

Yellow Submarine



Induction Training



"Charity of the year" (2014/15 OCVA Awards; Oxfordshire Business Awards)
"Youth Project of the year" (2014 Oxfordshire Youth Awards)

Charity hub, workshop & café: 12 Park End Street, Oxford, OX1 1HH
Witney hub & café: Windrush Leisure Centre, Witan Way, OX28 4YA

T: 01865 236119 W: www.yellowsubmarine.org.uk



Yellow Submarine

Our Values

We believe people with learning disabilities deserve to live life to the full. Our goals are to:

1. Keep our members safe from harm
2. Help our members to live full and happy lives
3. Provide families with support which exceeds expectations
4. Empower our members to no longer need us



Our Work & Projects

We are a small award-winning charity which prides itself on helping the most disadvantaged people in Oxfordshire build their confidence, independence and a sense of self-worth. At the same time we aim to meet the huge need for respite for families and carers.

The terms "learning disability" and "ASD" cover a huge variety of needs. Our specialism is helping individuals with mild to moderate needs- it is unusual for us to provide one-to-one support.



Our projects

For young people (11-18), we run an ambitious [school holiday programme](#), term-time [youth clubs](#) across Oxfordshire as well as [residential holidays](#). Our goal is to help teenagers transition into adulthood and therefore able to access mainstream services, socialise independently and engage in meaningful work. In short, to be able to 'do more' but to 'need less' from the state or charities such as ours.

For adults, we provide a [sheltered work experience programme](#) (Compass), [Social clubs](#) in Oxford and Witney as well as regular [residential holidays](#).

Our success achieving our goals has been greatly helped by our social enterprise cafés in Oxford and Witney, which offer training opportunities to adults with learning disabilities—helping them to learn more about the world of work and develop their independence.

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Policies: Keeping People Safe Do No Harm

The most imperative thing to remember in working with our members is that we do not want to cause anyone any harm at all, whether physical, emotional or otherwise. It is therefore incredibly important that, as a team, we all take any issues very seriously.

Our Full policy pack is available on our website (<http://www.yellowsubmarine.org.uk/policies/>), if you have any questions (or difficulties accessing our policies) speak to your line manager or YS office. All staff & volunteers should read and sign our [essential policy document](#). Our [post session feedback forms](#) allow you to raise concerns & give feedback.

Health & Safety

Be aware of your responsibilities:

- Keep yourself safe
- Take notice of information about health & safety provided to you, whether written, verbal or otherwise (inc. Policy)
- Do not take any unnecessary risks or be reckless with your safety or of others
- Do not interfere with any safety equipment provided
- Comply with training and procedures such as fire drills.
- To report any concerns or problems to your line manager as soon as possible.

Health & Safety Key info:

Health & Safety information will be explained to you by the Activity Leader or by an experienced employee, according to the activity you will be engaged in. This could include physical safety but also safety from the risk of allegations or inappropriate attention. If you are the person in charge of an activity or a group, you have a responsibility to inform yourself fully and prepare well for your role. If you have any issues, questions or problems relating to health & safety, you should contact your Line Manager straight away.

If you are supporting a person with a learning disability then you will need to make sure that you are alert in monitoring their safety and taking appropriate action where necessary to keep them safe.

If you are feeling unwell during an activity, physically, emotionally or mentally, please let the Activity Leader know. We don't want you to "soldier on" and cause yourself harm. We would rather alter our plans than put staff, volunteers or our service users in a compromised position.

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Health & Safety: Key Points

Accidents – first aid



Any injury should be dealt with by one of Yellow Submarine's trained first-aiders. The names of first aiders should be displayed clearly or, if on an activity outside the premises, the Activity Leader will clarify who the named first aider is during the pre-session briefing.

If no first aider is available (or it is the first aider who is incapacitated) then you can administer first aid yourself - but only if you are confident in doing so and it is necessary. If in doubt ring the NHS on 111 for advice or, if appropriate, call 999.

Reporting accidents and near-misses

You should report any accident or near-miss, however minor, to the Activity Leader or your supervisor. They will ensure that it is recorded and that any hazard which may have caused the injury is dealt with. You will need to give some details for the accident to be recorded and logged.

Moving and Handling

Consider what it is that needs moving (this should never include people, except in an emergency!). Do you need to lift it? Can you get help? How can you assess how heavy it is? If you have a history of back or joint problems, be extra careful.



