



Safeguarding



Disability Recreation Unity Movement
Registered Charity No. 1044836
Parkgate Community Centre
Southwold Road
Watford
Hertfordshire
WD24 7DN

Tel: 01923 442114
drumwatford@btinternet.com
www.drum.btck.co.uk

Working with Vulnerable Adults

AIM OF THIS POLICY

The aim of this policy is to outline the practice and procedures for paid and unpaid staff to contribute to the prevention of abuse of vulnerable adults through raising awareness and providing a clear framework for action when abuse is suspected. It is aimed at protecting the vulnerable adult and the worker.

THE FIRST PRIORITY SHOULD ALWAYS BE TO ENSURE THE SAFETY AND PROTECTION OF VULNERABLE ADULTS. TO THIS END IT IS THE RESPONSIBILITY OF ALL STAFF TO ACT ON ANY SUSPICION OR EVIDENCE OF ABUSE OR NEGLECT AND TO PASS ON THEIR CONCERNS TO A RESPONSIBLE PERSON OR AGENCY (Hertfordshire Health & Community Services).

- In situations of immediate danger, take urgent action by calling the relevant emergency services (e.g. Police, ambulance, GP)
- Remember to have regard to your own safety. Leave the situation if it is not safe for you.
- Listen to the vulnerable adult, offer necessary support and reassurance.
- Issues of confidentiality must be clarified early on. For example staff and volunteers must make it clear that they will have to discuss the concerns with their supervisor.
- Where a vulnerable adult expresses a wish for concerns not to be pursued then this should be respected wherever possible. However, decisions about whether to respect the service user's wishes must have regard to the level of risk to the individual and others, and their capacity to understand the decision in question. In some circumstances the vulnerable adult's wishes may be overridden in favour of considerations of safety.
- Decisions to override the vulnerable adult's wish not to take the matter further should if possible be the product of discussion with appropriate line management.
- Note your concerns and any information given to you or witnessed by you.
- Report concerns to the appropriate line manager.

REMEMBER IT IS NOT NECESSARY OR ADVISABLE FOR YOU TO SEEK EVIDENCE. By supporting the vulnerable adult and carefully logging any information given to you at this stage you will lay the foundations for an effective formal investigation.

RIGHTS & RESPONSIBILITIES OF DRUM

- To ensure that employees are aware of the adult protection policy and are adequately trained.
- To notify the appropriate agencies if abuse is identified or suspected.
- To support and where possible secure the safety of individuals and ensure that all referrals to services have full information in relation to identified risk and vulnerability.
- To carry out DBS checks for all paid and unpaid employees.

Responsibilities of employees

- To be familiar with the adult protection policy and procedures.
- To take appropriate action in line with the policies of DRUM.
- To promote the principles and good practice to other organisations.
- To declare any existing or subsequent convictions. Failure to do so will be regarded as gross misconduct, possibly resulting in dismissal.

Support for those who report abuse

All those making a complaint or allegation or expressing concern, whether they are staff, service users, carers or members of the general public, should be reassured that:

- They will be taken seriously.
- Their comments will usually be treated confidentially but their concerns may be shared if they or others are at significant risk.
- If service users, they will be given immediate protection from the risk of reprisals or intimidation.
- If employees, they will be given support and afforded protection if necessary in line with the Public Interest Disclosure Act 1998.

The Vulnerable Adult has the right:

- To be made aware of this policy.
- To have alleged incidents recognised and taken seriously.
- To receive fair and respectful treatment throughout.
- To be involved in any process as appropriate and receive information about the outcome.

Recruitment of paid and unpaid employees

- Completion of a DRUM application form
- DBS checks
- Check references

Training

- Familiarisation with all DRUM policies and procedures during induction
- Access to the Hertfordshire Safeguarding Adults from Abuse Guide, which covers all aspects of Adult Protection.
- Further training, dependent on nature of role

It is the line manager's responsibility to clarify with the employee their roles and responsibilities regarding their relationships with vulnerable adults with whom they may be in contact.

Record Keeping - There should be a written record of any concerns.

TYPES OF ABUSE

Physical abuse

- Bodily assaults resulting in injuries e.g. hitting, slapping, pushing, kicking, misuse of medication, restraint or inappropriate sanctions.
- Bodily impairment e.g. malnutrition, dehydration, failure to thrive
- Medical/healthcare maltreatment

Sexual abuse

- Rape, incest, acts of indecency, sexual assault
- Sexual harassment or sexual acts to which the vulnerable adult has not consented, or could not consent or was pressured into consenting.
- Sexual abuse might also include exposure to pornographic materials, being made to witness sexual acts and encompasses sexual harassment and non-contact abuse.

