

ETHNIC HEALTH FORUM

www.ethnichealth.org.uk

Charity Number: 1123223

POLICIES AND PROCEDURES

Document Jul 2005

Prepared by:

1. *A Rauf – Project Manager, EHF*
2. *Waqar Abbasi – CBO, CEMVO / EMF*

Table of Contents

1. RECRUITMENT AND SELECTION GUIDELINES	3
2. RECRUITMENT AND SELECTION PROCEDURES	11
3. REGISTRATION AND CONTRACT MANAGEMENT REQUIREMENTS	
4. EMPLOYMENT PROCEDURES	19
5. FINANCIAL SYSTEMS	21
6. QUALITY SYSTEM AUDIT PROCEDURES AND CORRECTIVE ACTION	22
7. ORGANISATION HEALTH AND SAFETY POLICY	24
8. HEALTH AND SAFETY GUIDELINES EMPLOYERS RESPONSIBILITY	25
9. ACCIDENT PROCEDURE	29
10. GUIDELINES ON DEALING WITH POTENTIALLY VIOLENT AND ABUSIVE SITUATIONS	36
11. EMERGENCY PROCEDURES	37
12. PROCEDURE ON THE MAINTENANCE OF ELECTRICAL EQUIPMENT	45
13. KEY WORKING PROCEDURES	
14. PROCEDURES FOR WORKING IN PARTNERSHIP WITH OTHER ORGANISATIONS	48
15. PROCEDURES FOR PROVIDING INFORMATION	49
16. VOLUNTEERS PROCEDURES	50
17. PROCEDURES FOR GIVING ADVICE TO PARENTS	52
18. USER AND CARER INVOLVEMENT PROCEDURES	52
19. COMPLAINTS PROCEDURES	54

RECRUITMENT AND SELECTION GUIDELINES

To successfully recruit and select staff the following guidelines need to be considered and implemented where appropriate.

- | | | |
|-----|--|---------|
| 1. | Carry out an exit interview if an individual is leaving an existing post | Page 2 |
| 2. | Identify the post that is required | Page 3 |
| 3. | Identify who will be on the Interview Panel | Page 4 |
| 4. | Be clear on the employment rights of staff | Page 6 |
| 5. | Draw up the job description | Page 8 |
| 6. | Draw up a person specification | Page 10 |
| 7. | Decide what to put into an advert and where to advertise | Page 12 |
| 8. | Agree the interview process | Page 14 |
| 9. | Appoint the successful candidate | Page 17 |
| 10. | Issue a Contract of Employment | Page 18 |

EXIT INTERVIEWS

It is important to obtain background information that may assist in filling a vacancy when a member of staff leaves the organisation.

EXIT INTERVIEW

1. Should be carried out as soon as the vacancy is identified
2. Interviews should be voluntary and take the form of an informal discussion between the member of staff leaving the organisation and the Manager or someone involved in recruitment of the replacement.

ISSUES COVERED

The areas of information that would be important to cover in an exit interview include reasons for leaving such as,

1. Issues relating to the post itself
2. Working relationships with other colleagues
3. Equality of opportunity in the workplace
4. Conditions of Service
5. Working environment
6. Any other issues the person may wish to raise

IDENTIFY THE POST THAT IS REQUIRED

When identifying a new post or even replacing an old post, it would be good practice for staff and Committee Members to consider the following questions;

- What are the needs of the organisation in relation of the objectives of this post? Do they still apply or do they need to be changed?
- What lessons can be learned from the exit interview with the previous post holder if applicable
- What are the duties and tasks that the post-holder will be required to carry out?
- How long will the post be needed for?
- What hours will the post holder work? Will they be office based or expected to work off site or from home?
- What are the salary and terms and conditions of service?
- Will there additional payments for overtime, expenses, etc.
- Does the issue of age or retirement need to be considered?
- How will the post-holder be supervised and by whom?
- Has funding been identified to cover the cover the cost of the post?
- When this information has been gathered, it should be discussed by the Management Committee for a decision to proceed with the appointment.

INTERVIEW PANEL

The members of the interview panel will be crucial to the successful appointment of staff that will meet the needs of the service. The number of people involved in the recruitment may vary, but three people are a workable number on a panel. It is vital that people who are selected who have;

1. Complementary experience or skills to bring different perspectives to the interview,
2. An understanding of the interview process, and
3. The policies and values of the organisation
4. People on the interview panel must be able to commit time to attend a series of meetings to;
 - Decide who will chair the panel
 - Draw up the person specification
 - Agree the wording of the advertisements and where they should be placed
 - Agree information and application forms to be send to applicants
 - Short-list the applicants against the person specification
 - Attend the interviews over an agreed number of days
 - Be available to offer feedback to applicants who may be unsuccessful
 - Dates and venues should be set for these tasks at the earliest opportunity.

The role of the chairperson of the interview panel will involve:-

- Ensure that timescales for adverts, short-listing and interviews are realistic, and within the target date for having someone in the post,
- Ensuring that job descriptions, personnel specifications and adverts all meet organisation policies for equal opportunities, etc.

Recruitment & Selection Guidelines – Interview Panel

1. Ensuring that short-listing is carried out against the personnel specification criteria,
2. Ensuring that all applicants have been contacted for interview,
3. Act as the focal point for information, e.g., If applicants or panel members have to cancel,
4. Ensuring that arrangements for greeting applicants are in place,
5. Introducing panel members and outlining the format of the interview to applicants
6. Ensuring that questions are equitable for all applicants, and that interview are held within and agreed time limit
7. Explaining to applicants the timescales before they are contacted with the decision of the interview panel

EMPLOYMENTS RIGHTS

WHAT RIGHT DO YOUR WORKERS HAVE?

It is in your interest to ensure that your workers have good conditions of employment, and that you deal with them in a way that encourages them to feel valued and loyal to you as their employer. Under the Employments Rights Act 1996 they have a number of rights that you must implement as an employer. They include the right:

- Not to be discriminated against in their employment because of their race, sex or disability
- To a written statement of the terms of their employment
- To equal pay for work or value compared with a person of the opposite sex
- To an itemised statement of how you have broken down their pay, at the time you pay you pay them.
- To a safe place of work with safe systems and practices.
- To choose whether or not they want to be a member of trade union.
- To Statutory Sick Pay if they for it.
- To Maternity Benefits and the right to return to work, depending upon length of their service.

- To “reasonable” time off for public duties such as civic duties, being a justice of the peace etc, and for carrying out their trade union responsibilities.
- To challenge unfair dismissal if they have worked for you continuously for two years, or within any period if they are dismissed for a range of specific reasons such as sex, race or disability discrimination, pregnancy, childbirth, or if your worker was asserting one of their statutory rights.
- To notice of termination of employment in line with statutory scale that says people should have at least one week’s notice for each year of service up to a maximum of 12 weeks.
- To redundancy pay if they have worked for you for two years or more. This will be dependant upon the age, pay and actual employment period of your worker.
- To provide a written health and safety policy, if you employ more than five workers.
- To some protected employments rights in some circumstances that give workers the right to pay when they are laid off work.
- Not to have unlawful deductions from their pay.
- To decide what medical reports can be released to their employer. If you want to obtain a medical report on your worker you must;
 - Tell them you would like to ask Doctor for a report about their medical condition.
 - They give their consent, and that they are entitled to withhold Explain that you can ask their Doctor for a medical report if it.
 - Explain that if they give their consent they are entitled to (See the report, either before or after it is sent to you.)
 - Inform them that they are entitled to ask their Doctor to amend the report where they believe it is inaccurate or misleading.
 - Inform them that they are entitled to ask their doctors to amend the report where they believe it is inaccurate or misleading
 - If the doctor refuses to amend the report they are entitled to ask for a written statement to be attached to the medical report with their views attached

JOB DESCRIPTION

It is important that you are clear about what you want your employee to do before they start. Preparing a job description should help you to think through exactly what tasks you want people to do.

Compare this with the contracts with social services so that you are sure that you are able to provide the services that they have purchased.

What to include in a job description?

A job description is really a list of all the tasks that a person is required to do. Other details about salary and conditions of service would form part of the contract of employment

List the tasks that you want the person to be able to carry out for client. For example these might be broken down into different headings.

- Support to Client
- Washing and bathing
- Grooming of hair, nails, skin eyes etc.
- Helping with toilet routine
- Assistance with dressing and undressing
- Help with transferring in and out of bed to a wheelchair
- Assistance to turn in bed
- Daily physiotherapy exercise
- Serving and cutting of food as required
- Making and changing of bed
- Assisting with shopping and associated tasks
- Preparing and cooking of meals
- General housework including dusting, hovering, ironing etc

- Administrative Requirements – e.g. Completion of time sheets, Ability to follow policies and procedures of the organisation
- Performance Standards - There may be some elements that are vital to the work of the Organisation that are vital to the performance of their work such as:
 - ✓ Punctuality – It is vital that staff understand that if they are late, they could have a serious impact on the life of client.
 - ✓ Communication – Staff must understand the importance of raising any problem that arise in their work at the earliest opportunity.
 - ✓ Confidential- It is vital that staff respects the privacy of clients and understand that the support they provide is confidential. Casual discussion about the situation of a client is not acceptable
 - ✓ Attitude - The role of staff is to support client in the tasks that have been identified in an appropriately friendly and supportive manner. They must ensure that they carry out their role in consultation with the wishes of the services user (or their relative if clients are unable to express their views)
 - ✓ Movement and Handling - All tasks that may present a risk to the client or member of staff must be assessed. The organisation must work out a safe way if working that suits the needs of the particular client and member if staff. A record of the agreed safe method of working should be signed by the member if staff and the manager.
 - ✓ Respect for personal Property - The Home Care Worker must understand that they are working within the home of client's. They must respect their property and wishes. Use of the telephone, television, radio etc should be based on what clients like, not what the home support worker would do at their home.
 - ✓ Respect on Behaviour - The organisation may also wish to include rules about smoking, drinking or use of language as part of the job description.

PERSON SPECIFICATION

A Personal specification will identify the skills, attitudes and abilities needed to carry out the tasks you have identified in the job description. This is a crucial document, as it should be used as the basis to decide which applicant should be appointed. When drawing up a personal specification you should check that:

- The document identifies the personal qualities, experience and qualification that individuals must have to be able to carry out the job
- Essential criteria match the tasks and duties in the job description

You can identify different criteria and take care to avoid any criterion that eliminates applicants unnecessarily. You decide which of the skills or attitudes you feel are essential or desirable so that if a number of candidates meet your criteria, you have a way to narrow down who will be most appropriate

Example

Qualification	Essential	Desirable
General qualification		
Technical		
Work Experience		
Specialist Training		
Special Skills		
Verbal/ Written Skills		
Numerical/Written skills		
Social skills e.g. dealing with clients		
Medical/Social Care skills		
Ability to work unsupervised		
Admin Skills		
Other		

IDENTIFYING WHO TO INTERVIEW

The personal specification should be used to consider who to interview based on the information supplied on the application form

It is very important that you ask for the relevant information on the application form to make the short-listing process easier

INFORMATION TO APPLICANTS

Given the potential numbers of applicants for all jobs in the present financial climate, it is vital to decide;

- How much information will be sent to applicants,
- What part of the process will the information be sent e.g. will all applicants receive an information pack, or only those who are short-listed?
- Do application forms ask for information identified as essential criteria to make short-listing easier?
- Have you identified a closing date and interview date that can be included in the advert?

