



## **Policy Documents 2015**

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# The Arthrogryposis Group

## Mission

The Arthrogryposis Group (TAG) offers contact, support and information to people affected by Arthrogryposis Multiplex Congenita (AMC).

# The Arthrogryposis Group

## Code of Conduct

### 1 Practical

#### Management Committee Members should:

- Strive to attend all meetings, sending apologies to the (Chair/named person) for necessary absences.
- Prepare for the meeting by reading the agenda, papers and emails before the meeting.
- Talk to the chair before the meeting if you need to clarify anything.
- Arrive on time. Stay to the end.
- Participate fully in the meeting;
  1. Listen to what others have to say and keep an open mind.
  2. Contribute positively to the discussions.
  3. Try to be concise and avoid speeches.
- Help others concentrate on the meeting. Discourage side conversations.
- Have the best interests of the organisation/beneficiaries in mind at all times.
- Draw attention to any potential conflicts of interest that may arise in the meeting.
- Fulfill any responsibilities assigned to you at the meeting and be prepared to report back on your progress at the next meeting.
- Admin for Facebook to be shared with three active members of the Trustee group. No changes etc. to be made without agreement of the group members.

### 2 Behaviour

*Note: To make these mutual we will need to make sure that staff and/or volunteers and/or members and/or users have similar requirements. If everyone involved is required to be a member then it may be easier to make these a general*

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*membership requirement of TAG.*

- Treat each other with respect.
- Avoid offensive or insensitive comments or language.
- Respect confidentiality.
- Avoid bringing the organisation/committee into disrepute.
- Express dissent where necessary, but avoid conflict.

## **3 Legal Requirements (Charity Trustee)**

Trustees must:

- Be active – we cannot be a dormant or ‘sleeping’ management committee member, you are still liable for the decisions the others make in your absence.
- Act jointly – an individual has no powers on their own unless they have been specifically given them by the committee (minuted at a proper meeting).
- Act constitutionally (and within the law) – make sure that you act within the powers and objects (remit) set out in your constitution. Including following the constitution on how meetings are run and how the committee is recruited.
- Act in the interests of the beneficiaries – put yourself in the beneficiaries’ position and make decisions that are best for them.
- Act reasonably and honestly – remembering to minute discussions and debates so that your reasonableness can be demonstrated.
- Have a duty of care – act prudently and reasonably.
- Do not delegate control – everything can be delegated except the power of delegation but the Trustee committee remains responsible and accountable.
- Do not benefit personally – unless allowed specifically in the constitution or by law.

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## Complaints policy

We aim to provide an excellent service at all times. However, there may be times where you feel we don't get it right and you may feel that you wish to complain.

A complaint is an expression of dissatisfaction, however made, about the standard of our service, which requires us to take action

All complaints are treated in confidence and will be investigated thoroughly. A response will be given within 5 working days.

A complaint should be made in writing by post or e-mail.

Complaints should be addressed to:

Charlie Zivanovic. Chair TAG

45 Milton Road Hanwell LONDON W7 1LQ

The complaints policy is a practical means by which we can demonstrate *TAG's* determination to effectively deal with complaints, in a fair and honest way, for all clients. *TAG* is happy to receive all feedback as we are committed to continuously improving our service.

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## STATEMENT OF GENERAL HEALTH AND SAFETY POLICY For TAG.

It is the policy of TAG to place great importance on health, safety and welfare.

1 TAG, recognises and accepts its responsibilities as a provider for providing a safe and healthy working environment for :

- i) its staff at work or on TAG business;
- ii) its members whilst they are engaged in activities which are under the supervision of TAG

1.1 TAG will take all reasonable steps within its power to meet its responsibilities as a provider, paying particular attention to the provision of :

- i. Information, supervision and the necessary instruction and training
- ii. To enable all members to avoid hazards and contribute positively to their own health and safety;
- iii. A healthy environment and adequate welfare facilities;
- iv. Expert advice necessary to determine the risks to health and safety within the operational environment and the precautions required to deal with them.