Psychological/emotional abuse includes:

- Including threats of harm, controlling, intimidation, coercion, harassment, verbal abuse, enforced isolation or withdrawal from services or supportive networks.
- Humiliation
- Bullying, shouting, swearing

Neglect

- Including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services the withholding of the necessities of life, such as medication, adequate nutrition and heating.

Financial or material

- Including theft, fraud,
- Exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

Discriminatory

- Including racist, sexist, or based on a person's disability, and other forms of harassment, slurs or similar treatment.

Multiple forms of abuse may occur in an on going relationship or abusive service to one person, or to more than one person at a time, making it important to look beyond single incidents or breaches in standards, to underlying dynamics and patterns of harm. Any or all of these types of abuse may be perpetrated as the result of deliberate intent and targeting of vulnerable people, negligence or ignorance.

Safeguarding Students and Children

DRUM wants everyone to enjoy their involvement with the service, whether they are on a work experience placement or as a regular volunteer.

Staff accompanying school groups operate within their own child protection policies and this guidance is designed mainly to cover situations where students and young adults are unaccompanied by an adult.

DRUM expects the behaviour of everyone who works with us to be absolutely above reproach in this respect. This policy and the accompanying guidelines are intended to help us all to honour that.

While primarily intended to safeguard young adults, our policy is also meant to protect staff and volunteers from any false allegation of improper conduct in that regard.

This guidance is intended to help you understand how the policy is meant to be applied in practice.

We cannot cover every possible eventuality in these guidelines, but hopefully they do cover most situations that you are actually likely to encounter.

For the purpose of this policy the term child means any child or young person under the age of 18.

STATEMENT OF POLICY

We will endeavour to ensure that children are protected from harm while they visit our properties. We will do this by:

1. Making sure our staff are carefully selected and provide appropriate training for staff employed.
2. Taking all reasonable steps to ensure the health, safety and welfare of any child in contact with DRUM.
3. Taking all reasonable steps to prevent any staff member, persons working for us or member of the public from putting any child in a situation in which there is an unreasonable risk to their health and safety.
4. Taking all reasonable steps to prevent any staff member, persons working for us or member of the public from physically, emotionally or sexually abusing any child or vulnerable adult.
5. Reporting any evidence or reasonable suspicion that a child or vulnerable adult has been physically, emotionally or sexually abused in contact with DRUM.
6. Implementing this policy in conjunction with our Health and Safety guidelines already in place.

GENERAL DUTIES OF ALL STAFF

- to take all reasonable steps to protect children from hazards
- to take appropriate action if an accident occurs
- to strictly observe the code of behaviour given here
- to take all reasonable steps to prevent abuse of children
- to report any incident or suspicion of abuse

CODE OF BEHAVIOUR

People working with DRUM must always observe the following requirements where children, young people or similarly vulnerable people are concerned.

You should always:

- Uphold the spirit and specific provisions of the Statement of Policy and these Guidelines
- Do your best to behave in an open and friendly manner, but avoid being over familiar in word or action
- If, so far as possible, avoid situations in which you are alone with children or similarly vulnerable people. If necessary, move to a place where you can both be seen by other colleagues or other adults
- If a child is hurt or distressed, do your best to comfort or reassure them without compromising their dignity or doing anything to discredit your own behaviour
- Try to avoid any physical contact or behaviour that could be unwelcome or misconstrued. Physical touch should only be in response to a child's need and should respect their age and individual stage of development

It may be appropriate to hold a child's hand, to put a comforting arm around their shoulder or carry them – for instance, if they have fallen. However, you should first explain what you have in mind and ask directly if that is what they want. Otherwise, it may be unwelcome or misinterpreted.

Where you have to rely on your own judgement, always treat the child's welfare as paramount.