Split large and heavy loads where possible. Avoid lifting large, awkward objects on your own; if you have assessed an object is safe to lift and move, keep the load close to your body, bend your knees and keep your back straight. Do not lift above head height, and do not be afraid to say no to lifting or moving something – it is your responsibility to keep yourself safe.

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Safeguarding

Safeguarding is everyone's responsibility

Please report any safeguarding concerns to our safeguarding lead; our safeguarding lead is [Kate Sankey](#)

Protecting Children

Yellow Submarine is committed to keeping the children we work with safe from harm or abuse whilst in our care, and to report concerns we might have about a child whilst they are away from us.

Forms of abuse

Physical abuse—hitting, smacking, pinching, scalding, burning.

Emotional abuse—excessive punishment, bullying, persistent ignoring.

Sexual abuse—being coerced or forced into inappropriate sexual behaviour.

Neglect—persistently not having their needs met.

Domestic abuse—any kind of abuse where the relationship between abuser and abused is domestic (i.e., parent/child, partners etc.)

Sexual exploitation—sexual abuse with an organised element, often linked to extended grooming and criminal groups.

We all have a responsibility to make sure that if we see something we are not happy with, we do something about it. For volunteers & sessional staff this means reporting any concerns to the activity leader as swiftly as possible, and sitting with the activity leader to note down the situation/problem that leads you to think a child has been or might be hurt or mistreated. See our [essential policies document](#) for more information.

Protecting Vulnerable Adults

Yellow Submarine is equally committed to making sure that the vulnerable adults that we come into contact with are kept safe from harm or abuse whilst with us, and to addressing concerns we might have about them away from us. Yellow Submarine works with adults with a wide range of abilities and independence.

If you see or hear anything that makes you think someone:

- is being/has been/might become hurt
- is not being treated with dignity, respect and compassion
- is not having their needs met (food, protection, warmth, clothes, sanitation etc)
- is being bullied, abused, taken advantage of or ostracised
- is very unhappy, lonely or depressed
- is behaving strangely or out of character

Please report it to our [safeguarding lead](#)—as soon as possible

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Safeguarding: the Golden Rules

- Go with your gut instinct – if something feels wrong, it probably is.
- Talk to the person; reassure them its ok to talk to you.
- If you are told something, reassure them it's a good thing to talk, and that you can help.
- **NEVER** promise to keep a secret; you might have to break that promise, in which case you will probably damage their trust in you.
- Don't share the information with anyone other than the person you are reporting to.
- Tell your Activity Leader/Line Manager/Safeguarding Lead as soon as you physically can. There may be a time-sensitive issue
- Take any advice you are given and act on it to the letter.
- Write down everything you have seen or heard. You will be given help with this
- Make sure someone, if not you, lets the young person/adult know what will happen next, and reassures them.

If someone tells you something that makes you worried, don't agree to keep it a secret. Let them know that you might have to tell someone, and that you will ask the activity leader/supervisor/safeguarding lead for advice.



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Social Networking & Photography

Yellow Submarine recognises that social networking can be a useful tool which has many benefits for our members and to us as an organisation – but there can be dangers & difficulties if it is not used appropriately and so we have put the following safeguards in place.

Photography Guidelines

- Photos and videos are only to be taken by employees who have been asked to (and therefore approved) by the Activity Leader. Volunteers may be asked in exceptional circumstances.
- Wherever possible, Yellow Submarine equipment is to be used.
- Photos and videos are to be forwarded to the Activity Leader without delay (within 24 hours), by uploading them to Yellow Submarine's secure server. They must then be deleted from the device.

Social Networking Guidelines

- Anyone under 18 is welcome to 'like' our Facebook page rather than become friends with a member of staff or volunteer. **You should not be friends with anyone under 18 on Facebook at all, ever.**
- Full time staff have "Yellow Submarine" profiles, so they can be 'friends' with over 18s who ask without sharing their personal information.
- In the event that an adult member asks a volunteer if they would like to be 'friends', it is up to the volunteer if they wish to accept or not. This is open to scrutiny, and we request that you let Yellow Submarine know if you accept a request. It is advisable to avoid this as much as possible.
- All staff and volunteers are expected to agree to our guidelines – found in our [policy pack](#).

Yellow Submarine's social networking profiles:



[/ysubcharity](#)



[/ysubcharity](#)



[/ysubcharity](#)

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E-safety—Guidelines

General Guidelines for staff and volunteers:

- Use the internet and other forms of communication in a sensible and polite way.
- Only access websites, send messages or access & use other resources that won't hurt or upset anybody.
- Follow Yellow Submarine's photography/video guidelines.
- Report any concerns to the Lead or Deputy for E-Safety immediately—E-Safety concerns are treated as a safeguarding concern.
- Be aware that any misuse of Yellow Submarine computers and/or inappropriate internet/computer use away from work could be a disciplinary issue, and may be viewed as gross misconduct in certain situations.

