

Hands on learning that helps drive change

Safeguarding Policy

Agreed by the Board of Trustees

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Safeguarding Policy Statement

The purpose and scope of this policy statement

GASP Motor Project exists to advance in life and help vulnerable, underachieving young people up to the age of 25 and resident in Surrey and neighbouring counties by means of: (a) an alternative learning facility; and (b) a recreational and leisure-time activity. Using basic motor mechanics and practical engineering, we run customised programmes that re-engage them and assist them to acquire accredited learning outcomes and social skills that will help to enable them to achieve their full potential in life and participate in society as mature and responsible individuals.

The purpose of this policy statement is:

- to protect children and young people who receive GASP's services from harm.
- to provide staff and volunteers, as well as children and young people and their families, with the overarching principles that guide our approach to child protection.

This policy applies to anyone working on behalf of GASP including senior managers and the board of trustees, paid staff, volunteers, sessional workers, agency staff and students.

The GASP safeguarding Policy is reviewed annually by the Board of Trustees, with the support of the DSL. It is the responsibility of the DSL to inform the Board of new legislation or safeguarding guidance is published, and the Policy needs updating.

Every five years the organisation undertakes a full audit of Safeguarding, using the NSPCC's Safeguarding standards checklists and frameworks:

<https://knowhow.ncvo.org.uk/safeguarding/checklists-training-and-other-support/checklists-and-frameworks>

The safeguarding Policy forms part of the Staff Handbook. Reading, understanding and agreement to compliance is part of the GASP induction programme.

Digital copies of the GASP Safeguarding Policy are available to the public on the GASP website.

<http://gaspmotorproject.org/gasp-policies/>

Legal framework

This policy has been drawn up on the basis of legislation, policy and guidance that seeks to protect children in England.

A summary of the key legislation is available from www.nspcc.org.uk/learning

Supporting documents

This policy statement should be read alongside our organisational policies, procedures, guidance and other related documents:

- Role description for the designated safeguarding officer
- Dealing with disclosures and concerns about a child or young person
- Managing allegations against staff and volunteers
- Recording concerns and information sharing
- Data protection and documentation retention
- Code of conduct for staff and volunteers
- Behaviour codes for children and young people
- Photography and sharing images policy
- Safer recruitment
- Online safety
- Anti-bullying
- Managing complaints
- Whistleblowing
- Health and safety
- Induction, training, supervision and support
- Adult to child supervision ratios

We believe that:

- Children and young people should never experience abuse of any kind
- We have a responsibility to promote the welfare of all children and young people, to keep them safe and to practise in a way that protects them.

We recognise that:

- The welfare of children is paramount in all the work we do and in all the decisions we take all children, regardless of age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation have an equal right to protection from all types of harm or abuse
- Some children are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues
- Working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare.

We will seek to keep children and young people safe by:

- Valuing, listening to and respecting them
- Appointing a nominated child protection lead for children and young people, a deputy and a lead trustee/board member for safeguarding
- Adopting child protection and safeguarding best practice through our policies, procedures and code of conduct for staff and volunteers

- Developing and implementing an effective online safety policy and related Procedures
- Providing effective management for staff and volunteers through supervision, support, training and quality assurance measures so that all staff and volunteers know about and follow our policies, procedures and behaviour codes confidently and competently
- Recruiting and selecting staff and volunteers safely, ensuring all necessary checks are made recording, storing and using information professionally and securely, in line with data protection legislation and guidance [more information about this is available from the information commissioner's office: ico.org.uk/fororganisations]
- Making sure that children, young people and their families know where to go for help if they have a concern

Role description for the Designated Safeguarding Lead (DSL)

The designated safeguarding lead (DSL) acts as the main source of support, advice and expertise for safeguarding in the organisation. The DSL is supported by the Trustee Safeguarding Lead (TSL) and Deputy Safeguarding Lead (DDSL) Lucy Weber.