You have a strict duty never to subject any child to any form of harm or abuse. Failure to honour this will be treated as gross misconduct. This means that it is unacceptable for example:

- to distress a child by shouting at them or calling them derogatory names
- to slap a child
- to hold a child in such a way that it causes pain, or to shake them
- to physically restrain a child except to protect them from harming themselves or others
- to take part in horseplay or rough games
- to allow or engage in inappropriate touching of any kind
- to do things of a personal nature for children that they can do for themselves or an accompanying adult can do for them; this includes going to the toilet with a child unless another adult is present;
- to allow or engage in sexually suggestive behaviour within a child's sight or hearing, or make suggestive remarks to or within earshot of a child
- to give or show to a child anything which could be construed as pornographic
- to seek or agree to meet children anywhere beyond normal visitor areas or off DRUM property without the full prior knowledge and agreement of their parents or guardians.

Good Practice Guidelines

All DRUM staff (and volunteers) must demonstrate exemplary behaviour in order to safeguard the students and young adults visiting DRUM.

The following are good examples of how to create a positive culture and climate within our organisation:

Good practice means:

- always working in an open environment (e.g. avoid private or unobserved situations and encourage an open environment)
- treating everyone equally, and with respect and dignity
- always putting the welfare of our service users first
- ensuring that if any form of manual/physical support is required, it should be provided openly and in accordance with guidelines
- giving enthusiastic and constructive feedback rather than negative criticism
- recognising other's needs and capacity and not pushing people against their will

Practice never to be sanctioned

- engaging in rough, physical or sexually provocative games, including horseplay
- making sexually suggestive comments, even in fun



Disclosure & Baring



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Disclosure & Barring

The Criminal Records Bureau (CRB) has now merged with the ISA to establish the new Disclosure and Barring Service (DBS). It provides access to information across England and Wales about criminal convictions and other police records to help employers make an informed decision when recruiting staff. If an applicant has resided in Scotland in the past 5 years the DBS will contact the Scottish forces to search their local records. The information provided by the DBS is known as a 'disclosure'.

The DBS provides two levels of disclosure – standard and enhanced. Standard and enhanced checks are mandatory for all staff (and volunteers) who, as part of their appointment, will have regular contact with service users in the course of their normal duties.

Recruitment of Ex-Offenders

All new and current staff within areas specified by legislation will be required to disclose any criminal record. It should be noted, however, that DRUM will not automatically exclude an individual for a post on the basis of a criminal record without proper consideration.

The decision rests with the DRUM Manager and DRUM Management Committee as to whether to employ a person whose disclosure reveals a conviction or other information.

A person's criminal record should be considered in the light of all the relevant circumstances and judged on a case by case basis.

Possession of a criminal conviction does not automatically make an applicant unsuitable for employment but some offences (e.g. involving violence or sexual abuse) should preclude an applicant from having access to service users.

Students & Work Placements

A DBS check is not required for students who have a work placement in DRUM as part of their studies, or for their own personal development; for example, helping with activities such as art, drama.

However, if DRUM pays some of its students to work – for example, as junior activity assistants – these students become part of the DRUM workforce; they are, therefore, subject to the same workforce regulations as any other employees.

All students from West Herts College have been DBS checked by the college.

Disclosure & Barring

The Criminal Records Bureau (CRB) and the Independent Safeguarding Authority (ISA) have merged into the Disclosure and Barring Service (DBS).

CRB checks are now called DBS checks.

The applicant must be able to show:

- 1 document from Group 1, below
- 2 further documents from either Group 1, or Group 2a or 2b below

At least 1 of the documents must show the applicant's current address.

Group 1

Passport	Any current and valid passport
Biometric residence permit	UK
Current driving licence – photo card with counterpart	UK/Isle of Man/Channel Islands (full or provisional)
Birth certificate - issued at time of birth	UK and Channel Islands – including those issued by UK authorities overseas, eg embassies, High Commissions and HM Forces

Group 2a Trusted Government Documents

Document	Notes
Current driving licence – old-style paper version	UK
Birth certificate – issued after time of birth	UK and Channel Islands
Marriage/civil partnership certificate	UK and Channel Islands
Adoption certificate	UK and Channel Islands
HM Forces ID card	UK
Firearms licence	UK, Channel Islands and Isle of Man