1.2 TAG will ensure, so far as is reasonably practicable, that effective mechanisms are in place for consultation on health and safety matters and that individuals are consulted before being allocated particular health and safety functions.

1.3 It is recognised that the majority of TAG members are not employees and technically do not enjoy the same cover under the Health and Safety at Work etc. Act 1974.

2 Nevertheless, in matters of health and safety it is the declared policy of TAG to give the same consideration to its members whilst they are engaged in activities which are under the supervision of TAG, as if they were so employed.

1.5 Everyone who uses TAG's resources is required to support the aims and objectives of the TAG's health and safety policy and cooperate in its implementation.

1.6 Everyone who is affected by TAG's health and safety policy should understand that the responsibility for health and safety lies ultimately with each and every individual to take reasonable care of themselves and others who may be affected by their acts or omissions.

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1.7 The health and safety policy will be implemented in consultation with all concerned and will be reviewed from time to time. Suggestions to improve existing arrangements are welcomed.

1.8 This statement of general policy and any subsequent amendments will be brought to the attention of all TAG's members and other relevant persons.

## **PREAMBLE TO THE ORGANISATION AND ARRANGEMENTS FOR IMPLEMENTING THE TAG's HEALTH AND SAFETY POLICY**

2. The establishment and maintenance of a safe and healthy working environment is an accepted feature of any organisation. Nonetheless the general safety policy statement of TAG must be supplemented by detailed reference to the arrangements most likely to ensure the success of the health and safety policy within TAG's working arrangements.

2.1 In the case of each of the defined sites/buildings used by TAG there must be a clear statement of who is responsible for ensuring that satisfactory standards of health and safety are maintained.

3. The Trustee's are responsible for the implementation of the Policy and acts on their behalf across the work of TAG.

3.1 The Trustee responsible for each specialist area of work is responsible for advising on health and safety matters associated with their particular stream.

4. The Lead Trustee will give the detailed procedures for implementing the policy across the whole range of our work activities or where appropriate make reference to other printed information on safety that is available to members.

5. Definitions For the purpose of TAG's Health and Safety Statement the following definitions are given

- i) 'Stakeholders' refers to any person(s) undertaking meetings etc with TAG unless otherwise stated.
- ii) Trustees refers to named persons, with executive duties and authority to carry forward Health and Safety procedures.
- ii) 'member' means any person who is involved in the activities of TAG.

## **ORGANISATION FOR HEALTH AND SAFETY**

### **6. Board of Trustees**

In accordance with the Articles of Government and the Health and Safety at Work etc. Act 1974, the Board of Trustees of TAG is responsible within the conditions imposed, for the health, safety and welfare at work of all TAG's employees, members and other persons or are engaged in activities which are under the supervision of TAG.

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7. **The Financial Trustee** is responsible to the Board for the allocation of adequate financial resources to ensure that TAG can meet its statutory obligations.

8. **Other Temporary Staff “Associates”** are to ensure, so far as is reasonably practicable, that satisfactory standards of health, safety and welfare are maintained within their authorised areas of responsibility as defined by the TAG’s Health and Safety Policy.

## **DELEGATION OF DUTIES**

9. Some degree of delegation of duties, but not responsibilities, by ‘Temporary Staff “Associates”’ to other supervisory staff under their control will be necessary.

10. Established lines of responsibility and accountability within the organisation will provide the framework for ensuring, on a day to day basis, that the principles and practice of safe working are actively cultivated.

11. During activities the health and safety of members is the prime responsibility of the member of facilitating persons to be responsible for their activities. Such responsibility will involve ensuring proper adherence to accepted health and safety standards.

12. TAG exercises an advisory role in respect of the development, implementation and monitoring of health, safety and welfare policies and procedures within the organisation. Its functions are to keep under review the measures taken to ensure the health and safety of all persons when on TAG business, and of staff and members when engaged upon activities relevant to TAG’s functions, and to facilitate co-operation between all concerned with TAG’s, safety.

