

This procedure also applies where concerns are raised about professionals from other organisations.

This section should be read alongside the **Safeguarding Policy** and local **LADO procedures.**

### 2. Types of investigations

An allegation may lead to one or more of the following:

- **Criminal investigation** (Police)
- **Child protection enquiries** (Children's Social Care)
- **Employer disciplinary process**

These processes are separate but may run in parallel. The outcome of one does not automatically determine the outcome of another.

### 3. Concerns about poor practice

Any concern or allegation must be:

- Reported **immediately** to the **Designated Safeguarding Lead (DSL)**
- Recorded factually and without delay

The DSL will:

- Ensure the child is safe
- Avoid investigating the matter internally
- Seek advice from the **Local Authority Designated Officer (LADO)** within one working day

If the allegation concerns the DSL, the report must be made directly to the CEO or Chair of Trustees.

Where a concern does not meet the threshold for LADO referral but relates to:

- Professional boundaries
- Conduct
- Practice standards

The DSL (or CEO/Trustees if the concern involves the DSL) will manage this under internal disciplinary, capability, or conduct procedures.

Patterns of low-level concerns will still be monitored, recorded, and reviewed.

## 4. Concerns about suspected abuse by professionals

Where the concern meets LADO criteria:

- The DSL will not inform the individual concerned before seeking LADO advice
- The DSL will follow LADO guidance on:
  - Informing parents/carers
  - Suspension or alternative duties
  - Internal communication

BF Adventure will fully cooperate with:

- Police
- Children's Social Care
- LADO processes

## 5. Confidentiality and Information Sharing

Information will be shared strictly on a need-to-know basis to protect:

- The child
- The person making the allegation
- The member of staff subject to the allegation

Information may be shared with:

- DSL and senior leadership
- LADO
- Police and Social Care
- Parents/carers (as advised by LADO)

Records will be stored securely in line with **Data Protection Act 2018** and **UK GDPR**.

## 6. Support for those involved

BF Adventure recognises that allegations can be distressing for all parties.

We will:

- Support the child and their family
- Treat the member of staff fairly and with respect
- Maintain confidentiality
- Offer appropriate support during investigations

## 7. Outcomes

Following the conclusion of investigations, BF Adventure will:

- Decide whether the individual can return to their role
- Consider lessons learned
- Make a referral to the Disclosure and Barring Service (DBS) where legal thresholds are met

Decisions will be made based on the balance of probabilities, with the welfare of children as the paramount consideration.

## 8. Low level concerns about staff and volunteers

BF Adventure recognises the importance of creating a culture where staff feel confident to share concerns about behaviour, no matter how small they may seem.

A low-level concern is any concern about an adult working with children that:

- Does not meet the threshold for referral to the LADO
- May be inconsistent with the BF Adventure Code of Conduct
- Could indicate emerging patterns of unsafe practice

Examples may include:

- Being overly familiar with a child
- Favouritism
- Inappropriate language
- Taking photos on personal devices
- Boundary-blurring behaviours
- Not following safeguarding procedures

Low-level concerns are not allegations of abuse but may signal risk if repeated or unaddressed.

### **Purpose**

The purpose of reporting low-level concerns is to:

- Promote a transparent safeguarding culture
- Identify patterns of behaviour early
- Support staff to maintain safe professional boundaries
- Reduce the risk of harm to children

### **Reporting low level concerns**

All staff and volunteers must:

- Share low-level concerns with the DSL (or CEO/Chair of Trustees if the concern relates to the DSL)
- Record the concern promptly and factually

The DSL will:

- Record the concern securely (e.g. in Podio or designated staff safeguarding records)
- Review patterns or repeated behaviours
- Decide whether:
  - Advice, guidance, or training is required
  - The matter should be managed internally
  - The concern now meets the threshold for LADO referral

### **Confidentiality and fairness**

Low-level concerns will be handled:

- Sensitive
- Confidentially
- Without prejudice

Staff subject to low-level concerns will:

- Be treated fairly
- Have the opportunity to respond
- Receive support where needed

### **Record keeping**

Low-level concerns will be:

- Logged and monitored
- Kept separate from child protection records
- Used to identify trends or risks
- Retained in line with data protection and retention policies

## **9. Creating a safe culture**

BF Adventure promotes:

- Open discussion about professional boundaries
- A no-blame culture where concerns can be raised safely
- Whistleblowing routes where staff feel unable to raise concerns internally

## **40. Code of Conduct and Safer Working Practice**

BF Adventure is committed to ensuring that all adults working with children maintain **safe, professional boundaries** and act in ways that protect children and themselves from harm or allegations.

This Code of Conduct applies to:

- Staff
- Volunteers
- Trustees
- Placement students
- Contractors and partner staff working with children

## Core Principles

All adults must:

- Place the **welfare of the child first**
- Maintain **professional boundaries** at all times
- Act as **positive role models**
- Treat children with respect, dignity and fairness
- Work in an open and transparent way
- Avoid situations where they are alone with a child unless necessary and appropriate

## Appropriate Behaviour

Adults working with children must:

- Use appropriate language and behaviour
- Listen to children and take concerns seriously
- Follow safeguarding and reporting procedures
- Use organisation-approved communication systems
- Follow guidance on online safety and social media
- Respect children's privacy while ensuring supervision

## Professional Boundaries

Staff and volunteers must not:

- Develop personal or sexual relationships with children
- Share personal contact details with children
- Engage in secretive contact with children
- Give gifts or special treatment to individual children
- Transport children alone without prior agreement and risk assessment
- Take photographs or videos on personal devices
- Use inappropriate physical contact

Any physical contact must:

- Be appropriate to the activity
- Be necessary and proportionate
- Be in the child's best interests

## Online and Digital Conduct

Adults must:

- Not communicate with children via personal social media
- Not accept or send friend/follow requests
- Use only authorised platforms for communication
- Report any online concerns to the DSL

## Use of Position of Trust

Adults must understand they are in a **position of trust** and must not misuse this. Behaviour outside work that raises concerns about suitability to work with children may be addressed under safeguarding procedures.

## Reporting Concerns About Adults

All staff must:

- Report concerns about another adult's behaviour (including low-level concerns)
- Not assume someone else will act
- Follow safeguarding and whistleblowing procedures

## Consequences

Failure to follow this Code of Conduct may result in:

- Disciplinary action
- Referral to the LADO
- Referral to the Disclosure and Barring Service
- Termination of role

## 41. One to One Work with Service Users

This guidance applies to all BF Adventure staff, volunteers, placement students and trustees.

