



Making holidays accessible

Safeguarding Statement

Introduction

As a charity which provides the hire of holiday canal boats, self-catering accommodation and canal boat day trips to people with disabilities, illness or injury, or any other vulnerability and their family, friends and carers who may accompany them, Lyneal Trust is occasionally asked about its Safeguarding policies and procedures. This statement aims to address those questions.

What is Safeguarding?

Everyone has the right to be safe no matter who they are or what their circumstances. Safeguarding is about protecting everyone from harm, abuse or neglect. We are all responsible for the safety of children, young people and vulnerable adults and we must ensure that we are doing all we can to protect the most vulnerable in our society.

Context

The Trust acknowledges that its public benefit is to provide holidays and day trips to people with disabilities, illness or injury, or any other vulnerability and their family, friends and carers who may accompany them. However, the Trust's activities are as a commercial business operating in a specific market rather than as a service provider although acknowledging most of those activities are managed and operated by volunteers. If the Trust's activities are compared to a recognised holiday boat/self-catering operator, there is no difference except the facilities are adapted to assist a specific range of customers.

For the avoidance of doubt the term volunteer in this statement covers trustees and volunteers.

Interaction of Trust's volunteers with children, young people and vulnerable adults.

The Trust regularly reviews the interaction of its volunteers directly and indirectly with children, young people and vulnerable adults.

Hire of holiday boats and self-catering accommodation.

The interaction of volunteers and customers hiring holiday boats and/or self-catering accommodation is with the leader of that group. The terms and conditions of hire state there must be one person in charge of the group. The volunteer will hand over the boat or cottage to the group leader following an induction process. There is no requirement or need for the volunteer to interact with other members of the group other than normal day to day pleasantries.

Hire of canal day trip boat

The interaction of volunteers with customers hiring the day trip boat is with the leader of that group. The terms and conditions of hire state:

It is essential that hire groups contain sufficient numbers of able people to ensure safety at all times. The Trust requires all hire groups to observe the following responsibilities:

- There must be one person who is in charge of the group.
- The person in charge must be familiar with the appropriate safety rules and ensure that members of the hire group follow them.
- There must be sufficient people who are not disabled in any way to care for those who are disabled.

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The Trust reserves the right to cancel any booking where an inadequate proportion of carers to disabled persons occurs.

When operating as a Skippered Passenger Boat under the Small Passenger Boat Code the Trust's Operating Policy states:

The prime responsibility of the skipper and crew is to operate the boat safely and to ensure the safety of the passengers of the passengers to the best of their ability and in accordance with their training and the instructions of the Trust. The routine care of passengers, particularly those who are vulnerable either by age, infirmity or disability is a duty for their able-bodied group members or carers. Lyneal Trust crew members are not required to undergo criminal records checks or any other form of vetting under local safeguarding provisions **because** they should never become involved in the personal care of such passengers and must avoid any physical contact with them. This includes the administration of minor first aid which is the responsibility of the vulnerable person's carer.

Crew members must never put themselves in a situation where they are on their own with vulnerable passengers. This requirement may appear heartless or unnecessary and difficult to implement when crew members become so accustomed to enjoying the friendly and relaxed atmosphere of a cruise with our clients. However, such actions could easily put the individual crew member and the Trust in serious jeopardy and would probably lead to a requirement for the Trust to subject all volunteer crew to expensive and intrusive criminal records checks. Failure to adhere to this requirement is likely to be viewed as a serious breach of trust.

Trust Statement

The Trust having reviewed its activities and procedures does not consider there is a requirement to adopt formal Safeguarding Policies and appoint a Safeguarding Officer.

That accepted, the Trust does consider volunteers must be prepared to take action should they have concerns or be told about allegations of abuse about a child, young person or vulnerable adult.

Guidance on the course of action to take is outlined in Appendix A

Appendix A

Action to take should you become concerned about the welfare of a child, young person or vulnerable adult.

Lyneal Trust does not ask a volunteer to be a safeguarding professional and formally identify abuse. What is asked is that all volunteers are aware of how a child, young person or vulnerable adult is treated by others in the group and their carers.

The Trust asks that if you notice something that appears to make the child, young person or vulnerable adult uncomfortable you must report it to the Chair, Vice Chair or Secretary of the Trust.

A volunteer may receive a complaint, concern or allegation from a number of sources: the child or young person, their parents or carers, adults or their carers, someone else within the group or another volunteer. It may involve something that has happened on the day trip or previously before the trip.

A concern or allegation may range from mild verbal bullying to physical or sexual abuse. If a volunteer is concerned that the person is being abused, it is NOT the volunteer's responsibility to investigate further BUT it is the volunteer's responsibility to act on his/her concerns and report them to the Chair, Vice Chair or Secretary of the Trust who will take any necessary action.

Guidance to volunteers should an allegation be made from the person themselves

Always:

- Stay calm – ensure the child, young person or adult is safe and feels safe.
- Show and tell the child, young person or adult that you are taking what he/she says seriously.
- Reassure the child, young person or adult that he/she is not to blame.
- Be careful about physical contact, it may not be what the child, young person or adult wants.
- Be honest; explain that you will have to tell someone else to help stop the alleged abuse.
- Make a record of what the child, young person or adult has said as soon as possible after the event, using their own words where possible.

Never:

- Rush into actions that may be inappropriate.
- Make promises you can not keep (ie you won't tell anyone).
- Ask leading questions.
- Take sole responsibility – consult someone else (ideally the Chair, Vice Chair or Secretary of the Trust so you can begin to protect the child, young person or adult and gain support for yourself)

If you notice a concern then **you do have a responsibility** to report it to the Chair, Vice Chair or Secretary of the Trust.

If a concern is raised with you, **you must in all cases** report it to the Chair, Vice Chair or Secretary of the Trust. It is then the Chair, Vice Chair or Secretary of the Trust's responsibility to follow up your concern.

You must also complete a copy of the following report and hand it to the Chair, Vice Chair or Secretary of the Trust.

Confidential Safeguarding Report

Details of concern:	Date:	Time:
<p>Describe the event that led you to have a concern. Who told you, what did they say, who was involved, include who the concern is about, what role they have, how the concern was noticed, who else was present (crew/carer).</p>		
Form passed to:	Who	When
Volunteer:	Signed	
	Print name	
Date completed:		