The main responsibilities of the DSL are to:

- Advise and support the Board of Trustees in developing and establishing GASP's approach to safeguarding.
- Play a lead role in maintaining and reviewing The GASP Motor Project's plan for safeguarding.
- Coordinate the distribution of the GASP Motor Project's safeguarding policies, procedures and safeguarding resources.
- Review and advise on staff and volunteer training needs, providing suitable training opportunities where appropriate.
- Provide safeguarding advice and support to staff and volunteers.
- Manage all safeguarding concerns, allegations or incidents reported to The GASP.
- Manage referrals to key safeguarding agencies (eg social services or police) of any incidents or allegations of abuse and harm.

The DSL is Alexandra Thompson, CEO. The TSL is Mr. John Chaplin.

Dealing with disclosures and concerns about a child or young person

Children may tell you things, which lead you to believe they are being abused in any of the following ways: physical injury, emotional abuse, neglect, and sexual abuse. (There is information to help you understand what these are provided at the end of this policy and guidance)

If a child or young person talks to you about abuse by someone else,

- Listen carefully to what the child or young person tells you, accepting what is said.
- Do not ask probing questions, simply listen and acknowledge.
- Be supportive and understanding.
- Offer reassurance but explain that you cannot keep it secret. Tell them that you believe them.
- Tell the Designated Safeguarding Lead your concerns and agree who will contact Single Point of Access (SPA).
- Record all details on the [Safeguarding reporting form 2023](#) as soon as possible, including the actions you take. Sign, date and pass to the DSL or DDSL
- If you are concerned about the child or young person's immediate safety, you must contact either the Police or the Single Point of Access (SPA) straight away, or their Emergency Duty Team, out of hours. Contact details on page 9.
- Try to keep the child or young person informed and reassured about your actions so that they know what is happening.

If you suspect a child or young person is being abused physically, sexually or emotionally

- Do not investigate - do not question.
- Do not challenge parents/carers about your concerns.
- Tell the Deputy Designated Safeguarding Lead or Designated Safeguarding Lead of your concerns.
- Record all details using the [Safeguarding reporting form 2023](#)
- Agree with the Designated Safeguarding Lead what action, if any, should be taken. If you are in any doubt speak to an adviser at the Single Point of Access (CSPA). This will be done confidentially.

Managing allegations or suspicions of abuse by someone at GASP Motor Project

- Inform the Designated Safeguarding Lead of the allegation or suspicion.
- Record all details, as you know them. Sign, date and keep these safe, locked away.
- Never be afraid to speak out if you are concerned – remember, the safety of the child or young person is the most important thing.

GASP Motor Project will take any cases of allegations or suspicions made against Trustees staff or volunteers seriously and will take the following action:

- The Trustee, member of staff or volunteer involved will be suspended with immediate effect, to protect other young people and the Trustee, staff member or volunteer involved.
- The parents and carers of the child or young person involved will be contacted, advised of the process to be followed and provided with the appropriate support.
- All cases will be investigated fully by the Charity's Board and other relevant bodies, with referral to the Local Authority Designated Officer (LADO), and the Single Point of Access (SPA) and the Police as appropriate and further action taken once the investigations are completed.

Recording concerns and information sharing

If you have concerns about a **child or young person** you should contact the Children's Single Point of Access (C-SPA). The C-SPA responds to initial enquiries about children, young people and adults. The C-SPA combines Children's Service social workers, Adult's Service social workers, and health and police staff.

Telephone: 0300 470 9100 9am to 5pm Monday to Friday

Email: CSPA@surreycc.gov.uk

- Emergency Duty Team: 01483 517898 (5pm-9am weekdays and 24 hours a day weekends and bank holidays)

If you wish to report a concern to the police you can contact them directly by dialling 101 for non-urgent situations or 999 in an emergency.

The LADO Service manages allegations against **individuals who work or volunteer** with children in Surrey. If you have a concern regarding someone who works with children, please contact the LADO on 0300 123 1650 (option 3) or LADO@surreycc.gov.uk

Further information about all aspects of safeguarding children on the Surrey Safeguarding Children Partnership website – www.surreyscp.org.uk and on the Children's Social Care website: www.surreycc.gov.uk/social-care-and-health/childrens-social-care

Code of conduct for staff and volunteers

Purpose

This behaviour code outlines the conduct The GASP Motor Project expects from all our staff and volunteers. This includes trustees, agency staff, interns, students on work placement and anyone who is undertaking duties for the organisation, whether paid or unpaid.