Group 2b Financial and social history documents

Mortgage statement	UK or EEA	Issued in last 12 months
Bank or building society statement	UK and Channel Islands or EEA	Issued in last 3 months
Bank or building society account opening confirmation letter	UK	Issued in last 3 months
Credit card statement	UK or EEA	Issued in last 3 months
Financial statement, eg pension or endowment	UK	Issued in last 12 months
P45 or P60 statement	UK and Channel Islands	Issued in last 12 months
Council Tax statement	UK and Channel Islands	Issued in last 12 months
Work permit or visa	UK	Valid up to expiry date
Letter of sponsorship from future employment provider	Non-UK or non-EEA only - valid only for applicants residing outside of the UK at time of application	Must still be valid
Utility bill	UK – not mobile telephone bill	Issued in last 3 months
Benefit statement, eg Child Benefit, Pension	UK	Issued in last 3 months
Central or local government, government agency, or local council document giving entitlement, eg from the Department for Work and Pensions, the Employment Service, HMRC	UK and Channel Islands	Issued in last 3 months
EU National ID card	-	Must still be valid

Policy Statement

As an organisation, assessing applicants' suitability for positions which are included in the Rehabilitation of Offenders Act 1974 (Exceptions) Order using criminal record checks processed through the Disclosure and Barring Service (DBS), Disability Recreation Unity Movement (DRUM) complies fully with the Code of Practice and undertakes to treat all applicants for positions fairly.

DRUM undertakes not to discriminate unfairly against any subject of a criminal record check on the basis of a conviction or other information revealed.

DRUM can only ask an individual to provide details of convictions and cautions that DRUM are legally entitled to know about. Where a DBS certificate at either standard or enhanced level can legally be requested (where the position is one that is included in the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 as amended) and where appropriate Police Act Regulations (as amended), DRUM can only ask an individual about convictions and cautions that are not protected.

DRUM is committed to the fair treatment of its staff, potential staff or users of its services, regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age, physical/mental disability or offending background.

DRUM actively promotes equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a wide range of candidates, including those with criminal records.

DRUM selects all candidates for interview based on their skills, qualifications and experience.

All application forms, job adverts and recruitment briefs will contain a statement that an application for a DBS certificate will be submitted in the event of the individual being offered the position.

At interview, or in a separate discussion, DRUM ensures that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of an offer of employment.

DRUM undertakes to discuss any matter revealed on a DBS certificate with the individual seeking the position before withdrawing a conditional offer of employment.

Further information regarding conviction information

On the 29 May 2013, legislation¹ came into force that allows certain old and minor cautions and convictions to no longer be subject to disclosure.

In addition, employers will no longer be able to take an individual's old and minor cautions and convictions into account when making decisions.

All cautions and convictions for specified serious violent and sexual offences, and other specified offences of relevance for posts concerned with safeguarding children and vulnerable adults, will remain subject to disclosure. In addition, all convictions resulting in a custodial sentence, whether or not suspended, will remain subject to disclosure, as will all convictions where an individual has more than one conviction recorded.



Compliments & Complaints



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Compliments & Complaints

Name: _____

Contact Tel: _____

If you have a complaint and would prefer to speak to the DRUM Manager, or a member of the DRUM Management Committee, please contact Sarah Sullivan drumwatford@btinternet.com Tel: 01923 442114



Trustees/Management Committee



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Trustees/Management Committee

DRUM is a user led group and is run by a management committee of disabled members, carers and volunteers.

Roles and Responsibilities of Trustees

Trustee Board

Every voluntary or community organisation is controlled by a governing body that takes ultimate responsibility for the organisation. This governing body may be known as a trustee board, management committee, executive committee, council, board of directors.

Whatever it is called, the top governing or supervisory body of a charitable organisation is its TRUSTEE BOARD. Those who serve on it are the TRUSTEES.

Most trustee board work is done during meetings. Meetings are led by the Chair.

At meetings, trustees review information and debate organisational matters. Staff members and others may advise the board. To reach a decision, the board votes and the majority carries the decision.

Individual trustees and small groups of trustees only have authority as part of the larger board group. Trustee board decisions are only legitimate when they are approved by a majority vote of the entire board.

Trustee board decisions are official and must be responsible by the rest of the organisation. Trustee boards need to communicate decisions and take measures to implement and monitor them, working closely with senior staff to do this.

Trustees

The individual members of the trustee board are called trustees.

Trustees are people who are elected or appointed by an organisation to sit on their governing body, the trustee board and make decisions on behalf of the organisation. They go by many different names including:-

- Member of the management committee
- Directors
- Council members
- Executive committee members
- Governors

No matter what they are called, the voting members of the top governing or supervisory body of a charitable organisation are its TRUSTEES. If you occupy this role and your organisation has charitable status then you are a trustee.