ADVERTS

A decision must be taken on the most appropriate and cost effective means of advertising the post, and in what formats such as Braille or ethnic languages it will be made available.

WHAT SHOULD BE INCLUDED IN AN ADVERT?

- Key information based on the job description and personnel specification including place of work, hours and salary
- Make sure that people reading it will be clear about the type of work you are looking for.
- The advert should be short and eye catching as well as giving out the correct information.
- Give reference to specific legislation if staff is required to be of a particular race or sex.
- The closing date for the post with a rider that if people have not been contacted within a set period of time, their application has been unsuccessful.
- Who to contact for information if appropriate, and how to apply for the post.

WHERE TO ADVERTISE THE POST?

Depending on the nature of the job, and the experience required to carry it out, you may want to consider placing adverts in the following areas.

National Newspapers or Journals

Some posts may warrant placing an advert in a National Paper or Professional Journal to attract a range of people with particular expertise.

Consideration should be given to utilising newsletters and periodicals read by people with disabilities and those from ethnic minorities.

Staff Notice Board

It is important to ensure that staffs have an opportunity to apply for vacancies within the organisation.

Local Newspapers or job Papers

A common method of advertising is to use local newspapers or journals that have a Situations Vacant section. You may need to check which papers are most appropriate on which nights for the type of job you are advertising.

Local Job Centres

You can use the local job centres to advertise your post free of charge. You can telephone or fax your advert, or visit the centre in person to place the advert.

It is important that the job centre is very clear about the work you require if they are to deal with any queries from prospective applicants on your behalf. The job centre will inform you about

prospective applicants without placing your telephone number or address on the advert if you prefer.

Advertise in Public Places

Some organisations find it is an advantage to employ people from a local area that needs support, and find that they can attract appropriate applicants by placing adverts in places such as local shops, post office, supermarkets, or church notice boards. These are often free, or only charge a small fee.

INTERVIEW PROCESS

The interview panel will need to decide which members will be responsible to:

- Give information on the terms and conditions of the post,
- Contact all applicants to inform them of the outcome of the interview,
- Offer feedback to unsuccessful applicants,
- Chair the interviews

The panel must decide on the format for the interviews that will include;

Will the interviews be in one or two parts?

Will applicants be asked to carry out any tasks or group activities?

How many applicants will be interviewed?

What procedures will be adopted to short-list applicants to the required number?

What questions will be asked that relate to,

Job description, Person specification, Policies of the organisation.

INTERVIEWING STAFF

The interviewing process is crucial to help the organisation to select the right person for the job.

Your aim is to find someone that has the following qualities,

- They are able to carry out the tasks required within the policies of the organisation
- They will do the work in a way that respects the rights, privacy and dignity of clients.

WHAT QUESTIONS SHOULD YOU ASK AT INTERVIEW?

- You should ask questions that relate to your personal specification to ensure that they will be able to carry out tasks you require.
- Open questions should be asked to give the applicant the opportunity to expand on their answers
- Avoid multiple questions or theoretical scenarios that can be confusing to the applicant
- It is important that all candidates are asked the same questions to ensure fairness in the interview process
- Questions should aim to identify the person's attitude to clients, as much as their willingness and ability to carry out the work required.
- An informal part to the interview with other people present can often reveal how a person will relate to client in other situation

POLICY ON TAKING UP REFERENCES

References must be taken up and held on file before the person starts work. It is important to be clear about this when setting up interviews because some applicants may not wish their references to be taken up unless the post is to be offered to them. If a post is offered subject to reference, a situation could arise where an individual is felt to be suitable for the post but reference may indicate that they are totally unsuitable. As references are confidential it may not be possible to discuss the issue without compromising the referee. If a decision is made to take up references prior to offering the post, there may be a delay of some days before the preferred applicant can be contacted to with job offer. This timescale should be made clear at the interview.

WHAT TO INCLUDE IN REFERENCE REQUEST

It is important to provide a referee with details of the job description and the essential criteria that the individual needs to carry out the work. Ask the referee if in their opinion,

- IF the applicant would be suitable to carry out the post
- How long have they known the person and in what capacity
- Identify any areas of weakness in meeting the personnel specification
- Is the person honest and trustworthy?
- Reliable
- Absence record in last two years (if applicable)
- Any other question that might be relevant to the particular post

POLICE CHECKS

Most posts will require the need to obtain police checks and this should be made clear to applicants when applying for the job.

- Applicant should be asked to supply a reference from the police by,
- Obtaining a form SA1 from the police station and paying a fee of £10 (you will need to decide if your organisation will pay for these references.)
- The information will only tell you if someone has had previous conviction, it will not give any details of the actual offence.
- Police checks can take several weeks to come through but you can make clear in the contract that any offence that has not been declared would be a basis for dismissal.
- If staff are likely to work unsupervised with children, the registration & inspection unit will obtain police checks free of charge for those staff identified as working with families.

APPOINTING STAFF

Once you have completed the interviews and decided who to appoint, there are number of actions you will need to take.

- Contact the successful candidates to inform them that you wish to offer them the job. This may be subject to references, depending upon whether you have been able to obtain references at that point.
- Write to the other candidates informing them that they have been unsuccessful on this occasion, and offering them feedback on their interview.
- Assuming that the successful candidate has agreed that they want the job, you will need to do the following things,
- Agree a start date
- Send out a contract of employment for the person. There should be one copy for them to keep, and another copy for them to sign and return to you.
- You will need to obtain information from them to set up your tax records. This will include things like their National Insurance Number, P45 etc. You will find the information required in the Inland Revenue pack for employers.
- Think through the information you need to produce for your staff as part of their induction, and arrange any training that needs to be delivered.
- The successful candidates should sign a contract of employment a copy of which should be held by the employer and the member of staff.

CONTRACT OF EMPLOYMENT GUIDELINES

ITEMS THAT SHOULD BE INCLUDED WITHIN A CONTRACT

- Job title and job description
- Commencement date
- Details of how long the post is for and any probationary period that must be served
- Office base and area to be worked
- Hours to be worked – times and days to be stated where required including any variation of hours for different clients.
- Specific requirements, e.g. car driver, qualifications, training requirements etc
- Salary- State amount to be paid and whether payment is on a weekly or monthly basis.
- Clarify if there are different rates e.g. over time, out of work ETC

- Details of expenses or any other payments or allowances, e.g. car mileage, clothing allowances etc
- Guidelines on when time sheets and expenses must be submitted and what format, e.g. using a standard form, and submitting receipts
- Describe the arrangements for sickness, insurance, pension rights, maternity rights, retirement policy etc, under the conditions of service
- Holiday entitlement – State the number of days for statutory holidays and personal leave, also if there are any restriction when leave can be taken, e.g. permission must be given by the manager
- Details of any smoking policy that may be in force
- Notice period for termination of employment
- Statement that the policies and procedures of the organisation must be complied with.

RECRUITMENT AND SELECTION PROCEDURES

SCOPE

The procedure will serve to standardise the recruitment and selection process.

PRINCIPLES

It is a general principle that organisation is an equal opportunity employer and will be fair in its selection process.

NEW POST PROCEDURES

When a post becomes vacant it is the duty of the Manager or Management Committee to review the job description and personal specification if it has not been looked at for over a year. For sessional staff vacancies the post will be advertised by word of mouth or by placing job advertisements in free local papers and/or at local job centres.

For permanent staff the post will be advertised in local newspapers and either of the Recorder group, the Guardian, the Voice or Eastern Eye.

A member of staff will be designated by the Manager to deal with enquiries about the post. Application forms will be sent out within a week of it being requested.

RECRUITMENT AND SELECTION PANELS FOR PERMANENT STAFF

If desirable there will be at least one Management Committee member on the Recruitment and Selection Panel for senior posts. The Chair of the Panel will have had recruitment training.

1. All completed application forms will be analysed by the Panel. Candidates will be short listed by the implementation of the current short-listing form contained within the Recruitment and Selection Manual.
2. All applicants will be contacted within seven days of the application closing date with a letter informing them of their success or failure. Each short listed applicant will receive an invitation to an interview, detailing the time, date and venue.
3. The panel using the job description and person specification as a guide will agree interview questions.
4. The panel will not deviate from these questions, except for clarifications, for any applicant and the selection process will treat all applicants equally.
5. Applicants will be scored on each question using criteria based on the person specification. Marks will be out of 5.
6. The successful applicant will be informed within 3 working days and offered the post subject to references. All unsuccessful applicants will be informed within seven days of the interview.
7. Unsuccessful applicants have the right to ask for and receive interview feedback.

SESSIONAL STAFF APPOINTMENTS

The Manager or other designated person will follow a similar process of gaining information in relation to permanent staff for Sessional, i.e. application form, references etc.

The Manager will also interview the prospective candidate in order to ascertain their suitability for the post. An offer will be made subject to references as soon as possible.

CODE OF PRACTICE FOR FORMAL DISCIPLINARY PROCEDURES

The aim of procedure is not to punish individuals!

AIMS AND OBJECTIVES OF THE PROCEDURE

The disciplinary procedure has two major aims;

- To help all employees to be clear about the standards of conduct performance and attendance of the organisation requires of them.
- To provide a clear, constructive and fair process to deal with any failure by employees to meet acceptable standards

The Objectives of the procedure are:

- To eliminate unsatisfactory conduct, performance and attendance
- To maintain the safety and well being of staff, client, committee members, volunteers and members of the public who may be affected by our services.

WHEN WILL THE CODE BE APPLIED

The organisation has a policy of working with employees to maintain standards of professional behaviour and a good practice. Disciplinary action will be implemented, as a last resort and action will be taken to try to resolve problems at the lowest possible level. The code will be applied if shortfalls in conduct, performance and attendance cannot be rectified by;

- Informal discussion and identification of problems leading to the elimination of shortfalls within an agreed timescale, OR
- The issue is one of “gross misconduct” or “poor performance” of such a serious nature that the disciplinary procedure is invoked immediately.

CONDUCT, PERFORMANCE AND ATTENDANCE

The Management Committee will clarify in writing as part of the contract of employment;

- The duties of each post and the standards of performance and attendance expected
- Any standards of conduct that do not apply to all employees.

The Manager has a duty to ensure that the performance of staff is of the required standard. If there are areas of concern or confusion over duties, performance or attendance the Manager will;

- Clarify areas of confusion and provide written guidance where appropriate
- Bring to the attention of the member of staff verbally, any shortfall in performance including any failure to meet policies and procedures of the service
- Use a variety of informal methods to help the member of staff identify and rectify standards of performance or attendance
- Review progress with the member of staff
- If the problems are not rectified, give a formal verbal warning that disciplinary proceedings will be initiated either if the breach re-occurs or if standards are not improved within an agreed timescale.
- The date and nature of the formal verbal warning will be recorded on the member of staffs personal file for six months
- If the matter is not resolved, bring to the attention of the Management Committee any situation that warrants the initiation of the formal disciplinary procedure.
- The member of staff will be given the right to reply to any concerns and the issues will be fully discussed

Employees who are dissatisfied with the actions of their Line Manager will be encouraged to use the grievance procedure.