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## Summary of Equality and Diversity Policy

*TAG* will strive to deliver equality of opportunity, for all members and stakeholders, irrespective of their age, race, sex, religion, sexual orientation, whether or not they have a disability, learning difficulty or any other characteristics.

*TAG* will comply with all government legislation relating to equality of opportunity. Specifically *TAG* will comply with the requirements of the Sex Discrimination Act 1975, The Race Relations Act 1976, The Disability Discrimination Act 1995, The Protection from Harassment Act 1997 and The Rehabilitation of Offenders Act 1974

Equality of opportunity will be built into all aspects of publicity, marketing, recruitment and induction.

Data relating to equality of opportunity will be reviewed so that action can be taken to improve the representation of under-represented groups. Performance will be measured against national benchmarks and where available local averages.

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## Summary of Quality Policy

1. People are made aware of the service and how to engage with it
2. Promotion ensures the accessibility of information about the service
3. People's use of the service is defined and understood
4. Defining and understanding the service available and clarifying key policies and practices
5. People are provided with access to information and support in using it
6. Providing information in accessible forms and assisting people to use it
7. People are supported in exploring options and making choices
8. Providing information, advice and/or guidance to assist people to review choices
9. Service delivery is planned and maintained
10. Defining measurable aims and objectives and setting up systems to deliver the service
11. Maintaining and developing the competence of those delivering the service
12. Feedback on the quality of the service is obtained
13. Obtaining feedback from users of the service, those involved in delivery of the service and other agencies
14. Continuous quality improvement is ensured through monitoring, evaluation and action, evaluating the effectiveness of the service and planning improvements

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## CONFIDENTIALITY POLICY

We aim to provide an excellent service at all times. In delivering services, we seek to ensure that all members are given the opportunity to discuss their support needs and circumstances, which are appropriate, in confidence so long as they do not breach child protection and health and safety guidelines.

Personal information will not be passed on without the members prior consent.

All records are kept in a safe place.

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## Data Protection Policy

### 1. Policy

1.1 This policy applies to all members of TAG

1.2 This policy applies to all personal and sensitive personal data processed on computers and stored in manual (paper based) files. It aims to protect and promote the rights of individuals of TAG.

(i) Personal Data: Any information, which relates to a living individual who can be identified from the information. It also extends to any information, which may identify the individual. Examples of personal data:

- A person's name and address (postal and email)
- Date of birth
- Statement of fact
- Any expression or opinion communicated about an individual
- Minutes of meetings, reports
- Emails, file notes, handwritten notes, and sticky notes
- Spreadsheets and/or databases with any list of members trustees etc.
- Employment or education history

(ii) Sensitive Personal Data: Any information relating to an individual's:

- Ethnicity
- Gender
- Religious or other beliefs
- Political opinions
- Membership of a trade union
- Sexual orientation

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- Medical history
- Offences committed or alleged to have been committed by that individual

## 2.0 Definition

2.1 The Data Protection Act 1998 is designed to protect individuals and personal data, which is held and processed on their behalf. The Act defines the individual as the 'data subject' and their personal information as 'data'. These are further defined as:

- (i) Data Subject: Any living individual who is the subject of personal data whether in a personal or business capacity
- (ii) Data: Any personal information, which relates to a living individual who can be identified. This includes any expression of opinion about the individual.
- (iii) Data is information stored electronically i.e. on computer, including word processing documents, emails, computer records, backed up files or databases.
- (iv) Manual records which are structured, accessible and form part of a 'relevant filing systems' (filed by subject, reference, dividers or content), where individuals can be identified and personal data easily accessed without the need to trawl through a file.