Essential Role of the Trustee Board

Set and Maintain Vision, Mission and Values

The trustee board is responsible for establishing the essential purpose of the organisation. They are also responsible for guarding the ethos and values of the organisation.

Develop Strategy

Together, the trustee board and chief executive officer develop long-term strategy.

Meeting agendas reflect the key points of the strategy to keep the organisation on track.

Establish and Monitor Policies

The trustee board creates policies to govern organisational activity. These cover:-

- Guidance for staff and/or volunteers
- Systems for reporting and monitoring
- An ethical framework for everyone connected with the organisation
- Conduct of trustees and board business

The governing document is the rulebook for the organisation. The trustees make sure it is followed. In particular, the organisation's activities must comply with the charitable objects in its governing document.

The trustees should ensure that the organisation fulfils accountability as required by law to: the Charity Commission, the Inland Revenue and Customs and Excise. The organisation should also be accountable to donors, beneficiaries, staff, volunteers and the general public. This means publishing annual accounts and reports.

Trustees are responsible for checking that all the organisation's activities are legal.

The trustee board respects the domain of staff and/or volunteer's responsibility. At the same time, it creates policy to guide staff and/or volunteer activities and safeguard the interests of the organisation.

Trustee Responsibilities

Compliance

- With the charity law, in particular Charities Act 1993 (as amended by Charities Act 2006).
- With the requirements of the Charity Commission as regulator (www.charity-commissions.gov.uk)
- With the charity's governing document
- With other laws and regulators

Duty of Prudence

- Ensure that the charity is solvent and can stay solvent.
- Use funds only in furtherance of the charity's objects.
- Avoid activities that might put funds, assets or reputation of the charity at risk.
- Take special care when investing or borrowing funds.

Duty of Care

- Use reasonable skill and care in their work as trustees.
- Use personal skills and experience, for example a qualified accountant would be expected to have greater knowledge of financial requirements and to use this knowledge to the benefit of the charity.
- Recognise when you need expert advice, for example when there may be material risk to the charity and bring in appropriate professional advisers.
- Avoid personal conflicts of interest.
- Avoid misuse of the charity's funds or assets.

Trustee Accountability

Trustee boards need to have a good relationship with all of their stakeholders. Stakeholders are people who have an interest in the work of an organisation.

Who are our stakeholders?

Many different groups of people have an interest in the work of our organisation. This could be because:-

- They use our service
- They have benefitted from our organisation
- They are members of our organisation
- They are potential users/members of our organisation
- They work for our organisation
- They are other organisations that work with us
- They are organisations that share similar interests to ours
- They fund our organisation

What can we do to build a good relationship with our stakeholders?

- Create opportunities for stakeholders to let us know what they think of our services
- Listen to stakeholders' ideas about how to improve services and make them more accessible
- Be responsive when we receive feedback and suggestions
- Be open about what we are doing and find ways of sharing this with our stakeholders: photographic displays, website, written reports etc
- Be aware of any hard-to-reach groups and think of ways to target them
- Deal with complaints promptly

Trustees Roles and Responsibilities - Code of Conduct

Selflessness

Decisions are taken solely in terms of public interest, not for personal benefit or financial gain.

Integrity

Trustees should not place themselves under financial or other obligation to outside organisations or individuals that might influence them in the performance of their official duties.

Objectivity

Whether recruiting, awarding contracts, or recommending individuals for rewards or benefits, choices should be made on merit.

Accountability

Trustees are accountable for their decisions to the public and must submit themselves to the appropriate scrutiny.

Openness

Trustees should be open about all decisions and actions. They should give reasons for their decisions and restrict information only when the wider public interest demands.

Honesty

Trustees have a duty to declare any private interests relating to their public duties and to take steps to resolve any conflicts arising in a way that protects the public image.

Leadership

Trustees should promote and support these principles by leadership and example.