Working one-to-one with a child or young person can be essential but presents additional safeguarding and safety risks for both the child and the adult. This section sets out measures to reduce those risks.

This must be read alongside:

Safeguarding Policy

Lone Working Policy

Behaviour Management Policy

Code of Conduct / Safer Working Practice

### 1. Potential Risks in One-to-One Work

Risks may include:

- Allegations or misunderstandings about adult behaviour
- Medical emergencies or injuries

- Situations requiring physical intervention to prevent harm
- Situations involving personal care
- Emotional distress or behavioural escalation

## 2. BF Adventure Responsibilities

BF Adventure will:

- Ensure referral and risk assessment information is completed and shared with staff as appropriate
- Plan staffing to reduce lone working where possible
- Provide supervision, reflective debriefs and team meetings
- Provide training appropriate to roles, including:
  - Safeguarding
  - First Aid
  - Physical intervention (where required)
  - Safe physical contact (e.g. harness fitting)
- Ensure staff understand reporting and recording procedures
- Maintain clear procedures for transporting service users

## 3. Staff Responsibilities During One-to-One Work

Staff and volunteers must:

- Inform managers of location, activity and timeframe (via day plan and communication)
- Carry a mobile phone or radio
- Follow Lone Working procedures
- Encourage independence to reduce the need for physical contact
- Treat children with dignity and respect
- Avoid contact with intimate parts of the body unless part of agreed personal care
- Explain clearly what they are doing before any necessary physical contact
- Where possible, ensure activities take place within sight or hearing of others
- Consider cultural, gender and religious factors
- Be prepared for their actions to be scrutinised

## 4. Physical Contact and Intervention

Physical contact must always be:

- Necessary
- Proportionate
- In the child's best interests
- The least intrusive option available

Where restraint or physical intervention is unavoidable:

- Only trained staff should use agreed techniques wherever possible
- De-escalation strategies must always be tried first
- The minimum force for the shortest time should be used
- The incident must be recorded and reported promptly

In an emergency, any adult may use reasonable force to prevent immediate serious harm, but this must be justified, recorded and reviewed.

## 5. Personal Care

Where personal care is required:

- Management approval must be in place
- Consent must be obtained from parents/carers and, where appropriate, the child
- Care must be delivered respectfully and safely
- Records must be kept

## 6. First Aid and Emergencies

Staff must:

- Maintain up-to-date First Aid qualifications where required
- Carry First Aid kits during activities
- Complete accident/incident forms promptly
- Inform managers and parents/carers as required

## 7. Transporting Service Users

When transporting children:

- Follow Transport and Lone Working procedures
- Ensure management approval
- Confirm safe handover to a responsible adult
- Inform a designated person when transport is complete

## 8. Recording and Reporting

The following must be recorded and reported to a manager and the DSL:

- Any injury to a child
- Distressed or concerning behaviour
- Behaviour that could be misinterpreted
- New or emerging risks
- Any disclosure or sign of abuse
- Any incident involving physical intervention
- Situations where a child may have misinterpreted adult actions

All records must be completed using the approved system (e.g. Podio) as soon as possible.

## 42. Online Safety and Mobile Phone Use

### 1. Overview

This policy applies to all BF Adventure staff, trustees, volunteers, placement students and contractors.

It covers the use of:

- Mobile phones
- Text messaging and email
- Social media
- Digital cameras and video
- Websites, blogs and online platforms
- Online meeting tools (e.g. Teams, Zoom, Google Meet)

This section should be read alongside the **Safeguarding Policy, Code of Conduct,** and **Data Protection Policy.**

BF Adventure recognises that online environments present both opportunities and risks. We are committed to ensuring children are protected from:

- Online abuse and exploitation
- Exposure to inappropriate content
- Harmful online behaviours

## 2. Contact Between Staff and Children

All communication between adults and children must remain within clear professional boundaries.

Staff and volunteers must:

- Not share personal phone numbers, email addresses or social media accounts
- Not communicate with children through personal social media, messaging apps, gaming platforms or private email
- Not accept or send “friend” or “follow” requests
- Use only organisation-approved communication channels

If a child attempts to make contact via personal accounts, staff must:

- Decline the request
- Explain professional boundaries
- Inform a manager or DSL if necessary

Where a former service user becomes a volunteer or staff member, suitability and boundaries will be reviewed by management and the DSL.

## 3. Minimising Online Risks

BF Adventure will:

- Use appropriate internet filtering and monitoring systems
- Restrict access to Wi-Fi on personal devices unless part of an agreed activity
- Supervise children’s use of IT equipment
- Ensure devices and systems are password protected
- Monitor for signs of online exploitation, bullying or harmful behaviour
- Promote discussions about online safety, consent and respectful relationships
- Ensure parental consent for online sessions or platforms
- Gain consent before photographs or recordings are taken

Children may have limited access to personal mobile devices during sessions, depending on risk and activity.

## 4. Staff Use of Devices

Staff must:

- Not use personal devices to photograph or record children
- Use only approved devices and storage systems
- Follow data protection and image use policies
- Maintain professional conduct online at all times

## 5. Responding to Online Safety Concerns

If misuse, harmful content, or online abuse is identified:

1. The staff member must report it immediately to a manager or the DSL.
2. Risks will be assessed and recorded.
3. Parents/carers and referring agencies may be informed where appropriate.
4. Safeguarding referrals may be made (e.g. MARU, Police, CEOP).
5. Support and education will be offered to the child involved.
6. Support will be provided to any child affected by the incident.

All incidents must be recorded using the approved safeguarding recording system.

## 43. Use of Multi-Media Policy

### 1. Overview

BF Adventure recognises the positive value of photographs and videos to:

- Celebrate achievements of children and young people
- Promote BF Adventure activities and programmes
- Provide evidence for accreditation and learning

This policy applies to all staff, volunteers, placement students, trustees and external providers.

It highlights the risks associated with media capture and outlines procedures to minimise harm. It should be read alongside:

- Safeguarding Policy
- Data Protection (GDPR) Policy
- Code of Conduct / Safer Working Practice

### 2. Risks

The inappropriate use of photographs or videos can:

- Place children at risk of harm or exploitation
- Lead to misuse if posted online or shared inappropriately
- Result in breaches of privacy or dignity

Children may not fully understand the implications of sharing images and cannot always provide informed consent.