Be concerned about a young person who:

- is becoming secretive about where they are going to or who they are meeting.
- is using a webcam in a closed area, away from other people.
- is accessing the web or using a mobile for long periods and at unusual or late hours.
- clears the computer history every time they use it.
- receives unexpected money or gifts from people you don't know.

Be concerned about a vulnerable adult who:

- shares an inappropriate amount of information online.
- meets up with people they do not know.
- is secretive or indiscriminate about who they converse with.
- displays a sudden change in behaviour or wellbeing.

Be concerned about an adult who:

- befriends a child(ren)/vulnerable adult(s) on the internet or by texting, especially if they work in a position of trust.
- is dismissive about risk factors, shows a lack of awareness, or tries to 'normalize' close relationships with members
- is secretive about what they are doing and who they are meeting.

Yellow Submarine will:

- talk to members about what they are accessing online (at MNC, or Compass).
- keep the computer(s) in an open space where we can monitor what is going on.
- explain the risks of giving out personal details online.
- talk about online bullying and what to do about it; look on the internet together for information about how to deal with or report problems.
- advise young people to only text, chat or webcam to people they have met, know well, and trust.
- talk about how, when information or images get on to the internet, this can never be erased.
- discuss how people hide their identities online and the importance of never meeting new online "friends" in real life.
- make sure young people understand they can always talk to Yellow Submarine employees or their parents and/or carers about anything that makes them feel uncomfortable.

If you have any concerns at all about a person's safety or wellbeing relating to using the internet, treat it as a Safeguarding concern and report it straight away.

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Professional Boundaries

Employees and volunteers should understand the difference between befriending (a professional relationship made to meet the members' needs) and becoming a friend (a non-professional relationship which meets the needs of both people). The relationship between an employee and a member is not an equal one. Sometimes this may mean reminding members of appropriate behaviour.

Physical Intervention

Yellow Submarine has a hands-off policy relating to physical contact with our members. We do not train our staff to safely restrain people, and our members historically do not display behaviour that requires this. However, if you are in a situation where a member is about to come to harm, or harm someone else, you have a duty of care to intervene in a safe, controlled manner, in as minimal a way as possible.

Avoiding Physical Intervention:

It is always best to try to help members avoid getting to the point where physical intervention might be needed.

For example: Talk; Offer alternatives; Distract; Use humour; Ask for advice from carers/parents; Prepare people for change

Also be aware that physical touch can be interpreted by some members as a "reward". Please try to avoid this unless a hug will really have a benefit to the situation, and there is no chance of you being brought into question. It is ok to ask a member if we can "stick to handshakes" or to say "I'm not a huggy person, if that's ok with you?"

Hugs are only acceptable when:

- There are other members of staff around (never alone).
- You hug from the side, not straight on.
- There is a legitimate reason for it (e.g. celebration, or comforting).
- You are fully aware that it may be seen as favouritism, or misinterpreted by the member.

Ask for help from a colleague if you're at all in doubt, or feel uncomfortable.

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Confidentiality

All personal information, written, verbal or otherwise, should be treated as confidential.

All staff and volunteers must take all appropriate steps to keep personal information about our staff, volunteers and members confidential. Personal information, however insignificant or small it may seem, should not be shared with anyone outside your team. Gossip is strictly to be avoided; it serves no purpose and casts employees and volunteers in an unfavourable light. It can hugely damage trust and render you untrustworthy by those around you. Be careful who may overhear your conversations, and avoid leaving any written information unattended.



If a disclosure of abuse is made by a child or young person it is important for everyone to understand that they must not promise to keep anything secret.

Decisions regarding how information should be shared will be made by a member of the management team. If you are asked to disclose information about one of our members – don't. Pass this onto your line manager.



Data Protection

You should not take home any information relating to any of our members unless you have been given express permission (for example if you need paperwork for an activity you are leading). You must return it to your line manager at the end of the session, and ensure no-one else has access to it in your home/ other places of work.

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Thank you!



If you have any questions speak to
Kate Sankey, Co-Director, or your line manager



Kate Sankey

Tel—01865 236119 (Oxford Office) / 07890 087168
kate@yellowsubmarine.org.uk

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