The behaviour code aims to help us protect children and young people from abuse and reduce the possibility of unfounded allegations being made. It has been informed by the views of children and young people.

The GASP Motor Project is responsible for making sure everyone taking part in our services has seen, understood and agreed to follow the code of behaviour, and that they understand the consequences of inappropriate behaviour.

The role of staff and volunteers

In your role at GASP, you are acting in a position of authority and have a duty of care towards the children and young people we work with. You are likely to be seen as a role model and are expected to act appropriately.

Responsibility

You are responsible for:

- prioritising the welfare of children and young people
- providing a safe environment for children and young people
 - ensuring equipment is used safely and for its intended purpose
 - having good awareness of issues to do with safeguarding and child protection and taking action when appropriate.
- following our principles, policies and procedures
 - including our policies and procedures for child protection/safeguarding, whistleblowing and online safety
- staying within the law at all times
- modelling good behaviour for children and young people to follow
- challenging all unacceptable behaviour and reporting any breaches of the behaviour code to Alexandra Thompson, CEO
- reporting all concerns about abusive behaviour, following our safeguarding and child protection procedures
 - this includes behaviour being displayed by an adult or child and directed at anybody of any age.

Rights

You should:

- treat children and young people fairly and without prejudice or discrimination
- understand that children and young people are individuals with individual needs

- respect differences in gender, sexual orientation, culture, race, ethnicity, disability and religious belief systems, and appreciate that all participants bring something valuable and different to the group/organisation
- challenge discrimination and prejudice
- encourage young people and adults to speak out about attitudes or behaviour that makes them uncomfortable.

Relationships

You should:

- promote relationships that are based on openness, honesty, trust and respect
- avoid favouritism
- be patient with others
- exercise caution when you are discussing sensitive issues with children or young people
- ensure your contact with children and young people is appropriate and relevant to the work of the project you are involved in
- ensure that whenever possible, there is more than one adult present during activities with children and young people
 - if a situation arises where you are alone with a child or young person, ensure that you are within sight or hearing of other adults.
 - if a child specifically asks for or needs some individual time with you, ensure other staff or volunteers know where you and the child are.
- only provide personal care in an emergency and make sure there is more than one adult present if possible
 - unless it has been agreed that the provision of personal care is part of your role and you have been trained to do this safely.

Respect

You should:

- listen to and respect children at all times
- value and take children's contributions seriously, actively involving them in planning activities wherever possible
- respect a young person's right to personal privacy as far as possible.
 - if you need to break confidentiality in order to follow child protection procedures, it is important to explain this to the child or young person at the earliest opportunity.

Unacceptable behaviour

When working with children and young people, you must not:

- allow concerns or allegations to go unreported
- take unnecessary risks
- smoke, consume alcohol or use illegal substances
- develop inappropriate relationships with children and young people

- make inappropriate promises to children and young people
- engage in behaviour that is in any way abusive
 - including having any form of sexual contact with a child or young person.
- let children and young people have your personal contact details (mobile number, email or postal address) or have contact with them via a personal social media account
- act in a way that can be perceived as threatening or intrusive
- patronise or belittle children and young people
- make sarcastic, insensitive, derogatory or sexually suggestive comments or gestures to or in front of children and young people.

Upholding this code of behaviour

You should always follow this code of behaviour and never rely on your reputation or that of our organisation to protect you.

If you have behaved inappropriately you will be subject to our disciplinary procedures. Depending on the seriousness of the situation, you may be asked to leave GASP Motor Project. We may also make a report to statutory agencies such as the police and/or the local authority child protection services.

If you become aware of any breaches of this code, you must report them to Alexandra Thompson, CEO. If necessary, you should follow our whistleblowing procedure and safeguarding and child protection procedures.