## 3. Procedures

### **Consent**

- Written consent must be obtained from parents/guardians for children under 18 before any images or videos are taken
- Consent should outline the intended use of the images and any restrictions
- Consent is usually obtained via the Service Request Form

### **Safe Capture and Use**

Staff, volunteers and providers must:

- Ensure children are appropriately dressed and posed respectfully
- Focus images on activities or group participation, not on individual children
- Avoid creating one-to-one images without contextual surroundings
- Not use children's names with images unless explicit parental consent is given
- Use only BF Adventure-provided equipment for capturing media
- Transfer all media to the central BF media archive promptly and delete from personal devices
- Ensure external providers and freelance staff comply with this policy — failure may result in contract termination

### **Supervision and Reporting**

- Staff must be vigilant about privacy, dignity, safety, and wellbeing during photography or filming
- Concerns regarding inappropriate or intrusive photography must be reported to a manager or DSL
- Visitors must read and adhere to the Visitors' Code of Conduct, which prohibits taking images of service users

### **Compliance**

- Failure to comply with this policy may result in disciplinary action

## 44. British Values and the Prevent Agenda Policy

### 1. Overview

From 1 July 2015, under Section 26 of the Counter-Terrorism and Security Act 2015, schools, early years, and later years' childcare providers have a duty to have "due regard to the need to prevent people from being drawn into terrorism". This is known as the Prevent duty.

BF Adventure is committed to fulfilling this duty while ensuring the welfare and safeguarding of children.

This policy should be read alongside the Safeguarding Policy.

Reference: [Prevent Duty Guidance 2015](#)

## 2. Definitions

British Values include:

- Democracy
- Rule of Law
- Individual Liberty
- Mutual Respect and Tolerance of those with different faiths and beliefs

These values include respect for all people, with particular regard to the protected characteristics outlined in the Equality Act 2010.

Extremism is defined in law as:

“Vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty, and mutual respect and tolerance for those with different faiths and beliefs. This includes calls for the death of members of the armed forces, whether in the UK or overseas.”

Reference: [Counter-Terrorism and Security Act 2015](#)

## 3. Policy Principles

BF Adventure will:

- **Respect beliefs:** Not impose personal religious or political beliefs on children or young people.
- **Embed British Values:** Integrate democracy, rule of law, individual liberty, mutual respect, and tolerance into programme delivery to promote resilience, self-esteem, and confidence.
- **Provide safe spaces:** Encourage children and young people to discuss issues, explore the world around them, and question extremist views in an age-appropriate manner.
- **Identify vulnerability:** Remain alert to children who may be vulnerable to radicalisation and respond proportionately.
- **Staff training and awareness:**
  - Coordinators and Managers will complete online Prevent training.
  - Training and updates will be cascaded through supervision, team meetings, and debriefs.
- **Behaviour monitoring:** Be alert to changes in a child’s behaviour or attitude that may indicate risk of radicalisation or other safeguarding concerns.
- **Reporting and referral:** All concerns must be discussed with the programme Coordinator and/or the Designated Safeguarding Officer (DSO). Referrals to the **Channel programme** will be made when appropriate.

## 45. Safer Recruitment

### 1. Policy aim

BF Adventure recognises that anyone may have the potential to cause harm. We are committed to ensuring that all reasonable steps are taken to prevent unsuitable people from working with children, and that a safer working culture begins with robust recruitment measures.

BF Adventure also upholds equal opportunities throughout the recruitment process, striving for a workforce that reflects a variety of backgrounds, experiences, and cultures while meeting the skills and knowledge requirements of the organisation.

This policy should be read alongside BF Adventure's Equal Diversity and Inclusion Policy.

## 2. Purpose of the Policy

The aims are to:

- Recruit and select the most suitable candidates
- Prevent unsuitable individuals from joining the organisation
- Comply with equality and anti-discrimination legislation
- Maintain a diverse workforce
- Ensure recruitment and selection are consistent, transparent, and fair
- Confirm candidates are competent before offering employment
- Provide proper induction and ongoing support

We recognise that:

- Our workforce is a key resource
- Unsuitable individuals may seek opportunities to access children
- Proper induction and supervision are critical for staff effectiveness

## 3. Legal Framework

- Safeguarding Vulnerable Groups Act 2006
- Protection of Freedoms Act 2012
- Rehabilitation of Offenders Act 2013
- Police Act 1997 (Part V)
- Equality Act 2010
- Working Together to Safeguard Children 2023
- Keeping Children Safe in Education 2023

## 4. Pre-Interview Procedures

- All roles require a job description and person specification, including a safeguarding clause
- Roles must be advertised widely with the statement:

"BF Adventure is committed to safeguarding children and the successful applicant will be required to provide an enhanced DBS disclosure."

- Application deadlines, interview dates, and start dates must be clearly communicated
- All applicants must complete the standard BF Adventure application form; CVs alone are not accepted
- Shortlisting involves 2 people, at least one trained in Level 3 Safeguarding and Safer Recruitment
- Applications are scored against defined criteria; discrepancies or gaps are investigated

*Note: Trustees are exempt from formal application but must provide references and DBS checks.*

## 5. Interview Procedures

- A Designated Safeguarding Officer (DSO) should be present during shortlisting or interviews
- Applications are checked for completion, self-disclosure, and criminal record information
- Minimum of two managers on the panel
- Candidate packs include job description, interview questions, scoring sheets, and application forms
- Conflicts of interest (e.g., knowing a candidate) must be declared; additional panel members may be added
- All interviews for roles involving children include safeguarding questions and exercises relevant to the position
- Practical tasks are assessed as appropriate
- Assessment decisions are recorded separately and only candidates meeting essential criteria are offered conditional appointments

## 6. Appointment Process

Conditional offers are subject to completion of:

- References (including at least one regarding prior work with children, if applicable)
- Enhanced DBS checks (or transferable DBS with two references as temporary measure)
- Qualification verification
- Overseas checks for applicants who have lived/worked abroad for 3+ months in the last 5 years
- Identity verification (passport, driving license)

Candidates cannot start direct lone work with children until all checks are complete. Unsuccessful applications are retained for 6 months and then securely destroyed.