Other employees will not be routinely informed when a colleague is facing disciplinary action unless circumstances necessitate this.

Unrelated acts of misconduct will not be counted cumulatively to cause the dismissal of a member of staff unless the latest constitutes gross misconduct

If such acts collectively represent poor performance this will be made clear to the member of staff. Cumulative acts of poor performance can lead to dismissal

FORMAL DISCIPLINARY PROCEDURE

The formal disciplinary procedure will include;

1. Receipt of a formal allegation of unsatisfactory conduct, performance, or attendance.
2. Formal procedures will be initiated on receipt of:
3. Expression of concern by the Manager or a member of the Staff sub Group of the Management Committee regarding the conduct, performance or attendance of a member of staff.
4. A complaint from a client, colleague, organisation or member of the public that alleges "gross misconduct" or "poor performance of a serious nature" by a member of staff.
5. Notification in writing to the member of staff of the nature of the complaint
6. On receipt of a complaint the member of staff will inform the Staff member
7. Sub-Group of the Management Committee in writing of:
8. The nature of the allegation.
9. The intention to carry out an investigation into the allegation.
10. If the allegation is one of "gross misconduct," the member of staff will be suspended on full pay until the investigation has reported its findings.
11. The date and time and venue of any planned formal disciplinary hearing

STAGES OF THE DISCIPLINARY PROCESS

Within the disciplinary process there are several stages that can be applied following the decision of the Disciplinary Panel. Depending upon the seriousness of the offence, the disciplinary panel may apply any of the stages if they feel that it is appropriate. The stages are:

Formal verbal warning

This should be issued by the Manager in cases of repeated instances of minor poor performances or misconduct, or possibly for the first offence of a more serious nature. The warning will:

- Specify the problems that have been identified in the conduct, performance or attendance of the member of staff
- Agree a programme to support the member of staff in rectifying the problem and timescale for the matter to be rectified.
- Advise them of their right to appeal against this stage

Record will be kept on the staff member's personal file for 6 months

Formal Written Warning

This would be issued by the Manager and discussed with the member of staff if a situation previously highlighted in a formal verbal warning persists, or poor performance or misconduct is of a serious nature. The warning will;

- Specify the problems that have been identified in the conduct, performance or attendance of the member of staff
- Agree a programme to support a member of staff in rectifying the problem and a timescale for the matter to be rectified
- Advise them of their right to appeal against this stage

Record will be kept on the staff member's personal file for 12 months

Final Written Warning

This will be used by the Manager following consultation with the staff Sub-Committee, if a situation previously highlighted in a formal written warning persists or behaviour constitutes serious misconduct that is short of gross misconduct. The warning will,

- Specify the problems that have been identified in the conduct performance or attendance of the member of staff
- Say why the behaviour of the member of staff is not acceptable
- Give a timescale for the behaviour to be rectified
- Advise them of their right to appeal against this stage

Record will be kept on the staff member's personal file for 2 years

Dismissal Issued By The Board of Trustee

Staff will be dismissed if;

- The member of staff is unable to respond to all reasonable formal and informal and attempts to help them to rectify a problem within an agreed timescale or
- The problem is one of “gross misconduct” and compromises the position of clients, other members of staff or the reputation of the service.

The member of staff will receive a written statement explaining;

- Why they have been dismissed,
- From which date the dismissal will be in force,
- Right to appeal against a decision

Definition of “Gross Misconduct”

“Behaviour of such a serious nature that it poses a significant safety risk to other members of staff, Clients or members of the public, such that it would not be reasonable to continue to employ the perpetrator in terms of the organisation duty of care to those people.

Serious breach or breaches of the policies or procedures of the organisation such that continued employment of the perpetrator would create unacceptable risks to the right of staff, Clients or members of the public that they would derive from these policies and procedures.

Committing acts in the conduct of employment with the organisation, of violence (including sexual assault) or wilful damage to, or theft (including Fraud) from other members of staff, Clients, members of the public or property of Somali Carers Trust such that continued the employment of the perpetrator would create unacceptable risk to The Somali Carers Trust or those affected.”

If organisation believes a criminal act has been committed, they reserve the right to refer this allegation to the police to be dealt with, regardless to whether or not they chose to take action through the disciplinary process.

INVESTIGATION INTO ALLEGATIONS

Investigations will be carried out:

- By the manager (or members of the staff sub-group of the Management Committee if the manager made the allegations), within 2 working days of receipt of the allegations wherever possible, or within the time scale agreed between the parties, or
- By the police if the matter involves an alleged criminal offence.

The investigation will include:

- Interviewing the person who has made the allegation,
- Interviewing other members of staff or people with information about the allegations,
- Examining evidence or documentations relevant to the investigation
- Carrying out a research of areas in the workplace if appropriate. If this involves areas where personal belongings are kept such as a desk drawer, an impartial witness agreed by both parties will be present.

DISCIPLINARY INTERVIEW

- The member of staff will be invited in writing to attend a disciplinary interview about the allegation and will be given:
- The opportunity to seek representation from whoever they deem appropriate
- Full details of the allegations against them
- Every opportunity to give their point of view
- Information of the format of the hearing and who will be on the panel
- Written material from the investigation will be provided at least four days before the date of hearing

FORMAT OF THE HEARING

- The interview will be conducted by three members of the staff sub-group of the Board of Trustee.

- The manager will present all the evidence gathered and call any witnesses if appropriate
- The employee or the representative will be able to ask questions relating to the presentation of the Manager
- The employee or their representative will present their case and provide any evidence or witnesses that are appropriate
- Members of the Staff Sub-Group will be able to ask questions relating to the representation of either party
- The Manager will sum up their case and respond to the evidence of the member staff
- The member of staff or their representative will sum up their case and respond to the evidence of the Manager.
- If there are any points that need clarification by the disciplinary panel, they must be done before the hearing ends
- Records of the hearing must be kept and agreed by both parties

DISCIPLINARY DECISION

The disciplinary panel will make a decision regarding the allegation at the earliest opportunity and where possible inform the member of staff verbally following the disciplinary interview. This will be followed up by a written decision within two working days of the interview that will state:

- The decision of the panel,
- The right of the member staff to a appeal,
- The disciplinary stage applied to the member of staff (The panel has the right to apply any of the disciplinary stages depending upon the nature of the allegation)
- Where appropriate, proposals for working with the member of staff to improve their conduct, performance, or attendance.

RIGHT OF APPEAL

- All members of staff will have the right of appeal against disciplinary decision. The Chairperson of the MC and one other member of the MC who has not been involved on the Staff Sub-Group will hear appeals. Appeals will be investigated by:
The staff member lodging an appeal in writing within seven days of receipt of the decision of the disciplinary committee
- The appeal hearing is not intended to be re-hearing of the case and the Appeal Panel will review the records of the disciplinary panel before the hearing
- Any new evidence must be submitted to the Chairperson so that the staff member and the Manager can have sight of them at least seven days before the hearing.
- The hearing will be attended by the Manager (or member of Staff Sub-Committee that carried out the investigation) and the member of staff and their nominated representative.
- All people attending the hearing must be notified in writing of the date, time, place and format of the meeting including who will attend
- At the appeal hearing the employee will be invited to put their case to the appeal panel as to why they are appealing against the disciplinary hearing
- The Manager will be invited to respond to the case of the employee
- The Appeal Panel will deliberate in private and the member of staff will be informed in writing within five working days of the decision of the appeal
- An agreed note of the meeting will be circulated to both parties
- If there are any changes from the recommendation of the disciplinary panel, staff will be informed of how this affects any stage of the disciplinary process that had previously been recommended

PROCEDURE FOR INVESTIGATING COMPLAINTS

Complaints dealt with under this procedure are those, which are made by Clients against member of staff or volunteer acting on behalf of the organisation

1.complaints or allegations against employees alleging physical assault or other ill treatment of clients or financial irregularity.

- A copy of the complaint, if received in writing or a written record of the complaint if received verbally, will be sent immediately by the member of staff who receives the complaint to the organisation Manager (or to the MC if the complaint is about the Manager)
- Exceptionally, if the recipient of the complaint is in possession of information, which they believe conclusively proves that the complaint is without foundation, the Manager should be informed.
- Evidence will be presented to the Manager on which they can decide whether to endorse the judgement without further investigation that complaint is without foundation
- The Manager will decide at what level the complaint is to be investigated. If suspension is considered, the MC would be informed and a decision will be taken on whether to inform the police
- The Manager (and where suspension is involved, the Staff Sub-Group) will nominate someone to investigate the complaint
- The Manager will inform the worker against whom the complaint is directed,
- The nature of the complaint
- That an investigation is to take place
- Defendant's right to have a representative with them during any interviews
- (If appropriate) that they will be suspended during the period of investigation
- Who has been nominated to investigate the complaint
- The investigating officer will,
 - ✓ Invite the member of staff to give their account of the relevant events, or facts
 - ✓ Take statements from the complainant and any other witness
 - ✓ Inform the MC if the facts established show a possible case for disciplinary action

2.Complaints or allegations against members of staff – alleging professional misconduct or incompetence, other than specified in 1 above.

The same procedure would apply as in 1.

3.Complaints or allegation about non-profession of services

Where the member of staff has acted in accordance with the organisation policies, the Manager will inform the Complainant that this is the case and that the member of staff was acting properly.

Where the member of staff has not acted within the organisation policy, the same procedure would apply as in 2 above.

4.Response to the Complainant

- In all the above cases, a reply to the complainant must be sent within 5 working days of receipt of the complainant.
- In many instances this reply will only indicate that the complaint has been received and an investigation is taking place.
- Regular updates must be sent to the complainant on the progress of the investigation.
- A letter will be sent outlining the outcome of the complaint.
- If the complainants are not satisfied with the outcome, they can request a meeting with two members of the Board of Trustee.
- Contact will be made with the complainant within five working days to arrange a meeting with members of the Board of Trustee.

PROCEDURES FOR DEALING WITH THE COMPLAINT

Complaints should be dealt with seriously by any member of staff (or Committee Member if the complaint is against the Manager), and should be seen as equally important whether they are made verbally or in writing.

Wherever possible complaints should be dealt with by person who receives the complaint and explanations / apologies should be given depending upon the circumstances of the situation. If the complaint is satisfied with the response, no further action will be taken. If the complaint is not satisfied, they should be informed about the complaints procedure and given support and advice on how to make a complaint.

NOTES

1. Suspension

No member of staff will be suspended to enable investigation, or during the investigation, without the Board of Trustees's endorsement of the decision to suspend, and any such suspension will be instituted only in accordance with agreed discipline procedures.

During the period of suspension the member of staff will receive full pay.

In the event of it being adjudged that the member of staff may return to duty, the suspension shall be terminated.