Behaviour code for Students and Young People

Purpose

This code of behaviour was written in consultation with children and young people. It aims to make sure everyone who participates in The GASP Motor Project's activities knows what is expected of them and feels safe, respected and valued.

The GASP Motor Project must make sure that everyone taking part in our services has seen, understood and agreed to follow the code of behaviour, and that they understand the consequences of inappropriate behaviour.

We expect people who take part in our services to display appropriate behaviour at all times. This includes behaviour that takes place outside our organisation and behaviour that takes place online

Basic principles

This code of behaviour aims to:

- identify acceptable and unacceptable behaviour
- encourage cooperation, honesty, fairness and respect
- create an environment where your self-esteem, self-respect and self-confidence will grow
- encourage you to recognise and respect the rights of others
- encourage you to take responsibility for your own behaviour
- help resolve conflicts and make it clear what will happen if you decide not to follow the code.

Dos and don'ts

You should:

- cooperate with others
- be friendly
- listen to others
- be helpful
- have good manners
- treat everyone with respect
- take responsibility for your own behaviour
- talk to the session leader about anything that worries or concerns you
- follow this code of behaviour and other rules (including the law)
- join in and have fun!

You shouldn't:

- be disrespectful to anyone else
- bully other people (online or offline)
- behave in a way that could be intimidating
- be abusive towards anyone.

What happens if I decide not to follow the code of behaviour?

This code of behaviour is part of our process for making sure everyone who takes part in our services receives the support they need.

Minor or first-time incident

If you behave in a way that doesn't follow our behaviour code, our staff or volunteers will remind you about it and ask you to comply with it. They will give you an opportunity to change your behaviour.

This gives you the chance to think and to plan how you could behave differently, with support from staff and/or volunteers.

Formal warning

If you continue not to follow the code of behaviour after your first reminder, or if your behaviour is more serious, you will be given a formal warning by the person running your activity.

They will make a record about what happened and inform your referring organisation/parents or carers if this is appropriate.

They will also talk with you about what happened and agree what support you need to improve your behaviour in the future.

We may also decide that a sanction is appropriate such as restricting you from taking part in some activities

Final warning

If the support we have put in place isn't helping you to change your behaviour, we may need to give you a final warning. Again, this will be recorded and we'll inform your referring organisation/parents or carers as appropriate.

At this point, we may need to talk with you and your referring organisation/parents or carers about other services that might be more able to give you the support you need.

Child protection procedures

If any member of staff or volunteer becomes concerned that your behaviour suggests you may be in need of protection or that you may present a risk of harm to other children and young people, they will follow our child protection procedures. This may involve making a referral to the local authority.

If child protection procedures are necessary we will talk this through with you and your parents as soon as possible, unless doing so would put you in danger or interfere with a police investigation.

Photography and sharing images policy

The purpose and scope of this policy statement

The GASP Motor Project works with children and young people as part of its activities. These include:

- Delivery of motor mechanic and engineering courses on site at the Albury Workshop and off-site via the GASP Mobile Unit.
- Diversionary evening activities for young people at the Albury Workshop.
- Go Kart driving offsite (Dunsfold Aerodrome, Brooklands Museum).
- Visits to partner organisations to enhance the learning (Mercedes Benz World, Brooklands College, Brooklands Museum)

The purpose of this policy statement is to:

- protect children and young people who take part in GASP's services, events and activities, specifically those where photographs and videos may be taken
- set out the overarching principles that guide our approach to photographs/videos being taken of children and young people during our events and activities
- to ensure that we operate in line with our values and within the law when creating, using and sharing images of children and young people

This policy statement applies to all staff, volunteers and other adults associated with GASP.

Legal framework

This policy has been drawn up on the basis of legislation, policy and guidance that seeks to protect children in England. Summaries of key legislation and guidance is available on:

- [online abuse learning.nspcc.org.uk/child-abuse-and-neglect/online-abuse](https://www.nspcc.org.uk/child-abuse-and-neglect/online-abuse)
- [child protection learning.nspcc.org.uk/child-protection-system](https://www.nspcc.org.uk/child-protection-system)

We believe that:

- children and young people should never experience abuse of any kind
- we have a responsibility to promote the welfare of all children and young people and to take, share and use images of children safely.