Key Legal Duties and Obligations for Trustees

1. Charity Law
2. Charity Commission as regular, for example:
 - Preparing Annual Reports and Accounts
 - Annual Return
 - Reporting Serious Incidents
 - Charity Number on all documentation, for charities with income over £10,000
3. Contracts of Employment and Employment Legislation
4. Equal Opportunities Legislation, in relation to both employment & services
5. Health & Safety Legislation, including Risk Assessment
6. CRB Checks
7. Insurance
8. Financial Record Keeping
9. Bank Accounts
10. Fundraising & Grants
11. Service Level Agreements & Contracts
12. Data Protection Act
13. Copyright and Intellectual Property Law

This information is general guidance and is not an authoritative statement of the law



Risk Assessments



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Risk Assessment Record

Establishment/Workplace: Disability Recreation Unity Movement (DRUM) Parkgate Community Centre Southwold Road Watford WD24 7DN		
Description of Activity:	People at Risk:	
Frequency:	Duration:	
Significant Hazards:	Adverse Effects:	
Existing Control Measures:		
Risk Factor:	Actions & Timescales	
Assessed By:	Signature:	Date:



Health & Safety



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Health & Safety

The Management Committee of DRUM accepts overall responsibility for ensuring compliance with Health and Safety requirements and will make every reasonable attempt to acquire the appropriate knowledge of Health and Safety regulations and Codes of Practice in order to advise and instruct their employees.

The Management Committee will provide safety where necessary to include the use of fire fighting equipment and systems, emergency procedures to be followed and the need to report accidents of potential or actual hazards.

The Management Committee shall be responsible for complying with the health and safety requirements set out in this statement and any codes of practice issued as supplements to the Policy Statement.

These responsibilities include the following:

- Ensure that a copy of this policy is available to everyone.
- Adopt and maintain safe systems and procedures of work and comply with statutory regulations and approved codes of practice.
- Ensure that equipment is safe and properly maintained.
- Ensure that safety devices, where necessary, are fitted, properly adjusted, well maintained and used.
- Identify actual and possible hazards and ensure that proper safety measures are implemented.
- Provide all or any necessary warning signs where appropriate.
- Ensure that a regular survey of safety measures is undertaken and that any irregularities are put right immediately.
- Ensure that any comment or complaint concerning safety is promptly investigated and that appropriate action is taken immediately.
- Ensure that, when necessary, protective clothing is purchased and used.
- In the case of any accidents, make a full investigation and also comply with any statutory requirements relating to the reporting of accidents.
- Familiarise new employees/volunteers with all aspects of safety at work, by explanation and personal example.
- Ensure that everyone works in a manner that is safe to themselves and to others.
- Ensure that all employees are aware of potential hazards and that they recognise them for what they are in order that action can be taken to avoid accidents.
- Every employee has a responsibility for ensuring that they undertake the work they are required to do with due regard to the safety of themselves, service users, colleagues and the general public.

Therefore, each employee will be responsible for:

- Making him/herself familiar with the relevant safety instructions at all times.
- Co-operating with Management in observing the instructions/advice on safety matters.
- Where and when necessary, using protective clothing and equipment.
- Not interfering with, or misusing, anything that is provided in the interests of H&S.
- Reporting any situation, object or equipment that is faulty or a potential safety risk.
- Reporting any incident that may have led to injury or damage.
- Giving all assistance as required in the investigation of accidents.

Failure of any employee to comply with the above requirements may be treated as an act of negligence and may remove liability from DRUM in the event of an accident.

Persistent breaching of the health and safety arrangements will, after appropriate warnings, invite disciplinary action.

EMERGENCY PROCEDURES

FIRE EVACUATION

IF YOU FIND A FIRE OR ONE IS REPORTED TO YOU:

- Anyone discovering a fire, or another emergency for which the buildings should be evacuated, should activate the alarms – found by the fire exits at both ends of the building. Immediately notify the DRUM office, or a member of DRUM staff, of the exact location of the incident.

FIRE FIGHTING

- The safe evacuation of all persons is an absolute priority. Staff may only attempt to deal with small fires, if it is safe to do so without putting themselves at risk, using portable fire fighting equipment.
- **Ensure the alarm is raised BEFORE attempting to tackle a fire.**

ON HEARING THE FIRE ALARM:

- All staff and occupants of building must respond to alarm activations
- The fire alarm is a **continuous ringing bell**
- Staff will check the fire panel and, if safe to do so, go to the zone where the alarm has been activated to investigate if there is a fire or false alarm.
- Staff will summon the emergency services (**DIAL 999**) as necessary;
- Staff will supervise the evacuation of all occupants to the designated assembly point which is **Parkgate Junior School, Southwold Road**

A calm orderly exit is essential, please do not run and do not stop to collect belongings

- On arrival at the assembly point, staff will check the register
Registers will be taken out to the assembly point by staff
- Fire wardens (DRUM Staff) are responsible for ensuring corridors/buildings are cleared.
- **The building must not be re-entered until staff are notified it is safe to do so by the Fire Brigade.**
- If the building cannot be reoccupied following an evacuation, members will be evacuated to Parkgate Junior School and transport home will be arranged.