Trustees must provide two references and undergo Basic DBS checks.

## 7. Induction

All new staff, volunteers, and trustees receive:

- Clarification of role and responsibilities
- Safeguarding Policy, Normal Operating Procedures, Staff Handbook, and training needs identified
- Volunteers attend a "taster day" before placement
- Six-month probation period applies to all new starters

## 8. Training (including existing staff)

Mandatory safeguarding training includes:

- Recognising signs of abuse

- Responding to suspected abuse or disclosures
- Whistleblowing procedures
- Yearly refresher training for core staff
- Level 3 Multi-Agency Safeguarding training for Level 4+ staff
- Ongoing supervision and performance appraisal for staff and volunteers

## 9. DBS Checks

- Enhanced DBS checks are required for all staff and volunteers with child contact
- Decisions on employment consider: relevance, seriousness, recency, patterns, and context of any convictions
- BF Adventure does not discriminate based on disclosure but reserves the right to withdraw offers if risk exists
- Barred individuals are prohibited from working; employing a barred person is illegal
- DBS information is securely stored separately from staff files
- DBS checks are renewed every 3 years until new procedures from the Independent Safeguarding Authority are implemented

## 10. Volunteers

- Must provide **two references** and pass a DBS check
- Attend a **taster day** to observe suitability
- Work under supervision until DBS and references are verified

## 11. Compliance and Reporting

- Any staff or volunteer barred from working with children must **not be employed**
- Suspected harm or risk to a child triggers immediate reporting to the **Local Authority Designated Officer (LADO)** and the **Disclosure and Barring Service (DBS)**
- Failure to comply with safer recruitment procedures may lead to **disciplinary action**

## 46. Use of Volunteer Transport & Taxi Company

BF Adventure uses volunteer transport and taxi services, in liaison with referral agencies, to transport service users to and from our sites. BF Adventure recognises that there are potential safeguarding and safety risks associated with transporting children and young people, and has put measures in place to minimise these risks.

### 1. Measures to Reduce Risk

- BF Adventure will obtain a Letter of Assurance from all taxi companies confirming that their drivers have undergone appropriate DBS clearance to transport children and young people.
- Only taxi firms providing this assurance will be used.
- BF Adventure will only use approved volunteer drivers registered through the Volunteer Cornwall scheme.

- Staff will ensure that transport arrangements are coordinated and monitored, including clear handover procedures at pick-up and drop-off.

## 2. Suspected Abuse or Allegation

- If there is an allegation or suspicion of abuse involving a volunteer or taxi driver, BF Adventure will follow the procedures outlined in the "Allegations or Suspicions Regarding a Member of Staff or Volunteer" policy.
- The Designated Safeguarding Officer (DSO) must be informed immediately, and any referral or reporting will be conducted according to statutory and organisational procedures.

## 3. Reference Policies

Staff and volunteers must adhere to BF Adventure's overarching safeguarding and operational procedures, including:

- Safeguarding Policy
- Policy Handbook
- Normal Operating Procedures
- BF Staff Handbook
- Catering – Safer Food Better Business
- Site & Fire Risk Assessment Policy (Goodygrane)
- Residential Risk Assessment
- Maintenance Risk Assessments

Safeguarding Children Policy Handbook Review Schedule:

Last update: 03/02/2026

Updated by: El Warren

Policy owner: El Warren

To be reviewed by: Feb 2027

## 47. Appendix 1 - Recognition / abuse indicators

Even experienced professionals may not always recognise abuse immediately. BF Adventure acknowledges that staff, whether paid or voluntary, are not expected to be experts but must undertake appropriate training and report any concerns immediately to the Designated Safeguarding Officer (DSO) or another Level 3 trained staff member.

### **1. Possible Indicators of Abuse**

Signs that a child, young person, or vulnerable adult may be experiencing abuse include, but are not limited to:

- Unexplained or suspicious injuries, such as bruises, cuts, burns, especially in areas not prone to injury.
- Inconsistent explanations for injuries.
- Child or vulnerable adult reports abuse directly.
- Someone else expresses concern for the welfare of a child or vulnerable adult.
- Unexplained behavioural changes, e.g., withdrawal, aggression, or sudden outbursts.
- Inappropriate sexual awareness or sexualised behaviour in games.
- Distrust of adults, particularly those normally expected to be safe.
- Difficulty making friends or being socially isolated.
- Prevented from socialising with peers.
- Changes in eating patterns, including overeating or loss of appetite.
- Unexplained weight loss.
- Poor personal hygiene or appearing increasingly unkempt.

Note: This list is not exhaustive. The presence of one or more indicators does not prove abuse is occurring. Staff are responsible for acting on concerns, not determining abuse.

### **2. Recognised Types of Abuse**

#### 2.1 Physical Abuse

- Physical harm caused by hitting, shaking, burning, drowning, suffocating, or otherwise injuring a child or vulnerable adult.
- May include fabricated or induced illness.
- In outdoor education, physical abuse could occur if activities exceed a child's capacity or disregard a vulnerable adult's needs.

#### 2.2 Sexual Abuse

- Involves forcing or enticing a child into sexual activity, whether or not they are aware.
- May include physical contact (penetrative or non-penetrative) or non-contact activities (e.g., pornography, encouraging sexual behaviour).

#### 2.3 Child Sexual Exploitation (CSE)

- Persuading, coercing, or forcing a child under 18 into sexual activity for money, gifts, affection, or status.
- Consent is irrelevant, even if the child believes they are participating voluntarily.
- Involves grooming: befriending, gaining trust, and manipulating a child over time.
- Warning signs include:
  - Inappropriate sexual behaviour

- Repeat STIs, pregnancy, or abortions
- Unexplained expensive items or habits
- Visiting unusual locations or unknown adults
- Going missing from home or care
- Older partners or risky peer associations
- Truancy, disengagement from school
- Chaotic, aggressive, or sexualised behaviour
- Drug or alcohol misuse
- Criminal involvement
- Injuries from assault or sexual activity
- Staff should also monitor online exploitation and report concerns to the DSO.

#### 2.4 Emotional Abuse

- Persistent emotional maltreatment causing severe adverse effects on emotional development.
- May include:
  - Conveying that a child is worthless, unloved, or only valued conditionally
  - Imposing age-inappropriate expectations
  - Overprotection or limiting exploration
  - Witnessing or hearing abuse
  - Serious bullying or exploitation
- Emotional abuse may occur alone or alongside other types of abuse.