We recognise that:

- sharing photographs and films of our activities can help us celebrate the successes and achievements of our children and young people, provide a record of our activities and raise awareness of our organisation
- the welfare of the children and young people taking part in our activities is paramount
- children, their parents and carers have a right to decide whether their images are taken and how these may be used, regardless of age, disability, gender reassignment, race, religion or belief, sex or sexual orientation
- consent to take images of children is only meaningful when children, their parents and carers understand how the images will be used and stored, and are fully aware of the potential risks associated with the use and distribution of these images
- there are potential risks associated with sharing images of children online.

More information about this is available from learning.nspcc.org.uk/researchresources/briefings/photography-sharing-images-guidance.

We will seek to keep children and young people safe by:

- always asking for written consent from a child and their parents or carers before taking and using a child's image
- always explaining what images will be used for, how they will be stored and what potential risks are associated with sharing images of children
- making it clear that if a child or their family withdraw consent for an image to be shared, it may not be possible to delete images that have already been shared or published
- changing the names of children whose images are being used in our published material whenever possible (and only using first names if we do need to identify them)
- never publishing personal information about individual children and disguising any identifying information (for example the name of their school or a school uniform with a logo)
- making sure children, their parents and carers understand how images of children will be securely stored and for how long (including how we will control access to the images and their associated information)
- reducing the risk of images being copied and used inappropriately by:
 - only using images of children in appropriate clothing (including safety wear if necessary)
 - avoiding full face and body shots of children taking part in activities such as swimming where there may be a heightened risk of images being misused
 - using images that positively reflect young people's involvement in the activity.

We will also develop a procedure for reporting the abuse or misuse of images of children as part of our child protection procedures. We will ensure everyone involved in our organisation knows the procedures to follow to keep children safe.

Photography and/or filming for personal use

When children themselves, parents, carers or spectators are taking photographs or filming at our events and the images are for personal use, we will publish guidance about image sharing in the event programmes and/or announce details of our photography policy before the start of the event.

This includes:

- reminding parents, carers and children that they need to give consent for The GASP Motor Project to take and use their images
- asking people to gain permission from children, their parents and carers before sharing photographs and videos on social media that include them
- recommending that people check the privacy settings of their social media account to understand who else will be able to view any images they share
- reminding children, parents and carers who they can talk to if they have any concerns about images being shared.

Photography and/or filming for The GASP Motor Project's use

As part of our accreditation, GASP is sometimes required to submit photographic evidence of activities completed. Children, young people, parents and carers must be made aware if photography and filming is part of the session and give written consent.

If we hire a photographer for one of our events, we will seek to keep children and young people safe by:

- providing the photographer with a clear brief about appropriate content and behaviour
- ensuring the photographer wears identification at all times
- informing children, their parents and carers that a photographer will be at the event and
- ensuring they give written consent to images which feature their child being taken and shared
- not allowing the photographer to have unsupervised access to children
- not allowing the photographer to carry out sessions outside the event or at a child's home
- reporting concerns regarding inappropriate or intrusive photography following our child protection procedures.

Photography and/or filming for wider use

If people such as local journalists, professional photographers (not hired by GASP) or students wish to record one of our events and share the images professionally or in the wider world, they should seek permission in advance.

They should provide:

- the name and address of the person using the camera
- the names of children they wish to take images of (if possible)
- the reason for taking the images and/or what the images will be used for
- a signed declaration that the information provided is valid and that the images will only be used for the reasons given.

The GASP Motor Project will verify these details and decide whether to grant permission for photographs/films to be taken. We will seek consent from the children who are the intended subjects of the images and their parents and inform the photographer of anyone who does not give consent.

At the event we will inform children, parents and carers that an external photographer is present and ensure they are easily identifiable, for example by using them with a coloured identification badge.

If GASP is concerned that someone unknown to us is using the sessions for photography or filming purposes, we will ask them to leave and (depending on the nature of the concerns) follow our child protection procedures.