Assisting members with disabilities

Those people who require only limited assistance should evacuate the building using the nearest exit. If these people have to move at a slower pace they should allow other persons to exit the building before them and then continue their evacuation to a place of safety.

Wheelchair users will need to be evacuated by any other people able to push a wheelchair safely. People with visual and hearing disabilities should be escorted out of the building.

BOMB THREATS

If a bomb threat is received then notify the DRUM Manager immediately, or in their absence, any member of DRUM staff.

Contact the police - for advice as to whether the building should be evacuated – this decision is ultimately the responsibility of DRUM.

GAS LEAKS

If you smell gas, or suspect there is a gas escape, you should immediately:

- Open all doors and windows.
- Notify the Manager / of any member of staff of the incident.
- Check that all gas appliances are switched off
- Shut off the gas supply at the meter control valve located in **Main Hall Cupboard**
- Evacuate the premises as necessary.
- If gas continues to escape, telephone National Grid on 0800 111 999.

CHEMICAL SPILLS

If it is safe to do so identify the substance spilled and take necessary action to minimise contamination if trained to do so.

It may be necessary to evacuate the room and ensure windows are opened.

If the spill is severe, evacuate the building, using fire drill procedures as necessary.

Move all persons to a safe location (Parkgate Junior School) and call the emergency services.

The Fire & Rescue Service are the lead agency in dealing with chemical / toxic / hazardous spillage incidents. (Dial 999)

If severe spill is immediately outside the building:

- Follow procedures to contain all persons within the building.
- Ensure all doors and windows are closed.
- Switch off any fans.
- Avoid using electrical equipment in case sparks are produced.
- Do not smoke.

Health & Safety - GOOD WORKING PRACTICES

Cleaning of the premises is the overall responsibility of DRUM however all users of the centre have a responsibility to ensure that statutory H&S policies and procedures are carried out and that the building is left safe, clean and tidy at the end of each day.

Kitchen

- All cleaning fluids and materials must be kept locked away immediately after use.
- All electrical sockets and plugs must be turned off at the end of the day.
- Bin liners containing food should be emptied and put into the main bins.
- The fridge/freezer temperature should be checked daily.
- All kitchen appliances and cupboards should be kept clean.

Toilets

- To be left clean. Report blockages to the Management or staff member.
- No cleaning materials to be left in the toilets.
- Latex gloves and protective aprons are available and should be worn by all staff as necessary.

Art Room

- Equipment should be cleaned and put away as necessary.
- Table tops must be cleaned thoroughly.
- Potentially dangerous art materials should be locked away immediately after use.

Main Hall

- All windows, doors and cupboards must be locked.
- All furniture should be put away.

All fire exits must be clearly marked

All fire exits should remain clear at all time and not blocked or obstructed at any time.

Smoking is not allowed inside the property.

Community Centre

The centre is often hired out to other groups in the evening, so the centre should be left clean and tidy at the end of the day.

The art room should be closed off and locked.

Communal areas (dining area and main hall) should be clear of all DRUM equipment.

PLEASE ENSURE THAT ALL DOORS AND WINDOWS ARE CLOSED AND LOCKED, AND THAT THE CENTRAL HEATING THERMASTAT IS ON THE CORRECT SETTING BEFORE LEAVING THE BUILDING.

BASIC CARE & SUPPORT PROCEDURES AT DRUM

DRUM provides day services and activities for adults with physical and/or sensory disabilities.

Staff and volunteers will provide minimum assistance during planned activity sessions, leisure and social events.

Some members may require additional support during the day however; DRUM does not provide one-to-one care and members with higher dependency requirements should be accompanied by their own carer/personal assistant.

Staff and volunteers will provide refreshments and give minimum assistance if required with feeding.

Only DRUM staff will assist members with any toileting requirements. DRUM does not use a hoist. Staff will only provide minimum assistance to members with toileting needs.

Members should be able to transfer on and off the toilet, with minimum assistance.

Staff will attend basic lifting & handling training.

Personal Records and Medical Notes

Every member will complete a DRUM Membership & Medical form, which are kept in the DRUM office.