#### 2.5 Neglect

- Persistent failure to meet basic physical or psychological needs.
- Can occur during pregnancy (maternal substance misuse) or after birth.
- Includes:
  - Failing to provide food, clothing, shelter
  - Exposing child to physical or emotional harm
  - Inadequate supervision
  - Lack of access to medical care
  - Emotional unresponsiveness
- Outdoor education examples: failing to ensure children are safe or exposing them to undue cold.

#### 2.6 Domestic Abuse

- Controlling, coercive, threatening, degrading, or violent behaviour, often by a partner, ex-partner, family member, or carer.
- Can include:
  - Coercive control, intimidation, isolation
  - Psychological/emotional abuse
  - Physical or sexual abuse
  - Financial or economic abuse
  - Harassment, stalking
  - Online/digital abuse
- Common indicators:
  - Destructive criticism, verbal abuse, threats
  - Pressure tactics, withholding resources, threats of self-harm
  - Disrespect, breaking trust, isolation
  - Harassment, stalking, online monitoring
  - Sexual violence, forced sexual acts
  - Physical violence (punching, slapping, restraining)
  - Denial or minimising the abuse

### 3. Impact on Children and Young People

- Exposure to domestic abuse can affect mental, emotional, and physical well-being.
- Behavioural effects may include:
  - Aggression or withdrawal
  - Eating disorders
  - Substance misuse
  - Attachment-seeking behaviours
- Witnessing domestic abuse constitutes child abuse.
- Staff actions if a child discloses domestic abuse:
  1. Listen carefully
  2. Reassure them they did the right thing
  3. Emphasise it is not their fault
  4. Take the disclosure seriously
  5. Do not confront the alleged abuser
  6. Explain next steps
  7. Report to the DSO immediately

## 48. Appendix 2 - Digital youth work guidelines and consent form

We are offering some support online to young people unable to attend sessions at our site. The proposed platform for this is Zoom which can be downloaded as an app or can be streamed through internet browsers by following a link sent via email. Young people aged under 16 will need a parent/ carer to set up the app. Young people aged 16+ may set up their own account with parental consent.

**Agreement by young people attending online sessions:**

- I have access to a private space with no other people in the background to take part in an online session
- I have access to Wi-Fi and a laptop or mobile phone with a camera and microphone which I can use
- I understand how to turn my microphone and camera on and off
- I understand that I will be the only one in my household present in the meetings and agree not to film any other household members during sessions
- I agree not to film or photograph the sessions
- I agree not to share the Zoom link sent with anyone else

I understand boundaries on behaviour, appropriate clothing and drug/ alcohol use are the same for Zoom groups as for face-to-face sessions

Parent / Carer Name		Contact Telephone:	
I consent that the young person named below understands and agrees to the guidance for using Zoom and may take part in online sessions:			
Signed:		Date:	
Young Person Name:		Young Person's Telephone Number:	
Email Address which will be used for Zoom account:			
I understand and agree to the guidance for using Zoom, and to attending online sessions:			
Young person signature:		Date:	
Is there any other information we should be aware of?			

## Appendix 3 - Photographic, transport and media consent

### Young Person Consent Form

**Young Person Name:**



**Photographic Consent**

1. I consent to images of the young person named above being captured and used in publicity, including on the BF Website, social media and/or newsletters.  YES  NO

2. I consent to images of the young person named above being captured and used for accreditation evidence, their own use and reflection.  YES  NO

**Transport Consent**

1. I consent for the person named above to travel in BF Adventure vehicles.  YES  NO

**Medical Consent**

1. I consent that in the unlikely event of an accident, BF Staff are able to contact medical services and/or transport the young person named above to seek suitable medical attention.  YES  NO

2. I confirm that I will advise BF Adventure Staff of any medicines that the young person named above may need to take, and send said medicines onto site in a named bag ready for BF Adventure staff to lock in a medicine cabinet.  YES  NO

**By signing below I confirm:**

I have the necessary legal right to provide consent for the named participant to take part in activities at BF Adventure.

I am aware that BF Adventure will need to securely store relevant personal information for the young person named above (in line with UK-GDPR.)

I consent for BF Adventure to share relevant information with other agencies/professionals as appropriate. (Wherever possible and appropriate this will be discussed with the young person beforehand.)

I fully understand that BF Adventure delivers adventurous activities, such as climbing and water sports that involve a higher degree of risk. All activities are delivered within strict operating procedures, with ongoing training and management to allow for a safe, enjoyable experience. As such, all activities will have relevant safety briefs which we expect to be listened to and followed by everyone in order to maintain safe standards.

**Parent / Guardian Signature:**

**Print Name:**

**Email address:**  **Date:**

# 1. Safeguarding Adults Policy

## Key Purpose and Overview

This policy applies to all staff, senior managers, trustees, volunteers, placement students, and anyone working on behalf of BF Adventure.

### **Purpose:**

To demonstrate BF Adventure's commitment to safeguarding adults and ensure that everyone involved is aware of:

- Relevant legislation, policy, and procedures for safeguarding adults.
- Their role and responsibilities in safeguarding adults.
- What to do or who to contact if they have concerns about an adult's welfare or wellbeing.

BF Adventure is committed to safeguarding adults in line with national legislation and guidance. Activities are delivered in ways that keep adults safe.

### **Our culture:**

- Zero-tolerance for harm to adults.
- Recognition of adults at risk and factors increasing risk.
- Awareness of how abuse, exploitation, or neglect manifests.
- Willingness to report safeguarding concerns.

### **Scope:**

- Recognising and reporting harm experienced anywhere: within BF Adventure activities, community/voluntary activities, at home, or in care settings.
- Upholding adults' rights to live free from abuse, exploitation, and neglect, regardless of age, ability, disability, sex, race, religion, sexual orientation, or marital/gender status.

### **Commitments:**

- Maintaining a safe, positive environment.
- Creating an open, listening culture where concerns can be shared without fear of retribution.
- Recognising that safeguarding is everybody's responsibility.
- Being aware that health, well-being, ability, disability, and care/support needs affect resilience and communication.

## Legal Framework

BF Adventure acknowledges its duty to safeguard adults and ensure practices reflect statutory responsibilities and best practice.