Where it is considered that suspension from duty is necessary, no member of staff shall be suspended without a formal interview to confirm the decision to suspend, and advising the member of staff as to his/her rights to representation at the interview.

2. Representation

During the process of investigation there is there no objection to a Trade Union or any other representative being present at any interview with a member of staff or a witness requesting representation.

Investigating Complaints procedure

3. Reporting and Recording the Findings

When a complaint investigation is concluded, the complainant will be informed of the outcome, which may be,

That there is no substance to the complaint,

That the allegations were unproved,

That the allegations were found to be proven and offered an apology or assurance that the matter would be certified

Informed that appropriate action has been taken

The complainant will not be informed in writing that disciplinary proceedings have been initiated

RECORDS

Other than in the case of disciplinary proceedings, no record of complaints, or investigation, will be kept on a member of staff's personnel record. If, under exceptional circumstances the Management Committee considers it necessary to keep a record on file. This information will be kept on a separate confidential complaints file. The member of staff and his representative will be informed of the precise working of the file and how long the information will be retained.

If the members of staff wish to challenge the management decision to keep such a record, normal Grievance Procedure should be used.

If it is necessary for the guidance of the future members of staff to retain some record of the complaint on the client file, the member of staff who is the subject of the complaint should be advised that it is being done. The record should not indicate the name or identify of the member of staff who was the subject of the complaint.

DEFINITION OF "MEMBER OF STAFF"

For the purpose of the procedure a member of staff is defined as including everyone who has received a formal offer of employment whether or not they have actually taken up such employment.

EMPLOYMENT PROCEDURES

SCOPE

This procedure covers the demands made of the staff and what they should expect from their line manager/supervisor in terms of adequate support.

PRINCIPLES

The minimum level of service required from the staff is that they have a clear work program, informed by service procedures and agreed by their line manager, to which they will adhere where possible. The staff can expect adequate supervision and support from their line manager/supervisor that will enable them to produce the minimum level of service.

STAFF SUPPORT

Minimum level of supervision to be expected by a staff member is that they will be supervised once a month by their line manager. Supervision will cover the work agreed in the work program and whether targets have been reached. The supervisor will assess whether targets have been reached and in the case of targets not being reached will assess why they have not and redesign the work program to effectively deal with this.

Staff may request a supervision meeting in the event of their being problems. Supervision will be provided by the line manager within one week of the request.

The line manager will respect the confidentiality of these meetings and will only pass on information to others with the staff member's consent.

For Sessional staff group supervision meetings may take place.

Training needs will be identified at supervision meetings by mutual agreement between the staff member and the supervisor with reference to necessity of the training to enhance existing skills or developing new skills that will help the staff member in their work and with reference to resources. Training needs will be noted on the training profile.

It is a policy that staff training is of the utmost importance in developing an effective work force and that group training is preferable where it can be accomplished. It is also a principle that staff is informed of what resources are available to satisfy these training needs.

WORK PROGRAMS AND REPORTS

Work programs will be written and monitoring targets agreed with line manager or supervisor. Staff will self-monitor whether procedures have been followed for each work program.

Work programs will be copied and produced for the service funder who will have the opportunity to agree it.

Work reports will be filled out quarterly and will contain an evaluation of whether targets have been achieved for that quarter with supporting evidence. The work program will be agreed by the line manager and circulated to the service funder.

SUFFICIENT STAFFING

There should be a minimum of two people in the office during office hours.

In cases of sickness or absence there will be the maximum effort taken to ensure minimum staffing levels are maintained.

STAFF INDUCTION

The Manager will inform all staff of proposed start date of new staff once known.

The Manager or Management Committee will undertake responsibility for appointing an appropriate member of staff to carry out induction and that the induction schedule is adhered to.

The Manager or Management Committee will give a copy of the induction schedule to the new member.

The person giving the induction will record that this is completed fully with the added signature of the new member.

The Manager or Management Committee will hold a meeting after four weeks with the new staff member and the main inductor to review progress with the induction.

The induction should be completed within six weeks, when there will be another meeting with the Manager, staff member and main inductor. Training needs will be identified at this meeting and recorded.

HOLIDAY, SICKNESS AND ABSENCE

Staff may request leave by filling out a record of leave form and getting it authorised by their line manager. If leave is refused then there must be a valid reason given in terms of low staffing levels, etc.

In cases of staff sickness there is a duty by the staff member to inform the office at the earliest possible opportunity. In the event that the illness lasts for longer than a seven day period then it is the duty of the staff member to provide a self certificate. Should the period of illness last for longer than fourteen days then the member of staff must obtain a sick certificate from their doctor.

Maternity leave, adoption leave, paternity leave, etc. will be allowed according to statutory requirements as contained in organisation 'Employment Handbook'. Religious leave, compassionate leave, and leave for training will be granted at the Board of Trustee's discretion.

STAFF TRAINING

Training needs will be identified in accordance with staff supervision procedures. The Manager or Management Committee will negotiate with the staff member and others as to how these training needs can be addressed. Conclusions to be recorded on supervision file.

The Manager or Management Committee will distribute information on available training courses. Staff requests to attend will be discussed at supervision. The line manager has responsibility for approving the expenditure and the worker applying for the course.

At six monthly management meetings, the Management Committee will discuss training needs for all the staff, as opposed to the needs of individual workers.

GRIEVANCE AND DISCIPLINARY PROCEDURES

Grievance procedures and disciplinary procedures will be contained in each permanent staff member's contract and in the 'Employment Handbook'.

The 'Employment Handbook' will be kept by the Manager and will be freely available to all permanent staff.

TEAM MEETINGS

All staff will be given the opportunity to place an entry on the agenda before the meeting takes place.

Interruptions to the meeting will be kept to a minimum.

The minutes of the last meeting will be kept in the 'Staff Meetings Minutes Book' which is to be kept with the Centre Manager and freely available to all staff.

All staff should be at the meeting for the published start time.

The meeting should be held in an accessible venue.

The chair will be agreed by the Manager or, in their absence, by the meeting.

The chair will ensure:

- one person speaks at a time
- order is maintained
- the details of the agenda itemised is followed

That all delegated items from previous meetings have been completed or outstanding items are brought forward to subsequent meetings.

The meeting should not last for longer than ninety minutes unless agreed by all staff present.

The taking of the minutes will be rotated amongst the staff members.

The minutes will identify the person responsible for taking any action decided at the meeting.

The minutes will be checked by another member of staff.

FINANCIAL SYSTEMS

It is the policy of the Organisation to be financially responsible and accountable. Being responsible means not taking on responsibilities the organisation cannot meet; paying bills on time; and keeping records of all money that comes into and goes out of the organisation. The project is accountable to the treasurer to the finance sub-committee and the Management Committee as a whole. The Management Committee in turn is accountable to funders, members and the Charity Commissioners.

Record keeping

Organisation staffs are committed to clear, simple and efficient bookkeeping. A record is kept of all money that comes into the project, where it comes from, when and how it is spent. Regular quarterly accounts are produced from these records and presented to the finance sub-committee and to the Board of Trustee. Annual accounts are audited and included in the annual report.

PAYE

The staffs are paid directly by the Organisation who deducts TAX and NI from the employees' salaries on behalf of the project. Staffs are paid on the 22nd of each month.

Proof of expenditure

Each purchase is recorded in the following ways:

Receipt or invoice for each item that has been purchased

Counterfoil in a chequebook completed with date and name of payee

Petty cash voucher with date, amount, who is it paid to and what it is for (when payment is made in cash)

Receipts for claiming travelling and other work related out of pocket expenses.

Income

A duplicate receipt book with carbon copies of all receipts issued for money that comes into the project is kept.

Financial planning and budgeting

The treasurer has overall responsibility for financial planning. In consultation with the appropriate workers, the treasurer prepares budgets for on-going work and special projects. These budgets are presented to the Management Committee for approval.

A member of staff has delegated responsibility for keeping track of actual income and expenditure as compared to budgeted income and expenditure and adjusting financial forecasts accordingly.

In case of cash flow problems the treasurer advises on priorities for payments.

Control of assets and expenditure

All equipment, material and supplies used by the project is registered, insured and regularly checked.

Banking: Decisions about closing an account and changing banks is agreed by the Board of Trustee. All cheques have to be signed by two people out of four individuals designated as signatories by the Board of Trustee.

QUALITY SYSTEM AUDIT PROCEDURES AND CORRECTIVE ACTION

SCOPE

This procedure describes the actions taken by all organisations staff to regularly monitor the quality system and to identify any persistent shortcomings or non-conformances.

PRINCIPLES

To ensure that:

any mistakes are systematically identified so that organisation staff team can analyse the problem and resolve it

all staff are continuously looking out for problems, failures and inefficiencies so that improvements can be made which will benefit organisation users and increase organisations effectiveness

incidents of good work practice are identified and acknowledged and the staff are informed of this

CONTINUOUS CHECKING

All staff are responsible for monitoring and checking their own work to ensure that it follows quality procedures and meets the standards of the quality statement.

A staff member who notices shortcomings in any part organisation's services or administrative procedures will mention it to other staff member(s) concerned. It should be brought to the attention of the Manager if:

the person responsible is unknown

the shortcoming remains

there is an unresolved difference of opinion between staff

it is unclear as to what the standard is, or the procedure to be followed

Any staff noting problems or inefficiencies (however small) that are not dealt with in paragraph 3.2 above, or ideas as to how improve the service of the team will record these in the 'Problems, Ideas and Efficiencies Book'. These will be brought to the first staff meeting in each month for discussion and decision where all staff are expected to contribute. The Manager will bring any findings to the Management Committee who will decide any action to be taken.

If a member of staff member judges it to be inappropriate to follow a procedure in a specific instance, a member of the Management Committee should be contacted immediately. If it is agreed that a procedure should not be followed in this instance, this must be recorded in the 'Problems, Ideas and Efficiencies Book'.

MONITORING/CHECKING BY THE MANAGER

The Manager will check all files maintained by staff members relating to clients and will focus on work plans. These shall be checked and discussed during supervision and on a random basis. Any concerns or issues shall be addressed to the staff member concerned.

The Manager will monitor the quality of the service provided by sending to clients, on an annual basis, Quality Monitoring Forms for completion. Information will analysed by the Manager and action taken including corrective action where necessary.

ANNUAL SYSTEM AUDITS

The Manager will design a system audit schedule identifying the independent auditor who would carry out the audit for a specific procedure. The auditor must be trained.

The auditor will review the results of any previous audits beforehand in order to check that any previous corrective actions have been effective.

Each audit will be carried out with a member of staff responsible for the procedures being audited, and who will normally be responsible for carrying out any corrective actions required,

The auditor will search for evidence that the procedure is being followed correctly, by examining current activities and records selected at random and from discussions with staff. The auditor may also, where appropriate, ask clients but will do so in an informal and non-intrusive way.

The auditor will complete the Audit Report Form describing any non-conformances found and defining corrective/preventative actions agreed with the staff member responsible for the audited activities, or with their line manager.

The auditor will also include in the report any observations as to how the procedure might be implemented more efficiently, or in ways that might further the needs of the clients. Additionally, the auditor will note any potential problems that could prevent standards being met.