Storing images

We will store photographs and videos of children securely, in accordance with our safeguarding policy and data protection law.

We will keep hard copies of images in a locked drawer and electronic images in a protected folder with restricted access. Student and young people Images will be stored for a period of 24 months.

Where specific permission has been granted for media/marketing images will be kept in accordance with our safeguarding policy and data protection law, for an undisclosed period.

We will never store images of children on unencrypted portable equipment such as laptops, memory sticks and mobile phones. The GASP Motor Project does not permit staff and volunteers to using any personal equipment to take photos and recordings of children. Only cameras or devices belonging to the organisation should be used.

[Related policies and procedures](#)

This policy statement should be read alongside our organisational policies and procedures, including:

- Child protection.
- Procedures for responding to concerns about a child or young person's wellbeing.
- Code of conduct for staff and volunteers.
- Online safety policy and procedures for responding to concerns about online abuse.

[Contact details](#)

Photography and images co-ordinator

Name: Mrs Sam Jones

Phone/email: Sam.Jones@gaspmotorproject.org

Designated safeguarding lead

Name: Alexandra Thompson

Phone/email: Alexandra.thompson@gaspmotorproject.org

Online Safety

The GASP Motor Project works with children and families as part of its activities. These include:

- Using cloud-based software on GASP laptops for 3D imaging and design

The purpose of this policy statement is to:

- ensure the safety and wellbeing of children and young people is paramount when adults, young people or children are using the internet, social media or mobile devices
- provide staff and volunteers with the overarching principles that guide our approach to online safety
- ensure that, as an organisation, we operate in line with our values and within the law in terms of how we use online devices.

The policy statement applies to all staff, volunteers, children and young people and anyone involved in The GASP Motor Project's activities.

Legal framework

- This policy has been drawn up on the basis of legislation, policy and guidance that seeks to protect children in England. Summaries of the key legislation and guidance are available on:
- [online abuse learning.nspcc.org.uk/child-abuse-and-neglect/online-abuse](https://www.nspcc.org.uk/child-abuse-and-neglect/online-abuse)
- [bullying learning.nspcc.org.uk/child-abuse-and-neglect/bullying](https://www.nspcc.org.uk/child-abuse-and-neglect/bullying)
- [child protection learning.nspcc.org.uk/child-protection-system](https://www.nspcc.org.uk/child-protection-system)

We believe that:

- children and young people should never experience abuse of any kind
- children should be able to use the internet for education and personal development, but safeguards need to be in place to ensure they are kept safe at all times.
- We recognise that:
- the online world provides everyone with many opportunities; however it can also present risks and challenges
- we have a duty to ensure that all children, young people and adults involved in our organisation are protected from potential harm online
- we have a responsibility to help keep children and young people safe online, whether or not they are using GASP's network and devices
- all children, regardless of age, disability, gender reassignment, race, religion or belief, sex or sexual orientation, have the right to equal protection from all types of harm or abuse
- working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare and in helping young people to be responsible in their approach to online safety.

The GASP Motor Project will seek to keep children and young people safe by:

- appointing an online safety coordinator
- providing clear and specific directions to staff and volunteers on how to behave online through our behaviour code for adults
- supporting and encouraging the young people using our service to use the internet, social media and mobile phones in a way that keeps them safe and shows respect for others
- ensuring an online safety agreement is signed and adhered to by all young people

- developing clear and robust procedures to enable us to respond appropriately to any incidents of inappropriate online behaviour, whether by an adult or a child/young person
- reviewing and updating the security of our information systems regularly
- ensuring that user names, logins, email accounts and passwords are used effectively
- ensuring personal information about the adults and children who are involved in our organisation is held securely and shared only as appropriate
- ensuring that images of children, young people and families are used only after their written permission has been obtained, and only for the purpose for which consent has been given
- providing supervision, support and training for staff and volunteers about online safety
- examining and risk assessing any social media platforms and new technologies before they are used within the organisation.