Key legislation and guidance include:

- **Human Rights Act 1998**
- **Data Protection Act 2018** and **GDPR 2018**
- **Care Act 2014** (England) – Care and Support Statutory Guidance, Chapter 14

- Legislation covering:
  - Murder / Attempted murder
  - Physical assault
  - Sexual offences
  - Domestic abuse / coercive control
  - Forced marriage / FGM
  - Theft / fraud
  - Modern slavery / human exploitation
  - Hate crime / harassment
  - Listing and barring unsuitable individuals

**Decision-making for adults lacking capacity:**

- Mental Capacity Act 2005 (England & Wales)
- Adults with Incapacity Act 2000 (Scotland)
- Mental Capacity (Northern Ireland) 2016

**Special offences:**

- Mistreatment of adults lacking capacity
- Wilful neglect or mistreatment by carers

## Definition of Adult at Risk

An adult at risk is anyone aged 18+ who:

- May require community care services due to mental health issues, learning or physical disability, sensory impairment, age, or illness.
- May be unable to care for themselves or protect themselves against significant harm or serious exploitation.

Local Authority responsibilities:

- Investigate situations where an adult may be at risk.
- Coordinate multi-agency responses including Police, Health, and Social Services.
- Organisations may also take actions, e.g., staff disciplinary procedures.

Expanded definition of vulnerability (ADSS Best Practice, 2005):

- Includes adults experiencing domestic violence, substance misuse, or asylum-seeker status.

## Equality Statement

- Welfare and interests of the adult are paramount.
- All adults, staff, volunteers, visitors, trustees, and service users are entitled to equal protection from harm or abuse.
- Committed to anti-discriminatory practice.
- Recognises some adults may be additionally vulnerable due to previous experiences, dependency, communication needs, or other factors.

## Commitment to Service Users

BF Adventure ensures:

- All involved know the Safeguarding Adults Procedures and who to contact with concerns.
- Concerns about safety are taken seriously, responded to promptly, and followed up.
- The adult's voice and wishes are actively sought and respected unless overriding reasons exist.
- Actions are proportionate to the risk of harm.
- Records of safeguarding concerns are confidential, accurate, and securely stored.
- Cooperation with Police and Local Authorities in safeguarding adults.
- Staff, officials, volunteers, and trustees understand their safeguarding responsibilities and complete relevant training.
- Safe recruitment practices prevent unsuitable individuals from being employed or deployed.
- Information about adults at risk from harm is shared with appropriate bodies (e.g., DBS, Police, Local Authority).
- Risk assessments for activities/events include safeguarding considerations, and a safeguarding lead is designated.
- Policies and procedures are reviewed biannually or when legislation changes, with board oversight.

## Implementation

BF Adventure ensures:

- Clear lines of accountability for adult safeguarding.
- Access to legal and professional advice.
- Regular management reports to the Board on safeguarding concerns and actions.
- Safeguarding procedures address abuse, neglect, and poor practice.
- Appointment of a Safeguarding Lead / Welfare Officer.
- Policies/procedures addressing:
  - Safeguarding Children
  - Bullying & Harassment
  - Social Media
  - Equality, Diversity & Inclusion
  - Risk assessments for safe activities
  - Codes of Conduct and breach procedures
  - Discipline & grievance
  - Concerns, Complaints & Compliments
  - Whistleblowing
  - Safe recruitment & selection
  - Contract compliance
  - Data protection, information sharing

## Role of the Designated Safeguarding Lead (DSL)

The DSL is responsible for:

- Oversight of the Safeguarding Policy and Procedures; ensuring compliance with legislation, guidance, and risk assessments.
- Completing annual Level 3 Safeguarding training.
- Organising and monitoring safeguarding training for all staff and volunteers.
- Acting as first point of contact for reports or suspicions of abuse.
- Providing advice and support to staff with concerns.

- Managing reporting, referrals, and information sharing with MARU, LADO, Police, and other agencies.
- Reporting to DBS when staff resign or are dismissed due to harm or risk of harm.
- Supervising and supporting Deputy Safeguarding Officers.

## Contact Details

### **Designated Safeguarding Lead / Single Point of Contact**

Name: El Warren  
Tel: 01326 340912  
Email: [el.warren@bfadventure.org](mailto:el.warren@bfadventure.org)

### **Deputy Designated Safeguarding Leads**

Name: Rachael Stephens  
Email: [rachael.stephens@bfadventure.org](mailto:rachael.stephens@bfadventure.org)  
Name: Alice Turner  
Email: [alice.turner@bfadventure.org](mailto:alice.turner@bfadventure.org)  
Name: Tony Baker  
Email: [tony.baker@bfadventure.org](mailto:tony.baker@bfadventure.org)

### **Trustee with Responsibility for Safeguarding**

Name: Hilary Beecham  
Email: [hbeechey@me.com](mailto:hbeechey@me.com)

## Policy and Review

The policy will be reviewed annually, or in the following circumstances:

- changes in legislation and/or government guidance
- as required by the Local Safeguarding Children Board
- as a result of an assessment of risk, determining action, associated with any other significant change or event

Signed: 

Name/Position: Charity Business Manager

Updated: 03/02/2026

Review date: Feb 2027

## Supporting Information

### Types of abuse

An adult may confide to a member of staff, volunteer or another participant that they are experiencing abuse inside or outside of the organisation's setting. Similarly, others may suspect that this is the case.

There are many signs and indicators that may suggest someone is being abused or neglected. There may be other explanations, but they should not be ignored.

The Care and Support Statutory Guidance identifies ten types of abuse:

- Physical abuse
- Domestic abuse
- Sexual abuse
- Psychological or emotional abuse
- Financial or material abuse
- Modern slavery
- Discriminatory abuse
- Institutional abuse
- Neglect or acts of omission
- Self-neglect

#### **Types of physical abuse:**

- Assault, hitting, slapping, punching, kicking, hair-pulling, biting, pushing
- Rough handling
- Scalding and burning
- Physical punishments
- Inappropriate or unlawful use of restraint
- Making someone purposefully uncomfortable (e.g. opening a window and removing blankets)
- Involuntary isolation or confinement
- Misuse of medication (e.g. over-sedation)
- Forcible feeding or withholding food
- Unauthorised restraint, restricting movement (e.g. tying someone to a chair)

Types of domestic violence or abuse:

- psychological
- physical
- sexual
- financial
- emotional.