The auditor will give the completed Audit Report Form with actions agreed to the Manager.

RECORD ANALYSIS

Every quarter, the Manager will carry out an analysis of the previous quarter's quality records including:

entries in the staff message book (or equivalent)

staff meeting minutes

complaints forms

all monitoring forms

audit report forms

other relevant documents.

This will be recorded in the Manager's Monitoring File and reported to the next staff meeting where action will be decided in dealing with any important trends, including corrective action.

CORRECTIVE ACTION

Where corrective action is decided, the Manager will record this on the relevant part of the Audit Report Form. They will identify the member of staff responsible for the correction.

The delegated staff member will complete the relevant part of the Audit Report Form when the corrective action is completed with the Manager confirming that the action has been successful.

The completed will be filed in the Manager's Monitoring File.

EHF HEALTH AND SAFETY POLICY

DECLARATION

The Organisation recognises and accepts its responsibilities as an employer for ensuring so far as is reasonably practicable, the health and safety at work of all its employees and other persons who may be affected by activities under the Organisations control.

The Organisation will ensure that the policy is fully implemented. The statement will be reviewed periodically and amended as necessary.

OBJECTIVES

The Organisation will endeavour to minimise accidents, ill health and injuries. This will be achieved, so far as is reasonably practicable, by the provision and maintenance of:

- Equipment and systems of work that are safe and without risks to health.
- Safe arrangements for the use, handling, storage, and transport of articles and substances.
- Sufficient information, instruction, training, and supervision to enable all employees to avoid hazards and contribute positively to the health and safety at work of themselves and others that may be affected.
- A safe healthy place of work and safe access to it
- Adequate welfare facilities relevant to the health and safety at work the Organisations employees

RESPONSIBILITIES OF THE BOARD OF TRUSTEES

Overall responsibility for implementing the Health and Safety Policy lies with the Organisation Board of Trustee

SPECIFIC RESPONSIBILITIES OF THE MANAGER

- The Manager will be responsible for health and safety at work matters and for carrying out the Organisational Health and Safety Policy in this respect and should draw it to the attention of all Organisations' staff. The Manager will also have responsibility for:
- Dissemination of information and advice from the Health and Safety Commission, Health and Safety Executive, and other outside bodies.
- Seeking advice and information on specific issues.
- Arranging for health and safety training.
- Taking all necessary measures to eliminate/control potential and existing hazards.
- Monitoring fire evacuation drills.
- Ensuring that staff are aware of fire procedures including assembly point, fire exit, fire call point, extinguishers.
- Investigating all accidents promptly to discover their cause and eliminate recurrence.
- Completing the accident reporting procedure.
- Ensuring that all staff knows accident reporting procedures, first aiders, and the location of First aid Kits.
- Periodically review accident figures and reporting them to the Board of Trustee.
- Advising Organisation's Management Committee of financial implications and budgetary requirements relating to health & safety at work.

GENERAL RESPONSIBILITIES OF EMPLOYEES

Employees should have a general responsibility not to endanger themselves or others and to report any problems noticed.

Employees should familiarise themselves with the safety policy and comply with it.

Employees should report any health and safety problems to the Manager.

HEALTH AND SAFETY GUIDELINES EMPLOYERS RESPONSIBILITY

EMPLOYERS RESPONSIBILITIES

Employees have a duty under terms of the following legislation to co-operate in the implementation and creation of a safe and healthy work environment. The organisation will consider breaches of its Health and Safety Policy and Procedures as misconduct and may take disciplinary action accordingly. The purpose of Health & Safety legislation is to,

- Improve the working environment
- Reduce the risk to health to the lowest possible level
- Provide a suitable and safe for work

There are a number of different actions that employers must consider when they meet their duties under Health & Safety Legislation.

DUTY OF EMPLOYEES – HEALTH AND SAFETY AT WORK ACT

Employees have a duty under the act to;

- Take reasonable care for their own health and safety, and that of others who may be affected by their activities
- Co-operate with their employers to enable them to comply with their health and safety duties, and
- Comply with all policies and guidance with regard to safety issued by The organisation
- Make use of appropriate equipment provided for them on a general basis. This must always be done in accordance with their training and the instruction their employers have given them. Inform their employer of any work situation that represents a serious and immediate danger to Health and Safety and of any shortcoming in the protection of policies of the employer with regard to this situation .
- Work to safety procedure specified by The organisation
- Co-operate with training and instruction given by organisation

MANUAL HANDLING OPERATION REGULATIONS 1992

Employees are required to follow appropriate systems and safe methods of working in carrying out specific tasks. They must,

- Use any equipment provided by the employer to assist with manual handling
- Follow instructions on the safe method of working in carrying out the task

POLICIES AND PROCEDURES

The Management Committee are responsible for drawing up all policies and procedures in relation to Health & Safety matters, and for ensuring that they are properly adhered to. All employees are encouraged to contribute to the safe running of the service by;

- Adopting responsibilities outlined in the Health & Safety Policy
- Familiarising themselves with the Scheme's Health & Safety Policy during induction
- Being aware of the correct emergency action in case of accident or fire
- Drawing to the attention of the Management Committee any concerns regarding the working practices of the service, either by informal discussion or in writing
- Co-operating with other members of staff to monitor and improve safety performance
- Highlighting any amendments or new procedures that may be required to ensure a safe working environment
- Taking part in any formal reviews of health and safety policy that may be undertaken by the Management Committee on a periodic basis
- Assisting in the maintenance of good housekeeping standards
- Not misusing or interfering with anything provided in the interests of health, safety and welfare
- Ensuring that when attending work, their ability to work safely has not been reduced by their deliberate actions such as the consumption of alcoholic drinks, drugs or lack of sleep or rest

REGISTRATION WITH ENFORCEMENT AUTHORITY

Every organisation that has paid employees must register the existence of their premises and activities by completing form OSR1 that is available from the enforcement agency that is the Environmental Health service Department.

LEGISLATION

The legislation that applies to all places of work includes;

- Employers liability (Compulsory Insurance) Regulations General (Amendment) Regulations 1994
- Health & Safety at Work Act 1974
- The Management of Health & Safety at work Regulations 1992
- The Workplace (Health, Safety and Welfare) Regulations 1992
- The provisions and use of Work Equipment Regulations 1992
- The Manual Handling Operation Regulation 1992
- The Personal protective Equipment at work regulations 1992
- The Health & Safety (Displays Screen Equipment) Regulations 1992
- The Electricity at Work Regulation 1989

INSURANCE

- The Management Committee of the organisation will be held accountable for any liabilities if the appropriate insurance cover is not attained. EHF insurance policy covers its paid workers in the event of, accidents, disease or injury that may be caused or made worse by their work. You must ensure that any liability to your paid employee is covered by this policy.
- In case of any doubt EHF will seek advice on the extent of the insurance cover required for its activities.
- Display the certificate of insurance in a prominent place in the office so that you can see it.

WHAT THE INSURANCE COVERS

Individuals (other than employees) and organisation in the event of accident, injury or death, or loss of property caused through the negligence of someone acting with the organisation authority, including the action of any volunteers you may use

If volunteers, trainees and committee members are not explicitly including in employers liability insurance, they should be included in the public liability insurance

You may want to display the public liability insurance certificate alongside the employers liability insurance

WHAT THE INSURANCE DOES NOT OCCUR?

Employer liability insurance does not normally cover illness, injury or death that is not caused by the employer's intelligence. The insurance will cover legal costs resulting from your inaction or negligence but it will not pay for any fines your organisation may incur.

The insurance does not cover personal property or the organisation contents or equipment

PUBLIC LIABILITY INSURANCE

There is no strict legal obligation to have public liability insurance, but any organisation that owns premises, or arrange public events is strongly recommended to have it.

PERSONAL ACCIDENT INSURANCE

This cover provides for accidents or deaths arising from paid work or volunteering for your organisation that may not be caused by your organisation's negligence. This would mean that whosoever was at fault, the injured person or their dependants would get financial compensation. If you want this benefit to extend to members of the Board of Trustee, you would need to seek permission from the Charity Commission.

OTHER ISSUES TO CONSIDER

CONTRACTORS

If you employ contractors or self-employed personnel you should check that they have their own insurance to cover any injury or damage caused by them.

SPECIAL EVENTS

If you plan a special event that is not part of your normal activities, you should check if you need to take out extra insurance to cover the risk.

ROAD VEHICLES

If your organisation operates its own vehicles, you must ensure that your insurance covers them for the tasks you need to undertake

If your organisation allows or expects staff or volunteers to use their own vehicles for work purposes, you should make sure that their insurance policy covers them for business use

HEALTH & SAFETY AT WORK ETC ACT 1974

Requires employers to provide:

- A safe place of work, e.g. clean, tidy and free from risk
- A safe system of work e.g. adequate guarding of machinery or proper use of chemicals
- Adequate supervision – staff should be checked to ensure that they are working safely
- Training and information – staff must have sufficient skills and knowledge to carry out their work safely
- A safety policy if they employ 5 or more people

THE WORKPLACE (HEALTH, SAFETY AND WELFARE) REGULATIONS 1992

These regulations aim to protect employee's health from injury or long term illness, their safety from immediate danger and their welfare by providing facilities for personal comfort at work.

THE MANAGEMENT OF HEALTH & SAFETY AT WORK REGULATIONS 1992

This regulation requires employers to;

- Identify and assess all risks of hazards associated with their activity which may have an effect on the health and safety of their employees and others
- Carry out risk assessments using people who are competent to carry them out
- Take action to eliminate or reduce hazards
- Record what you have done
- Review assessments on a regular basis and as when changes occur
- Co-operate with other employers if your employees share the same risk
- Provide information on Health & Safety arrangements to staff, contractors or visitors who may be working at the site
- Provide Health & Safety training for employees and temporary workers
- Have access to competent help in applying the provisions of Health & Safety law.

HEALTH ASPECTS

- Provide adequate ventilation e.g. toilets should be ventilated to the outside
- Reasonable working temperature, minimum 16 Celsius (there is no maximum)
- Suitable lighting
- Clean floors, walls furniture, ceilings, windows and fittings
- Adequate seating if work can be undertaken whilst sitting down
- Avoid undue reaching, bending or stretching when using equipment or machinery
- Enough space for each person (minimum is 3.7 square meters or 49 square feet of floor space, 11 cubic meters or 400 cubic feet of air space)

SAFETY ASPECTS

- Safe premises, floors and stairs clean and tidy with no stripping hazards
- Suitable maintained equipment or machinery
- Space for safe movement of people including safe entrance and exit
- Fencing of openings from which people are likely to fall

- Safe storage of all materials and goods
- Safety glass in windows where appropriate
- Control of vehicles where pedestrians are at risk

WELFARE ASPECTS

- Sufficient number of toilets for the people on site
- Suitable washing facilities with hot and cold water and soap and towels
- Facilities if required for changing, drying and storing clothes
- Accessible drinking water
- Suitable facilities for rest and eating
- Suitable provisions for non-smokers

PROVISIONS AND USE OF WORK EQUIPMENT REGULATIONS 1992

- All equipment provided by the employer for use at work should be,
- Suitable used for that purpose,
- Only used for that purpose,
- Adequately maintained
- Restricted to the person who is given the task if using it.
- The risk of using equipment must be assessed
- Measures must be taken to minimise and protect against any potential hazards from using the equipment
- Training should be provided for people using and maintaining equipment

THE MANUAL HANDLING OPERATIONS REGULATIONS 1992

- Any manual handling operation that may involve the risk of injury should be avoided. The assessment should identify any unnecessary operations and find alternative ways of carrying them out. If the task has to be carried out the employer must take the following steps,
- A risk assessment must be carried out in all cases where employees have to carry, lift, push or pull items or people as part of their employment
- The employer should try to take steps to reduce the risk of injury
- Give staff information about the objects or person to be moved
- Provide a safe system of work
- Review the assessment periodically or when changes are made

THE PERSONAL PROTECTIVE EQUIPMENT AT WORK REGULATIONS 1992

If risk to safety and health have not been controlled by other means, adequate protective equipment and clothing must be made available where appropriate. (This does not apply to ordinary uniforms that do not have a protective function).