If online abuse occurs, we will respond to it by:

- having clear and robust safeguarding procedures in place for responding to abuse (including online abuse)
- providing support and training for all staff and volunteers on dealing with all forms of abuse, including bullying/cyberbullying, emotional abuse, sexting, sexual abuse and sexual exploitation
- making sure our response takes the needs of the person experiencing abuse, any bystanders and our organisation as a whole into account
- reviewing the plan developed to address online abuse at regular intervals, in order to ensure that any problems have been resolved in the long term.

Related policies and procedures

- This policy statement should be read alongside our organisational policies and procedures, including:
 - Child protection
 - Procedures for responding to concerns about a child or young person's wellbeing
 - Managing allegations against staff and volunteers
 - Code of conduct for staff and volunteers
 - Anti-bullying policy and procedures
 - Photography and image sharing guidance

Managing complaints

Who can make a complaint?

This complaints procedure is not limited to referring organisations representatives or the parents or carers of young people who attend GASP. Any person, including members of the public, may make a complaint to [GASP Motor Project](#) about any provision of facilities or services that we provide.

Problem Solving

It is in everyone's interest that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of the complaint's procedure. Therefore, in the first instance we recommend talking to the member of staff you have been dealing with. If you have difficulty discussing a concern with the member of staff directly involved, or they feel unable to deal with your concern, you will be referred to the Operations Manager.

How to raise a concern or make a complaint

We understand that there are occasions when people would like to raise their concerns formally. In this case, The GASP Motor Project will attempt to resolve the issue internally, through the stages outlined within this complaints procedure.

A concern or complaint can be made in person, in writing or by telephone. They may also be made by a third party acting on behalf on a complainant, as long as they have appropriate consent to do so.

Stage 1

Complaints against GASP staff should be made to Alexandra Thompson, Chief Executive Officer.

The CEO will acknowledge receipt of the complaint within three working date

The CEO will consider the complaint, comprehensively and thoroughly, and the outcome will reported to you within seven working days.

Stage 2

If you are unhappy with the outcome of stage 1, you can request your complaint be considered by representatives of the GASP Board of Trustees. Contact details will be provided to you.

Anonymous complaints

We will not normally investigate anonymous complaints. However, the CEO or Chair of Trustees, if appropriate, will determine whether the complaint warrants an investigation.

Whistleblowing Policy

It is important that any criminal behaviour or other wrongdoing by an employee, or any individual undertaking work with The GASP Motor Project is reported and properly dealt with. In all cases, the employee is encouraged to exhaust our internal procedures before contacting external sources.

The GASP Motor Project is committed to ensuring that no member of staff should feel at a disadvantage in raising legitimate concerns. This policy is intended to cover concerns which are in the public interest and may at least initially be investigated separately but might then lead to other procedures e.g. disciplinary. These concerns could include:

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

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

Procedure

If an employee has a concern, they should first raise it with their line manager verbally or in writing.

If the employee feels a senior manager/Trustee may be involved, the employee should report the matter to the CEO. If the employee feels the CEO may be involved they should report the matter to the Chair of the Trustee Board.

The GASP Motor Project will ensure that an investigation takes place and make an objective assessment of the concern. This may involve an informal review, an internal inquiry or investigation. The employee will be kept advised of progress and the organisation will ensure the action necessary to resolve the concern is taken.

Adult to child Supervision Ratio

For each activity The GASP Motor Project will undertake a risk assessment to help determine supervision ratios. The assessment will take into account children and young people's behaviour, ability and mobility.

GASP's intention is to have two members of staff in attendance at each session, regardless of the group size. However, where this may not be possible, we follow the NSPCC guidance:

- 9 - 12 years - one adult to eight children
- 13 - 18 years - one adult to ten children

At each session, at least one first aider will be available. This may be a member of the administration team.

Additional Policies and supporting documents

Behaviour code and online agreement

[Safer Recruitment Policy](#)

[Health and Safety Policy](#)

Induction, training, supervision and support

[Near Miss investigation form](#)

[Safeguarding reporting form 2023](#)

[Incident record 2022-2023](#)