## 3.0 General Principles

3.1 The Data Protection Act 1998 sets legislative requirements for organisations processing personal data (referred to under the Act as

'Data Controllers'). TAG will be open and transparent when processing and using private and confidential information by ensuring we follow the 8 Data Protection Principles of good data handling:

- (i) Principle 1: Personal data shall be obtained and processed fairly and lawfully.
- (ii) Principle 2: Personal data shall be obtained only for the specified and lawful purposes and shall be processed for limited purposes.
- (iii) Principle 3: Personal data shall be adequate, relevant and not excessive in relation to the purpose for which it is obtained.

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(iv) Principle 4: Personal data shall be accurate and kept up to date.

(v) Principle 5: Personal data shall not be kept for longer than necessary.

Corporate Strategy & Governance Unit 3

(vi) Principle 6: Personal data shall be processed in accordance with the rights of the data subject under the Data Protection Act 1998.

(vii) Principle 7: Personal data (manual and electronic) must be kept secure.

3.2 TAG recognises and understands the consequences of failure to comply with the requirements of the Data Protection Act 1998 may result in:

- Criminal and civil action;
- Fines and damages;
- Personal accountability and liability;
- Suspension/withdrawal of the right to process personal data by the

Information Commissioners Office (ICO);

- Loss of confidence in the integrity of TAG's systems and procedures;
- Irreparable damage to TAG's reputation.

3.3 TAG may also consider taking action, in accordance with TAG's Disciplinary Procedure, where staff do not comply with the

Data Protection Act 1998.

## 4.0 Roles and Responsibilities

4.1 Staff will not attempt to gain access to information that is not necessary to hold, know or process. All information, which is held, will be relevant and accurate for the purpose for which it is required. The information will not be kept for longer than is necessary and will be kept secure at all times.

4.2 TAG will ensure that all personal or sensitive personal information is anonymised as part of any evaluation of assets and liability assessments except as required by law.

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4.3 Staff who manage and process personal or sensitive personal information will ensure that it is kept secure and where necessary confidential. Sensitive personal information will only be processed fairly and lawfully and in line with the provisions set out in the Data

Protection Act 1998 and only processed in accordance with instructions set out by the respective Data Controllers.

4.4 TAG will ensure that all staff are made aware of the reasons why personal and sensitive personal data is being processed:

- How it will be processed
- Who will process it
- How it will be stored and
- How it will be disposed of when no longer required.

## 5.0 Data Subjects Rights

5.1 TAG acknowledges individuals (data subjects) rights under the Data Protection Act to access any personal data held on our systems and in our files upon their request, or to delete and/or correct this information if it is proven to be inaccurate, excessive or out of date.

5.2 TAG recognises that individuals have the right to make a request to obtain a copy of their personal information, if held on our systems and files.

5.5 TAG will ensure all staff are provided with data protection training and promote the awareness of TAG's data protection and information security policies, procedures and processes.

## Corporate Strategy & Governance Unit 5

### 6.0 Complaints

6.1 Complaints relating to breaches of the Data Protection Act 1998 and/or complaints that an individual's personal information is not being processed in line with the 8 principles of data protection will be managed and processed by the Trustee responsible or data protection issues.

6.2 All complaints of dissatisfaction will also be processed in accordance with TAG's Complaints Process and should be sent to:

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Chair of TAG, 45 Milton Road, Hanwell, London, W7 1LQ.

## 7.0 Confidentiality and Information Sharing

7.1 TAG will only share information in accordance with the provisions set out in the Data Protection Act 1998.

7.2 Where applicable TAG will inform individuals of the identity of third parties to whom we may share, disclose or be required to pass on information to, whilst accounting for any exemptions which may apply under the Data Protection Act 1998.

VERSION: 1.0 Charlotte Zivanovic Chair, TAG:

Approved

Date:

Approved By:

Review Date:

# The Arthrogyryposis Group

## Child Protection & Safeguarding Policy

This procedure applies to any paid member of staff or volunteer who may be concerned about the safety and protection of a child, young person or vulnerable adult.