The hazards must be assessed in order to eliminate or reduced risks before the provisions of protective equipment is considered as a last resort

Personal protective equipment should be in good condition and replaced when found to be defective.

Personal protective equipment should be stored in a suitable place

Staff should be provided with information, instructions and training in its use, maintenance and how to obtain replacements.

Employers must take reasonable steps to ensure that equipment is used

DISPLAY SCREEN EQUIPMENT REGULATIONS 1992

These provisions apply to use of Visual Display Units (VDUs) and for those staff who use VDUs as a significant part of their work.

Employers must:

- Provide a suitable and sufficient analysis of the workstation and review it if there is a change. This should include a risk assessment that considers issues such as upper limb disorders
- Reduce risks identified by the assessment
- Plan the activities of users of the workstation

- Ensure the work is interrupted by breaks and changes to reduce the workload
- Provide appropriate eye sight tests be completed by a competent person at regular intervals (every two years is considered reasonable)
- Supply corrective glasses if required purely for the purpose of working at the display screen
- Provide training and information to ensure staff is not exposed to unnecessary risk
- This act requires all electrical supplies that are connected to the electricity supply by a plug to be tested at regular intervals.
- An inventory of electrical equipment must be made and updated regularly
- An assessment must be carried out on the frequency each item should be tested
- Inspection must be carried out and recorded by a competent person
- Employees must be instructed not to attempt to repair any electrical items

OTHER RELEVANT LEGISLATION

- Office Shops and Railway Premises Act 1963
- Health & Safety First Aid Regulations 1981
- Health & Safety (Safety signs and signals) Regulations 1996
- Health & Safety(Training for Work) Regulations 1990
- Control of Substances Hazardous to Health Regulations 1994 (COSHH)
- Reporting of injuries, Disease & Dangerous Occurrences Regulations 1995 (RIDDOR)
- Safety Representatives and Safety Committee Regulations 1997
- Fire Precautions Act 1971
- Fire Precautions (Workplace Regulations) 1997
- Food Safety Act 1990
- Food Safety (general Food Hygiene) Regulations 1995
- Food Safety (temperature Control) Regulations 1995
- Noise at work Regulations 1989
- The European Working Time Directive

ACCIDENT PROCEDURE

WHAT TO DO IF THERE IS AN ACCIDENT OR VIOLENT INCIDENT AT WORK

If an injury occurs to a member of staff or client, keep the injured person calm and remove any hazards if it is safe to do so.

Summon the “appointed person” if you have at the office site, or contact the General Practitioner of the member if staff or client if you need advice on how to deal with any injury to the individual.

Emergency first aid equipment is stored on the shelf in the office.

If the injury is of a serious nature dial 999 and ask for an ambulance.

Inform the manager of the incident as soon as possible.

The manager will record all incidents or injury's and attacks in the accident book that is stored at the office.

NOTIFICATION OF INJURIES AND DANGEROUS OCCURRENCES

If the accident or injury occurs as a result of or in connection with your work or a result of a violent incident at work and is so serious that:

- Someone dies
- Receives a major injury, (As specified in schedule 1 of RIDDOR Regulations 1995)
- There is a dangerous occurrence. (Near miss). (As specified in the Schedule 2 of RIDDOR Regulations 1996)
- Is off work for more than 3 days as a result of the incident

The following action should be taken;

- The manager should be notified immediately
- The incident should be reported by phone as soon as possible to the Public and Environmental Health Department

- The Haringey Council contracts unit should be informed
- The Inspection & Registration Unit should be informed

WRITTEN CONFIRMATION

The telephone call to the Public and Environmental Health Department should be followed up in writing ten days by completing

- Form F2508 for accident and dangerous occurrences
- Form F2580A to report disease

- A copy should be retained for the organisation and another should be sent to the Council Inspection Unit

- Download these forms from Health & Safety Executive website <https://www.hse.gov.uk/forms/incident/>

- These forms can be submitted via E-mail to HSE Office.

ACCIDENT RECORD FORM

Date of Incident.....Time.....

Exact location of incident.....

IS the organisation responsible for the premises / event? Yes No

If no give the name if the owners/leaseholder.....

Address.....

If in a public place where.....

TYPE OF INCIDENT

Fatality Specified major injury

Over 3-day injury Dangerous occurrence

Damage incident Physical assault

Other (Please Specify)
.....

INJURED PERSON

Full Name..... Sex M/F

Age..... Date of Birth.....

Address.....

Nature of injury
.....
.....

STATUS OF INJURED PERSON

Employee of organisation Contractor

Volunteer Other (Give details)
(Includes members of the committee)

Employee of another organisation Member of the Public

(Say who employed by)

Client

Role in organisation (If applicable)
.....

How long with organisation (If applicable)
.....

What was the injured person doing at the time of the accident?

.....
.....

Was this something they were authorised to do? Yes No

Where they authorised to be where the Incident occurred? Yes No

When was the incident notified to you? Date..... Time.....

Did someone else witness the incident? Yes No

If yes give name.....
.....

Was first aid treatment given on site? Yes No
(If yes give details of treatment.)

.....Who by?.....

Was Hospital treatment needed Yes No Date.....
(If yes give details of treatment.)

.....
.....
.....

Anticipate absence from work

None under 3 days 3 days or more

DETAILS OF ACCIDENT

Identify cause of accident

.....
.....
.....

List action to prevent reoccurrence (Use another sheet If necessary)

.....
.....
.....

Signed.....

Date.....

Name.....

Position.....

VIOLENT INCIDENT REPORT FORM

Date of incident..... Time of incident.....
Name of the person involved in the incident

..... Ethnicity.....

Role in the organisation.....

How long in organisation..... Full-time Part-time

Location at which the incident occurred On duty Off duty

.....

Who was the person involved in the incident doing at the time?

.....

Type of incident (you may tick more than one box)

Verbal threat Severe verbal abuse Racial abuse

Threatening Posture Threat with weapon Sexual abuse

Physical assault Attempted theft Other (specify)

Give an account in your words of what happened and any relevant events leading to the violent incident. (Attach a separate sheet if necessary)

.....
.....
.....

Please include details of any furniture or items that may have been used in a threatening manner or where actually used in the incident.

.....

Please list any damage to personal property including clothing

.....
.....

Please list physical injuries sustained, including cuts and bruises.

.....
.....

Please list any emotional effects resulting from the incident.

.....
.....

Please list treatment given for injuries given

by.....

.....
.....

Please give name of hospital if involved in treatment

..... Date of treatment.....

Witness to the incident.

Name	Occupation	Name	Occupation
.....
Address		Address	
.....		
.....		
.....		
.....		
.....		
.....		

Name of person recording the incident.....
Address.....
.....

Signed..... Date.....

If the person in the incident is not able to complete this form, a senior member of staff should complete the relevant details as known.

MANAGERS REPORT

Name..... Date.....

Sick leave taken by..... Number of days

I have read the report by,.....

Name of assailant..... Male Female

Address.....
.....

Known to organisation Yes No

Incident reported to the police Yes No

Give details of any action taken by police
.....
.....

Interviews carried out with
.....
.....
.....

I have carried out an investigation of the incident and recommend the following action.
.....
.....
.....

Entry to be made in the accident book Yes No
Who by?

RIDDOR form to be completed Yes No
Who by?

Report to the Contracts Manager Yes No
Who by?

Signed..... Date.....

GUIDELINES ON DEALING WITH POTENTIALLY VIOLENT AND ABUSIVE SITUATIONS

It is possible that potentially violent or abusive situations could arise when Workers are carrying out their work. It is important that staffs protect their personal safety by recognising potentially violent or abusive situation, and minimise the risk or remove themselves from the situation.

Violent or abusive situation occur when people:

- Does not listen
- Are verbally abusive
- Threatened or carry out physical assaults
- Harass people on the grounds of gender, race or disability
- Refuse to co-operate with an agreed action

This behaviour can occur for a number of reasons such as:

- Client's or other people feel you don't listen to them or respect their views
- They are distracted by other factors
- They are overwhelmed by emotion
- They don't understand what you are saying

HOW TO MINIMISE POTENTIALLY VIOLENT OR ABUSIVE SITUATIONS?

- Be positive about yourself and the service you offer
- Use positive body language
- Be prepared to listen
- Show respect and support for the people using your services
- Try to avoid personal problems affecting your work
- When carrying out work in a client's home
- Make sure that some one at the office knows where you are meant to be and let them know if you have changed any appointments or times
- Visit by appointment and keep to time- let Clients know if you will be late
- Carry out your work in a way that respects their wishes
- Respect the home of Client you are on their territory!
- Give accurate information. –Don't be afraid to say you don't know
- Listen to what people are saying. They often value this even if you are unable to help
- Give feedback on any issues that you have promised to look into on the Client's behalf

HOW TO DEAL WITH POTENTIALLY VIOLENT OR ABUSIVE SITUATION?

- Show that you are willing to listen
- Don't personalise their behaviour towards yourself
- Speak quietly and calmly
- Give accurate advice and information
- Avoid violence and leave the room if possible if violence is threatened
- Use personal safety measures if appropriate
- Always inform the Manager when you leave the situation even if the incident has been dealt with on this occasion

EMERGENCY PROCEDURES

In the event of an emergency, for example: fire, flood or gas leak the following action should be taken. The individuals should be helped to evacuate the property if it is possible to do so safely. Carry out emergency first aid if you have the appropriate training.