#### **Types of sexual abuse:**

- Rape, attempted rape or sexual assault
- Inappropriate touch anywhere
- Non- consensual masturbation of either or both persons
- Non- consensual sexual penetration or attempted penetration of the vagina, anus or mouth
- Any sexual activity that the person lacks the capacity to consent to
- Inappropriate looking, sexual teasing or innuendo or sexual harassment

- Sexual photography or forced use of pornography or witnessing of sexual acts
- Indecent exposure

**Types of psychological or emotional abuse:**

- Enforced social isolation – preventing someone accessing services, educational and social opportunities and seeing friends
- Removing mobility or communication aids or intentionally leaving someone unattended when they need assistance
- Preventing someone from meeting their religious and cultural needs
- Preventing the expression of choice and opinion
- Failure to respect privacy
- Preventing stimulation, meaningful occupation or activities
- Intimidation, coercion, harassment, use of threats, humiliation, bullying, swearing or verbal abuse
- Addressing a person in a patronising or infantilising way
- Threats of harm or abandonment
- Cyber bullying

**Types of financial or material abuse:**

- Theft of money or possessions
- Fraud, scamming
- Preventing a person from accessing their own money, benefits or assets
- Employees taking a loan from a person using the service
- Undue pressure, duress, threat or undue influence put on the person in connection with loans, wills, property, inheritance or financial transactions
- Arranging less care than is needed to save money to maximise inheritance
- Denying assistance to manage/monitor financial affairs
- Denying assistance to access benefits
- Misuse of personal allowance in a care home
- Misuse of benefits or direct payments in a family home
- Someone moving into a person's home and living rent free without agreement or under duress
- False representation, using another person's bank account, cards or documents
- Exploitation of a person's money or assets, e.g. unauthorised use of a car
- Misuse of a power of attorney, deputy, appointeeship or other legal authority
- Rogue trading – e.g. unnecessary or overpriced property repairs and failure to carry out agreed repairs or poor workmanship

**Types of discriminatory abuse**

- Unequal treatment based on age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation (known as '[protected characteristics' under the Equality Act 2010](#))
- Verbal abuse, derogatory remarks or inappropriate use of language related to a protected characteristic
- Denying access to communication aids, not allowing access to an interpreter, signer or lip-reader
- Harassment or deliberate exclusion on the grounds of a protected characteristic
- Denying basic rights to healthcare, education, employment and criminal justice relating to a protected characteristic
- Substandard service provision relating to a protected characteristic

### **Types of organisational or institutional abuse**

- Discouraging visits or the involvement of relatives or friends
- Run-down or overcrowded establishment
- Authoritarian management or rigid regimes
- Lack of leadership and supervision
- Insufficient staff or high turnover resulting in poor quality care
- Abusive and disrespectful attitudes towards people using the service
- Inappropriate use of restraints
- Lack of respect for dignity and privacy
- Failure to manage residents with abusive behaviour
- Not providing adequate food and drink, or assistance with eating
- Not offering choice or promoting independence
- Misuse of medication
- Failure to provide care with dentures, spectacles or hearing aids
- Not taking account of individuals' cultural, religious or ethnic needs
- Failure to respond to abuse appropriately
- Interference with personal correspondence or communication
- Failure to respond to complaints

### **Types of neglect and acts of omission**

- Failure to provide or allow access to food, shelter, clothing, heating, stimulation and activity, personal or medical care
- Providing care in a way that the person dislikes
- Failure to administer medication as prescribed
- Refusal of access to visitors
- Not taking account of individuals' cultural, religious or ethnic needs
- Not taking account of educational, social and recreational needs
- Ignoring or isolating the person
- Preventing the person from making their own decisions
- Preventing access to glasses, hearing aids, dentures, etc.
- Failure to ensure privacy and dignity

### **Types of self-neglect**

- Lack of self-care to an extent that it threatens personal health and safety
- Neglecting to care for one's personal hygiene, health or surroundings
- Inability to avoid self-harm
- Failure to seek help or access services to meet health and social care needs
- Inability or unwillingness to manage one's personal affairs

## **Person Centred Safeguarding**

The legislation also recognises that adults make choices that may mean that one part of our well-being suffers at the expense of another – for example we move away from friends and family to take a better job. Similarly, adults can choose to risk their personal safety; for example, to provide care to a partner with dementia who becomes abusive when they are disorientated and anxious.

None of us can make these choices for another adult. If we are supporting someone to make choices about their own safety we need to understand 'What matters' to them and what outcomes they want to achieve from any actions agencies take to help them to protect themselves.

The concept of 'Person Centred Safeguarding'/'Making Safeguarding Personal' means engaging the person in a conversation about how best to respond to their situation in a way that enhances their involvement, choice and control, as well as improving their quality of life, well-being and safety. Organisations work to support adults to achieve the outcomes they want for themselves. The adult's views, wishes, feelings and beliefs must be taken into account when decisions are made about how to support them to be safe. There may be many different ways to prevent further harm. Working with the person will mean that actions taken help them to find the solution that is right for them. Treating people with respect, enhancing their dignity and supporting their ability to make decisions also helps promote people's sense of self-worth and supports recovery from abuse.

If someone has difficulty making their views and wishes known, then they can be supported or represented by an advocate. This might be a safe family member or friend of their choice or a professional advocate (usually from a third sector organisation)

### England (Care Act 2014)

#### The Act's principles are:

- **Empowerment** - People being supported and encouraged to make their own decisions and informed consent.
- **Prevention** - It is better to take action before harm occurs.
- **Proportionality** - The least intrusive response appropriate to the risk presented.
- **Protection** - Support and representation for those in greatest need.
- **Partnership** - Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse
- **Accountability** - Accountability and transparency in delivering safeguarding.

## Mental Capacity and Decision Making

We make many decisions every day, often without realising. UK Law assumes that all people over the age of 16 have the ability to make their own decisions, unless it has been proved that they can't. It also gives us the right to make any decision that we need to make and gives us the right to make our own decisions even if others consider them to be unwise.

We make so many decisions that it is easy to take this ability for granted. The Law says that to make a decision we need to:

- Understand information
- Remember it for long enough
- Think about the information
- Communicate our decision

A person's ability to do this may be affected by things such as learning disability, dementia, mental health needs, acquired brain injury and physical ill health.