### Purpose and aim of this procedure

We aim to ensure any child, young person or vulnerable adult who comes into contact with The Arthrogyryposis Group and any other child, young person or vulnerable adult who may come to the attention of The Arthrogyryposis Group, receive the protection and support they need if they are at risk of abuse.

This procedure provides clear direction to staff and volunteers at The Arthrogyryposis Group if they have concerns that a vulnerable member is in need of protection.

### Different types of abuse

**Physical abuse** is violence causing injury or continued prolonged violence occurring regularly. It may include but is in no means exclusive to:

- a child, young person or vulnerable adult being hurt or injured by being hit, shaken, squeezed, thrown, burned, scalded, bitten or cut
- someone trying to drown or suffocate a child, young person or vulnerable adult
- someone giving a child, young person or vulnerable adult poison, alcohol or inappropriate drugs
- Someone fabricating the symptoms of, or deliberately induces, illness in a child, young person or vulnerable adult.

In some cases the injuries will be caused deliberately. In others they may be accidental but caused by knowingly putting the child, young person or vulnerable adult at risk.

**Sexual abuse** occurs when someone uses power or control to involve a child, young person or vulnerable adult in sexual activity in order to gratify the

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abuser's own sexual, emotional or financial needs or desires. It may include but is in no means exclusive to:

- Forcing or enticing a child, young person or vulnerable adult to take part in sexual activities, whether or not the child is aware of what is happening
- Encouraging children, young people or a vulnerable adult to behave in sexually inappropriate ways
- Showing children, young people or a vulnerable adult pornographic material or involving them in the production of such material
- Involving children, young people or a vulnerable adult in watching other people's sexual activity or in inappropriate discussions about sexual matters.

**Emotional abuse** is persistent or severe emotional ill-treatment of a child, young person or vulnerable adult that is likely to cause serious harm to his/her development. It may include but is in no means exclusive to:

- Persistently denying the child, young person or vulnerable adult love and affection
- Regularly making the child, young person or vulnerable adult feel frightened by shouts, threats or any other means
- Hurting another person or a pet in order to distress a child, young person or vulnerable adult
- Being so over-protective towards the child, young person or vulnerable adult that he/she is unable to develop or lead a normal life
- Exploiting or corrupting a child, young person or vulnerable adult, e.g. by involving him/her in illegal behaviour
- Conveying to a child, young person or vulnerable adult the message that he/she is worthless, unlovable, inadequate, or his/her only value is to meet the needs of another person.

This may or may not include racist, homophobic or other forms of abuse.

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**Neglect** involves persistently failing to meet a child's, young people or vulnerable adult's physical, psychological or emotional needs. It may include but is in no means exclusive to:

- Failing to ensure that a child's, young people or vulnerable adult's basic needs for food, shelter, clothing, health care, hygiene and education are met
- Failing to provide appropriate supervision to keep a child, young person or vulnerable adult out of danger. This includes lack of supervision of particular activities or leaving a child, young person or vulnerable adult alone in the house.

## **Ways that abuse might be brought to your attention**

- A child, young person or vulnerable adult might make a direct disclosure about him or herself
- A child, young person or vulnerable adult might make a direct disclosure about another child
- A child, young person or vulnerable adult might offer information that is worrying but not a direct disclosure
- A member of staff might be concerned about a child's appearance or behaviour or about the behaviour of a parent or carer towards a child, young person or vulnerable adult
- A parent or carer might make a disclosure about abuse that a child, young person or vulnerable adult is suffering or at risk of suffering
- A parent might offer information about a child, young person or vulnerable adult that is worrying but not a direct disclosure.

## **Talking to a child, young person or vulnerable adult who has told you that he/she or another child, young person or vulnerable adult is being abused**

- Reassure the child, young person or vulnerable adult that telling someone about it was the right thing to do.
- Tell him/her that you now have to do what you can to keep him/her (or the child, young person or vulnerable adult who is the subject of the allegation) safe.