Call for assistance from neighbours or passers by and instruct them to contact the appropriate emergency services immediately. This may be to ring 999 or ring the Gas Emergency Number in case of a gas leak. If safe to do so, switch off sources of danger such as water, gas or electricity

Electricity

If you believe that someone has been electrocuted,

- Don't touch them unless the electricity has been turned off at source, or they are no longer in contact with the source of electricity
- Do switch off electricity at the mains switch

Gas leaks

If you believe that you can smell gas

- Do not switch electrical equipment on or off
- Do not smoke
- Do not use naked flames
- Do turn off the gas supply at the meter
- Do open doors and windows to get rid of the gas
- Do help the client to ring the Gas Emergency Number so that the appliance can be made safe immediately. The number is 0800 111 999

EMERGENCY PROCEDURE

Fire

If a fire breaks out in the property

- Alert all members of the household and lead them to an exit such as a door or window that is away from the source of the flames
- Close doors and windows to restrict the spread of flames and smoke
- Do not attempt to fight a fire unless you have the appropriate training and feel it is safe to do so
- Dial 999 and send for the Fire Brigade

Report the incident

Ring the manager of the organisation as soon as possible to inform him/her of the situation

The manager will inform the Assessors for The Council Home Support Services and the Registration and Inspection Unit

The manager will investigate the incident and where applicable issue guidelines on a safe method of working to avoid recurrences of the incident

SAFE USE OF CLEANING SUBSTANCES

Many people underestimate the risk of using domestic cleaning substances, and do not take sensible precautions to protect their health and safety. When undertaking a task that requires the use of cleaning substances, a risk assessment on the use of each substance must be carried out to ensure that the task can be carried out safely. In carrying out the task staff must:

- Read the manufacturers instructions carefully before starting the task
- Ensure that the adequate ventilation is available if the instructions say that the substance may give off fumes
- Ensure that personal protective equipment such as gloves. Safety glasses and breathing masks are always used if identified by the risk assessment.
- Follow the manufacturers instructions carefully in the application and removal of the substance
- Ensure that all cleaning substances are always kept in clearly marked container that clearly identifies the product, gives instructions on its safe use and highlights any hazards it may present.
- Do not mix cleaning substances when carrying out a task; the combination of certain substances can be very dangerous.
- Cleaning substance must always be disposed of safely in line with the manufactures recommendations

USEFUL TELEPHONE NUMBERS

The organisation office	0161
Manager Mobile Phone	
Police/Fire/Ambulance	999
Gas Emergency Number	0800 111 999
Social Services Emergency Duty Team	

CLIENT INFORMATION

Name	
Next of kin	
GP	
Hospital	
Landlord Repairs Number (If appropriate)	

FIRE SAFETY

WHAT TO DO IN THE EVENT OF A FIRE?

People are killed more from inhalation of fumes given off from a fire rather than the flames themselves. The priority in any fire is to ensure that people in the building are evacuated safely before attempting to tackle any blaze. If you discover a fire in the workplace the following action should be taken:

- Close the door of the room where the fire is, unless you suspect that anyone is in the room
- Alert the client and anyone else in the office of the danger and instruct them to leave the building by a route away from the fire
- If smoke is affecting the escape route, instruct everyone in the household to lie on the floor and crawl to the exit as quickly as possible.
- Use a damp cloth to cover the mouth of anyone trying to exit through the smoke if one can be safely obtained.
- Instruct the occupants to gather in an identified place so that you can confirm that everyone is safely out of the property.
- If it is safe to do so from the property ring 999 and ask the fire brigade to attend the scene, if not ask a neighbour or a passer by to urgently phone the fire brigade. Give details of the address of the property and the nature and position of the fire in the property.
- Do not attempt to fight the fire unless you have been trained to do so
- When you are sure that the client is safe, inform the manager of the incident as soon as possible.
- If the member of staff is implicated in the cause of the fire, the manager will ensure that an investigation of the incident is carried out to identify any lessons that need to be learnt, to prevent a recurrence of the fire and issue instructions of a safe method of working to all staff

CAUSES OF FIRE

Some common causes of fire include:

- Lighted cigarettes coming into contact with furniture or bedding
- Clothes being left over fireguard or heat source
- Sparks from open fires
- Chip pans or other sources of fat setting alight in the kitchen
- Portable fires being too close to flammable material

PREVENTION FIRE OR THE SPREAD OF FIRE

Simple actions can be taken to avoid fires from starting, or to limit the spread of fire.

- Make sure cigarettes are smoked where there is easy reach of an ash tray and the cigarette ends are fully extinguished
- Avoid smoking in bedrooms
- Always make sure that a cigarette end is found if dropped on a chair or in a bed
- Never dry cloth over fire or other heat source
- Make sure that fire guard are fitted around an open fire if leaving a room, or if the person left the room would be unable to deal with any sparks that might jump out of the fire
- Ensure that chip pans and other cooking pans are not left unattended
- Close doors when leaving the room to prevent the spread of fire
- Ensure that electrical and heating equipment, particularly portable fires are switched off when not required
- Ensure that portable fires are kept away from combustible

FOOD SAFETY POLICE

The organisation has a duty of care to ensure that staff provides food and drink that is wholesome and safe in all circumstances.

The organisation will ensure that all food and drink prepared for the Clients is of a content, quality and consistency suited to the Clients and dietary needs

Special diets will be catered for whether on medical, religious or cultural grounds or from choice.

The organisation will establish and take account of the users preferred method of food preparation, providing this is consistent with food hygiene procedures.

MINIMUM STANDARDS

In the provision of food to Clients the following minimum standards will be applied;

- Separate over –clothing will be worn during preparation of food
- All staff involved in the preparation or serving of food will attend a basic Food & Hygiene Certificate Course and implement the information in their practice
- Where food is purchased on behalf of Client's it will be handled and stored in line with guidance issued by the organisation
- A risk assessment will be carried out at each new place of work to identify risks in the home regarding food safety
- Staff will advise Clients of any identified risks relating to food items or their actions, that affects the safe preparation of food. This may relate to issues such as safe storage of food, items that are out of date, or poor standards of hygiene in the home

Consideration will be given to identifying ways in which the risk can be minimised or eliminated such as the need to provide cleaning materials or disposable towels if hygiene standards in the office represent a risk to the safe preparation of food.

FIRE SAFETY CHECKLIST

Fire Precautions The person with overall responsibility for fire precautions and completion of the log book in the building is	Date
Contact with the Fire Brigade is in relation to the Fire Certificate is Responsibility of	
Local Fire Brigade Telephone Number	
Contact Name	
Completing the weekly fire alarms test is the responsibility of	
Compiling the fire notice is the responsibility of	
Preparing the emergency evacuation procedure is the responsibility of	
The Person responsible for checking the register in the event of an evacuation is	
The person responsible for making sure fire drills are carried out on a regular basis is	
Company Hired to check, maintain and service fire safety Equipment Company Name Contact Name Telephone Address	

TEST OF FIRE EQUIPMENT

Item	Location	Weekly Test Date	Service Date
Fire Alarm System			
Smoke Detector			
Fire extinguisher			
Hose Real			
Fire Blanket			
Emergency Lights			
Automatic Fire Doors			

Fire Certificate Issued by

Renewal date

STAFF TRAINING CHECKLIST

Name of member of staff: _____

Job Title: _____

Course Attended	Date	Trainer	Refresher

INSURANCE ARRANGEMENTS

EMPLOYERS LIABILITY INSURANCE

Name of Insurance Company

Contact Name..... Telephone Number.....

Address.....
.....
.....

Policy Number..... Date of Expiry..... Amount Insured.....

Special Exclusions.....

Special Conditions.....

PUBLIC LIABILITY INSURANCE

Name of Insurance Company

Contact name..... Telephone number.....

Address.....
.....
.....

Policy Number..... Date of Expiry..... Amount Insured.....

Special Exclusions.....

Special Conditions.....

SPECIAL RISK INSURANCE

Name of insurance Company.....

Contact Name..... Telephone.....

Address.....
.....
.....

Policy Number..... Date of Expiry..... Amount Insured.....

Items covered	Date

PROCEDURE ON THE MAINTENANCE OF ELECTRICAL EQUIPMENT

ELECTRICAL SAFETY

The Electricity at Work Act 1989 requires all electrical equipment that is connected to the electrical supply by a plug to be tested at regular intervals. The intervals may vary from 1 month to 3 years depending on the severity of its use.

This policy applies to equipment supplied by The organisation but staff will still have a duty to protect their own health and safety if they believe that equipment provide by the organisation is faulty.

TYPES OF TEST

The organisation will arrange two types of tests of electrical equipment that is owned or supplied by the organisation;

1. Visual inspection of the equipment by staff on a regular basis to look for frayed cables, loose connections, or any signs of deterioration in the equipment.
2. Electrical Inspection and tests by competent recognised electrician

RECORDS

All the inspection must be recorded by using the following process;

- An inventory of all electrical equipment owned by the organisation will be recorded, including connecting cables, multi-plugs and residual current devices
- An assessment will be carried out to establish how frequent each item of equipment should be tested. This will be based on factors such as the frequency of use, the age of equipment, how it is used and the environment it is used in.

All equipment tested will be tagged giving the date of the test and the next tests due date

The organisation will appoint a competent person whose name will be recorded in the inventory book to;

- Establish and maintain records,
- Carry out visual inspections, and
- Organise electrical inspections and tests
- Staff will inform the Manager if any electrical equipment owned or supplied by Management Committee is faulty or outside its test date.

IMPORTANT PRECAUTIONS

The organisation will not allow any electrical equipment to be used at its premises without a test certificate.

The organisation allows that the person brought in to carry out an electrical test is a qualified electrician who can issue a test certificate.

Staff will be instructed not to carry out any electrical repairs themselves unless they are qualified electrician.

STAFF TRAINING

- Staff will be trained to carry out a visual inspection of electrical equipment and sockets as part of their normal practice.
- Staff will be trained to use Residual Current Devices where provided for use in a client Property

ELECTRICAL EQUIPMENT CHECKLIST

Inventory Equipment	Inspection Period	Visual Inspection	Electrical Inspection & Test
		Date Signature	Date Signature

CONFIDENTIALITY AND ACCESS TO RECORDS

Each client involved in the key working system has a right to confidentiality and to have access to records concerning them, and they will be made aware that they have these rights.

Each client involved in the key working system will also be made aware that there is a supervision system and Supervisors are also bound by this policy.

Client information will not be passed to any outside agency or individuals (including relatives) without the client's written consent and without having confirmed in supervision that such information may be passed on.

Key workers will treat all personal information received, whether obtained directly or indirectly, with confidence. Such information includes name, address, personal details, and other descriptions, which might result in the identification of the client.

Exceptional circumstances may arise which give the key worker good grounds for believing that the client will be putting their own life at risk or will cause serious harm to themselves or others. In such circumstances, client's consent to a change in the agreement about consent should be sought whenever possible, unless there are also good grounds for believing that the client is no longer able to take responsibility for their own action. The decision to breach confidentiality, agreed between the key worker and their client, should be made only after consultation with the supervisor.

Any breach of confidentiality should be minimised by restricting the amount of information conveyed to that, which is relevant to the immediate situation and to those persons that can provide the help required by the client.

All workers that leave EHF are still bound to retain client's confidentiality with regard to all information gained while working at EHF

Confidentiality guidelines also apply to the deceased unless there are overriding legal or ethical considerations.

Access to client files will be provided only to the client within three working days of a written request. Access will be allowed only to such files that do not breach a prior confidence between EHF and another agency or individual. Access will only be allowed on EHF premises in a suitably private place. The client will be allowed to make copies of the information provided but will not be allowed to retain the original.