Most adults have the ability to make their own decisions given the right support however, some adults with care and support needs have the experience of other people making decisions about them and for them.

Some people can only make simple decisions like which colour T-shirt to wear or can only make decisions if a lot of time is spent supporting them to understand the options.

If someone has a disability that means they need support to understand or make a decision this must be provided. A small number of people cannot make any decisions. Being unable to make a decision is called "lacking mental capacity".

Mental capacity refers to the ability to make a decision at the time that decision is needed. A person's mental capacity can change. If it is safe/possible to wait until they are able to be involved in decision making or to make the decision themselves.

For example:

- A person with epilepsy may not be able to make a decision following a seizure.
- Someone who is anxious may not be able to make a decision at that point.
- A person may not be able to respond as quickly if they have just taken some medication that causes fatigue.

Mental Capacity is important for safeguarding for several reasons.

Not being allowed to make decisions one is capable of making is abuse. For example, a disabled adult may want to take part in an activity but their parent who is their carer won't allow them to and will not provide the support they would need. Conversely the adult may not seem to be benefiting from an activity other people are insisting they do.

Another situation is where an adult is being abused and they are scared of the consequences of going against the views of the person abusing them. It is recognised in the law as coercion and a person can be seen not to have mental capacity because they cannot make 'free and informed decisions'.

Mental Capacity must also be considered when we believe abuse or neglect might be taking place. It is important to make sure an 'adult at risk' has choices in the actions taken to safeguard them, including whether or not they want other people informed about what has happened, however, in some situations the adult may not have the mental capacity to understand the choice or to tell you their views.

Each home nation has legislation that describes when and how we can make decisions for people who are unable to make decisions for themselves. The principles are the same.

- We can only make decisions for other people if they cannot do that for themselves at the time the decision is needed.
- If the decision can wait, wait – e.g. to get help to help the person make their decision or until they can make it themselves.
- If we have to make a decision for someone else then we must make the decision in their best interests (for their benefit) and take into account what we know about their preferences and wishes.
- If the action we are taking to keep people safe will restrict them then we must think of the way to do that which restricts to their freedom and rights as little as possible.

Many potential difficulties with making decisions can be overcome with preparation. A person needing support to help them make decisions whilst taking part in a sports organisation will ordinarily be accompanied by someone e.g. a family member or formal carer whose role includes supporting them to make decisions.

It is good practice to get as much information about the person as possible. Some people with care and support needs will have a 'One page profile' or a 'This is me' document that describes important things about them. Some of those things will be about how to support the person, their routines, food and drink choices etc. but will also include things they like and don't like doing. It's also important to have an agreement

with the person who has enrolled the adult in the sports activity about how different types of decisions will be made on a day to day basis.

If a person who has a lot of difficulty making their own decisions is thought to be being abused or neglected you will need to refer the situation to the Local Authority, and this should result in health or social care professionals making an assessment of mental capacity and/or getting the person the support they need to make decisions.

There may be times when a sporting organisation needs to make decisions on behalf of an individual in an emergency. Decisions taken in order to safeguard an adult who cannot make the decision for themselves could include:

- Sharing information about safeguarding concerns with people that can help protect them.
- Stopping them being in contact with the person causing harm.

## Recording and Information Sharing

All organisations must comply with the Data Protection Act (DPA) and the General Data Protection Regulations (GDPR).

Information about concerns of abuse includes personal data. It is therefore important to be clear as to the grounds for processing and sharing information about concerns of abuse.

Processing information includes record keeping. Records relating to safeguarding concerns must be accurate and relevant. They must be stored confidentially with access only to those with a need to know.

Sharing information, with the right people, is central to good practice in safeguarding adults. However, information sharing must only ever be with those with a 'need to know'.

This does **NOT** automatically include the persons spouse, partner, adult, child, unpaid or paid carer. Information should only be shared with family and friends and/or carers with the consent of the adult or if the adult does not have capacity to make that decision and family/ friends/ carers need to know in order to help keep the person safe.

The purpose of Data Protection legislation is not to prevent information sharing but to ensure personal information is only shared appropriately. Data protection legislation allows information sharing within an organisation. For example:

- Anyone who has a concern about harm can make a report to an appropriate person within the same organisation
- Case management meetings can take place to agree to co-ordinate actions by the organisation

There are also many situations in which it is perfectly legal to share information about adult safeguarding concerns outside the organisation. Importantly personal information can be shared with the consent of the adult concerned. However, the adult may not always want information to be shared. This may be because they fear repercussions from the person causing harm or are scared that they will lose control of their situation to statutory bodies or because they feel stupid or embarrassed. Their wishes should be respected unless there are over-riding reasons for sharing information.

The circumstances when we need to share information without the adult's consent include those where:

- it is not safe to contact the adult to gain their consent – i.e. it might put them or the person making contact at further risk.
- you believe they or someone else is at risk, including children.
- you believe the adult is being coerced or is under duress.
- it is necessary to contact the police to prevent a crime, or to report that a serious crime has been committed.
- the adult does not have mental capacity to consent to information being shared about them.
- the person causing harm has care and support needs.
- the concerns are about an adult at risk living in Wales or Northern Ireland (where there is a duty to report to the Local Authority).

When information is shared without the consent of the adult this must be explained to them, when it is safe to do so, and any further actions should still fully include them.

If you are in doubt as to whether to share information seek advice e.g. seek legal advice and/or contact the Local Authority and explain the situation without giving personal details about the person at risk or the person causing harm.

Any decision to share or not to share information with an external person or organisation must be recorded together with the reasons to share or not share information.

## Multi-Agency Working

Safeguarding adults' legislation gives the lead role for adult safeguarding to the Local Authority. However, it is recognised that safeguarding can involve a wide range of organisations.

BF Adventure may need to cooperate with the Local Authority and the Police including to:

- Provide more information about the concern raised.
- Provide a safe venue for the adult to meet with other professionals e.g. Police/Social Workers/Advocates.
- Attend safeguarding meetings.
- Coordinate internal investigations (e.g. complaints, disciplinary) with investigations by the police or other agencies.
- Share information about the outcomes of internal investigations.
- Provide a safe environment for the adult to continue their sporting activity/ their role in the organisation.

Safeguarding Adults Policy Handbook Review Schedule:

Last update: 03/02/2026

Updated by: El Warren

Policy owner: El Warren

To be reviewed by: Feb 2027