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- Let the child, young person or vulnerable adult know what you are going to do next and who else needs to know about it.
- Let the child, young person or vulnerable adult tell his or her whole story. Don't try to investigate or quiz the child, but make sure that you are clear as to what he/she is saying.
- Ask the child, young person or vulnerable adult what he/she would like to happen as a result of what he/she has said, but don't make or infer promises you can't keep.
- Give a child the ChildLine phone number: 0800 1111.

## **Helping a child, young person or vulnerable adult in immediate danger or in need of emergency medical attention**

- If the child, young person or vulnerable adult is in immediate danger and is with you, remain with him/her and call the police.
- If the child, young person or vulnerable adult is elsewhere, contact the police and explain the situation to them.
- If he/she needs emergency medical attention, call an ambulance and, while you are waiting for it to arrive, get help from your first aider.
- If the first aider is not available, use any first aid knowledge that you may have yourself to help the child, young person or vulnerable adult.
- You also need to contact your supervisor/manager or named person for child protection to let them know what is happening.
- A decision will need to be made about who should inform the child's family and the local authority social care department, and when they should be informed. If you have involved the police and/or the health services, they should be part of this decision. Consider the welfare of the child, young person or vulnerable adult in your decision making as the highest priority.

Issues that will need to be taken into account are:

- The child's, young person's or vulnerable adult's wishes and feelings

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- The parent's right to know (unless this would place the child, young person or vulnerable adult or someone else in danger, or would interfere with a criminal investigation)
- The impact of telling or not telling the parent
- The current assessment of the risk to the child, young person or vulnerable adult and the source of that risk
- Any risk management plans that currently exist.

The form should be signed and dated by all those involved in its completion and kept confidentially on file. The name of the person making the notes should be written alongside each entry.

## Useful contact details

- Supervisor/manager: (insert name and phone number)
- Named person for child protection and deputy: (insert names and phone numbers)
- Local police: (insert details)
- Local authority children's and adults social care department: (insert details)
- NSPCC Helpline: 0808 800 5000 or [help@nspcc.org.uk](mailto:help@nspcc.org.uk)
- ChildLine: 0800 1111 (textphone 0800 400 222) or [www.childline.org.uk](http://www.childline.org.uk)

## Reporting child protection/safeguarding concerns

If a child, young person or vulnerable adult is in need of emergency medical attention or in immediate danger, follow the procedure set out in on the section on helping a child, young person or vulnerable adult in immediate danger or in need of emergency medical attention.

Once any immediate danger or emergency medical need has been dealt with, follow the steps set out in the flowchart.

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## Keeping a record of your concerns

Use the reporting concern form to record the concern and how it is dealt with. The relevant sections of the form should be completed and signed at each stage of the procedure. It can be used to forward information to the relevant protection authorities if a referral to them is needed.

Member of staff has concerns about a child's safety or welfare



Member of staff makes notes of their concerns using the reporting form, and discusses them with supervisor/manager. The named person for child protection should also be involved in discussion.



If the child's family does not already know about the concern, the member of staff or manager discusses it with them **unless**:

- A family member might be responsible for abusing the child
- Someone may be put in danger by the family being informed
- Informing the family might interfere with a criminal investigation.

If any of these circumstances apply, discussions with the family should only take place after this has been agreed with the local authority children's social care department.



If there is still uncertainty about the concerns, the named person (or supervisor/manager if named person not available) can discuss with children's social care department or with NSPCC Helpline without disclosing the identity of the child/family.



**Concerned** Named person refers to local authority children's social care department and confirms in writing within 48 hours.



No further child protection action needed. Staff member and supervisor/manager decide whether to discuss the initial concern with other services (eg school) to ensure that the child's needs are being met elsewhere.

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## Review of Resources

*TAG* will perform an annual review of resources used in the delivery of our services each year. The review will be considered at a trustees meeting and outcomes and issues from the review will feed in to the AGM.

Additionally the Trustee's from on each area of work will constantly update materials to ensure that they are both relevant and up to date.