PROCEDURES FOR WORKING IN PARTNERSHIP WITH OTHER ORGANISATIONS

SCOPE

This procedure covers the mechanisms for EHF actively seeking to work in partnership with other organisations.

PRINCIPLES

EHF as an Organisation understands the need to work with other organisations in order to provide the best service to its members/users.

INFRASTRUCTURE FOR WORKING IN PARTNERSHIP

The service Manager/or Management Committee will designate staff members to take the lead in working with key agencies, e.g. Social Services, Health Services, other voluntary organisation and education.

EHF will aim to have at least two-partnership project per year.

DESIGNATED STAFF MEMBER DUTIES

- Each designated staff member will draw up a twelve-month work plan focus particularly on possible joint projects that will be of benefit to the EHF member group in particular and the community in general.
- Staff members designated to particular agencies will make contact with these agencies on a monthly basis with developing projects from this twelve-month work plan.
- Designated staff members will be agree possible projects with their key agencies and will draw up a detailed project report with details of financial and staffing implications and of the benefits to EHF members/users.
- The Service Manager or Management Committee will have a duty to consider these projects and give a reasoned analysis if they are rejected.

PROCEDURES FOR PROVIDING INFORMATION

SCOPE

This procedure covers the ways in which Organisation members are kept informed of what Organisation services are available to them and what new services and events will occur.

PRINCIPLES

It is essential that new Organisation members are properly welcomed and introduced to the centre and its services.

It is of the utmost importance that organisation members have realistic expectations of what Organisation can provide for them and it is the duty of Organisation staff to provide this information so that it is accessible to all members.

INTRODUCTION FOR NEW MEMBERS

All new members will be given a time and date to arrive at the centre where they will be given an introduction to Organisation and its services.

When the new member first arrives they will be welcomed by the key worker and introduced to an appropriate member of staff who will conduct the rest of the introduction procedure and will be on call for the new member for the whole of the initial visit. The appropriateness of the introducing member of staff will be predominantly determined by the language that the new member speaks.

The introducing member of staff will show the new member around the centre and will familiarise the new member with the toilet facilities, the lunch area, and key members of staff and volunteers. There will be an effort made to introduce the new members to other Organisation members that are present.

All staff and volunteers will be friendly and welcoming.

The introducing member of staff will then explain what services are currently available to Organisation members and answer any questions that the new member might have.

INFORMATION SESSIONS

There will be a standing item at monthly staff meetings requiring staff to raise issues that Organisation members may find important. Issues of importance will be minuted and typed up.

An appropriate member of staff will be appointed to disseminate this information at 1.30 p.m. on Friday following the staff meeting where there will be an information session with Organisation members attending the centre.

At the information session each item on agenda will be systematically discussed and feedback sought from the members.

The members will decide what items they would like further information on and will be given a staff member to contact should they require further or more detailed information.

The information session should last no longer than one hour.

INFORMATION DISPLAY

All information on upcoming events and services will be openly displayed on the information board and leaflets will be kept in reception so that Organisation members may easily locate them.

VOLUNTEERS PROCEDURES

SCOPE

This procedure covers how volunteers are dealt with by the organisation.

PRINCIPLES

Organisation recognises the value of volunteering as a two-way process that benefits both the organisation and the other volunteer and is clear about the expectations of each from the other.

Volunteers extend the range of the organisation's work and add value to, rather than substitute for, the contribution of paid staff.

THE ROLE OF THE VOLUNTEER

The Manager will consult with relevant staff, other volunteers, or committee members before developing new roles for volunteers.

Any relevant publicity will provide positive examples of the ways in which the volunteers will contribute to the organisation's expectations of the volunteers and vice versa.

Information about the organisation and the ways in which volunteers can be involved will be made widely available, be accessible to all sections of the community, and be written in clear concise English.

Persons interested in volunteering are provided with clear information about the application and selection process, including details of any compulsory training.

The organisation will not exploit volunteers by placing them in posts that were either previously held by paid staff, or identical to those currently being held by paid staff.

NEW VOLUNTEERS

All new volunteers enquiries will be dealt with within one week and the organisation will use the same selection process for all volunteers.

The volunteer supervisor for the organisation volunteers will be the Day Care Officer and for administrative volunteers will be the Centre Manager.

The volunteer supervisor is designated responsibility for recruiting, selecting, and supporting volunteers and protecting their interests. The volunteer supervisor will also carry out the initial meeting with a potential volunteer in a suitable space.

Potential volunteers will only be asked for information needed to make a placement. Personal information will be recorded in a consistent format for all volunteers and knowledge of these details will be restricted to those who need it and only passed on with the volunteer's consent.

Volunteer applications will only be turned down if they demonstrably do not fit the criteria for the role or where there is a clear mismatch between the volunteer's expectations and the organisation's needs.

Feedback will be given to volunteers whose applications are turned down.

Police checks will be made taking into account relevant Government guidelines, the organisation's duty of care towards its users, and the roles in which volunteers are placed.

All new volunteers will be introduced to relevant paid staff and other volunteers with whom they will come into contact by the volunteer supervisor.

The volunteer supervisor will discuss individually with the volunteer the available opportunities, and they will explain that the volunteer is not expected to commit themselves until they are clear what this means.

Volunteers will be given regular opportunities to review their involvement, to give and receive feedback, and to change to new roles if desired and appropriate.

Records will be kept of all work carried out by volunteers.

SUPPORTING VOLUNTEERS

Paid staff who come into contact with the volunteers should recognise the value of the volunteers contribution and communicate their appreciation of it to them.

Volunteers leaving the organisation, who have made a regular commitment to it, will be offered a reference and/or other statement of their achievements. The organisation will also endeavour to obtain feedback from volunteers leaving the organisation.

The volunteer supervisor will inform the volunteer of what means of support are available to them and to who to contact in case of problems. Support will be offered at times when the volunteer is working.

Both one-to-one and group support sessions will be offered.

Volunteers will be informed of all relevant changes in the organisation that effect their work and will have an opportunity to make known their views about the organisation's work, policies, and procedures and participate in decision making.

VOLUNTEER TRAINING

The volunteer supervisor will consult with the volunteers about their training needs and the organisation will provide training to enable volunteers to develop existing skills and gain new ones.

POLICIES AND PROCEDURES

The volunteer supervisor will make the volunteer aware of policies and procedures and how they apply to them, e.g. health & safety, equal opportunities, complaints and reimbursement.

There is a policy that unreasonable demands will not be made on the volunteer's time and that the volunteers can refuse demands that they consider unrealistic, beyond the scope of their role, or which they do not have the skills to carry out.

PROCEDURES FOR GIVING ADVICE TO PARENTS

SCOPE

This covers the procedures that organisation staff is competent to provide accurate advice.

PRINCIPLES

Providing Health and Social Care advice to Organisation members/users is an essential part of the Organisations aims

Organisation must ensure that the advice given is of benefit to the client.

ACCURACY OR ADVICE

All staff that is to work in the key working system must be trained in how to give Health and social Care advice

Early refresher courses will be arranged.

A member of staff will be designated to keep abreast of any changes in Social Services that may affect Organisation members/users, and will update other staff at staff meetings.

MONITORING COMPETENCY OF ADVICE

When giving advice, staff will take notes concerning the nature of the enquiry, type of advice given and the eventual outcome.

4Six-monthly tests will be carried out see whether staffs is giving accurate advice. The test will consist of the staff member being given a written Health and Social care problem that they will answer orally to the examiner.

PRINCIPLES WHEN GIVING ADVICE

Staff will make every effort to ensure that the Organisation member/users understands the advice is given and why the advice according to Social Services rules.

If the staff member does not feel competent to give a particular piece of advice, they should let the member/user know this and either refer the member to an appropriate agency or reschedule an appointment with the member for such time as they can apprise themselves of the necessary information.

USER AND CARER INVOLVEMENT PROCEDURES

SCOPE

This procedure covers the processes that organisation will take to ensure that user and carer views are continually sought for the development and improvement of organisation services.

PRINCIPLES

It is of the utmost importance that organisation involves users and carers in as many stages of service development as possible.

USER AND CARER COMMITTEES

- A six-member user committee will be set up, and they should agree to meet on a 6 weeks basis.
- A four-member care committee will be set up, and they should agree to meet on a bi-monthly basis.
- At each user and carer committee meeting, a member of staff will be designated to assist the committee in setting up the meeting (i.e. electing a Chair, listing items for the agenda), but is forbidden from contributing to the committee meeting except as a point of information or in an advisory capacity. The designated staff member will also take the minutes.

- The minutes will be typed up within three working days of the meeting and distributed to all members of the committee and the Manager.
- The Manager will meet with the Chair. The Manager will report on any outstanding items from the previous meeting and make a work program based on items arising from the current meeting.
- There is a general principle that user and carer involvement will always be sought in planning groups and review groups. This will be done by use of user and care committees.
- There will be one user representatives and one carer representative on an Organisation Board of Trustee.

COMPLAINTS PROCEDURES

Please also refer to our detailed procedure separately for more detailed information on this.

SCOPE

This covers the processes to deal with complaints from both staff and users,

PRINCIPLES

Anyone who feels that they have been adversely affected by the behaviour or actions of a member of Organisations staff or Management Committee member that takes place while they are acting on behalf of Organisation may make a complaint.

MAKING THE COMPLAINT

The complainant may make the complaint orally in the first instance, but if the conflict is a serious one they will be asked to put it in writing.

Staff and members of the Management Committee cannot help the complainant with the complaint, but the complainant may be accompanied, facilitated, advocated for or represented by any other person of their choice. Where a complainant wants to have an advocate but does not know any one that can do this, Organisation staff or Management Committee members may help to find a representative through another Black and Ethnic Minority voluntary sector organisation. When a member of the Management Committee has a complaint made against them, they are entitled to ask someone outside the Organisation to help them, e.g. someone from another voluntary organisation.

If the complaint is against a member of the Management Committee or member of staff, the complainant should raise the complaint with the Chair of the Board of Trustee.

If the complaint is against the Chair, it should be raised with the Vice-Chair who will select other members of the committee to help them

Where appropriate complaints are made against members of staff, it will be dealt with through the staff disciplinary procedure. With appropriate complaints, Organisation's constitution and policies will form the basis of the investigation into the complaint.

The person dealing with the complaint will acknowledge the complaint within three working days. They will investigate the complaint within fourteen days: this will either notify the complainant of the outcome or give a reason for the delay. In every case the complainant will be advised of any action taken as a result of their complaint.

APPEAL

If the complainant is not satisfied with the result of a complaint against a member of staff, they can appeal to the Management Committee through the Chair. The committee will delegate one of its members to investigate the matter and report back to the committee. The person against whom the complaint is made may be asked to put their case to the committee or answer questions, but will be excluded from being present when the matter is discussed or decided on.

If the complainant is not satisfied with the result of the complaint against a member of the Board of Trustee, they can appeal to an outside body, e.g. another voluntary group.

RECORDS

All complaints together with the outcome of the complaints procedure will be recorded and reported to the Management Committee as soon as possible after the complaints procedure has been completed.