

Twelve Yards Provision Ltd Policy Pack

Company Number: 17248297

Director: Iain Wood

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Privacy Policy Applies to Twelve Yards Provision Ltd.

- Twelve Yards Provision Ltd is committed to protecting personal information.
- We collect information necessary to deliver mentoring, SEMH support and alternative provision services.
- Information may include names, contact details, educational information, safeguarding information and referral information.
- Information is stored securely and only shared where legally required or necessary to safeguard a child.
- Individuals may request access to their personal information.

Data Protection Policy

Applies to Twelve Yards Provision Ltd.

- The organisation will comply with UK GDPR and Data Protection legislation.
- Records will be stored securely and access limited to authorised persons.
- Passwords and secure systems will be used.
- Data breaches will be recorded and managed promptly.
- Information will only be retained for as long as necessary.

Lone Working Policy

Applies to Twelve Yards Provision Ltd.

- Risk assessments will be completed before lone working activities.
- Meeting locations must be appropriate and safe.
- A check-in/check-out process will be used where appropriate.

- Professional boundaries must be maintained at all times.
- Any concerns must be reported immediately.

Transport Policy

Applies to Twelve Yards Provision Ltd.

- Vehicles used must be roadworthy, insured and legally compliant.
- Seatbelts must be worn by all passengers.
- Collection and drop-off arrangements must be agreed in advance.
- Incidents or concerns arising during transport must be recorded.
- The welfare of young people remains the priority during all journeys.

Complaints Policy

Applies to Twelve Yards Provision Ltd.

- Complaints may be submitted verbally or in writing.
- Complaints will be acknowledged promptly.
- An investigation will be undertaken where appropriate.
- Outcomes will be communicated fairly and transparently.
- Records of complaints will be maintained.