Daily Attendance Sheets/Register

Daily records are kept of all members attending both morning and afternoon sessions.

First Aid

DRUM staff will attend a basic First Aid course.

If anyone is taken ill whilst attending DRUM (or travelling on the DRUM minibus) staff will follow the basic first aid procedures and, if necessary, call the emergency services (Dial 999).

Accidents & Emergencies

All accidents must be recorded in the Accident & Emergency Book.

Serious accidents should be recorded in the Accident & Emergency Book and an Accident/Incident Report Sheet completed.

Medical notes and personal details are available and in the case of the emergency services being called (or attendance of hospital) the medical notes should be copied and passed on to the medical personnel.

If a member is taken ill or sent to hospital then DRUM staff will call the next-of-kin or relevant emergency contact number to inform them of the situation immediately.

Help and Assistance to Disabled Members

DRUM members with higher dependency requirements should be accompanied by their own carer/personal assistant.

- Minimal assistance may be required by some members when using the toilet. Only DRUM staff will assist members with any toileting needs.
- DRUM do not use a hoist.
- All DRUM staff will attend a Lifting and Handling Course.
- Gloves and protective aprons are available to staff. Hands should be thoroughly washed afterwards.

In the case of a member having soiled underwear or clothing, DRUM staff will offer clean clothes and may give minimal assistance to that person.

Any member that cannot clean or change themselves without minimum assistance will be made comfortable and transport will be arranged to take them home. In the event that Dial-a-Ride or DRUM has no transport then a taxi will be called.

DRUM staff will call the next-of-kin to inform them of the situation and in the event of no next-of-kin, staff will inform Hertfordshire Health & Community Services of the situation to arrange care as soon as possible.

Minimal assistance may be required by some members when eating and drinking.

Refreshments such as tea and coffee are provided by DRUM staff and volunteers.

Food is cooked by DRUM staff. Staff will receive training in Food and Hygiene.

Minimal assistance may be required by some members when transferring in to/out of a chair, standing and walking. DRUM staff will attend a Lifting and Handling Course.

Minimal assistance may be required by some members when taking part in organised activity sessions at DRUM.

Members will remain in their wheelchairs during planned activities, unless they can transfer to a chair with minimum assistance.

Members may choose to use yoga mats on the floor but must be able to do this with minimum assistance from the yoga tutor or DRUM staff. DRUM does not use a hoist.

Minimal assistance may be required for standing, sitting, walking etc.

Two people are required to lift the indoor bowls equipment, heavy items of furniture, tables etc.

Please refer to the Risk Assessments for all activities.



Complaints



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Complaints Procedures - Service Users

DRUM has a formalised three tiered Complaints Procedure which is set out below.

In the first instance the aggrieved service user should speak to the manager of DRUM for an informal discussion. Should this fail to resolve the problem then the member is:

- Entitled to meet with the members of the DRUM Management Committee delegated to respond to a service user complaint. This is the Chair and Vice Chair of DRUM.
- Entitled to be accompanied by another member of DRUM at any meeting staged to address a complaint. A written record will be made of that meeting.

In the event of an unresolved complaint, after meeting with the DRUM Management Committee:

- A Sub-Committee (including a representative from Hertfordshire Health & Community Services if necessary) will be convened to address and resolve the issue.
- The complainant will be notified of the outcome in writing by the DRUM Management Committee.

CONDUCT

Making (and hearing) a complaint can be distressing and upsetting nevertheless, those involved should conduct the proceedings in a respectful, courteous and totally truthful manner.

All proceedings must be KEPT STRICTLY CONFIDENTIAL to the parties involved.

Complaints Procedures - Staff/Volunteers

The object of this procedure is to enable a paid/unpaid employee of DRUM to raise a matter about which he/she feels aggrieved, with the intention of resolving the grievance and maintaining good working relationships.

The Procedure is as follows:-

1. If any employee has a grievance then she/he should discuss it with her/his designated Line Manager (DRUM Manager) who, within seven working days, will provide a written record of the discussion.

In the case of the DRUM Manager, the grievance should be discussed with the Chair or Vice Chair of DRUM.

2. Should the grievance still be unresolved, the employee should put in writing (within seven working days) to the DRUM Management Committee for discussion - who will appoint and instruct a sub-committee to meet within one month to consider the grievance.

The decision of the sub-committee shall be confirmed in writing within seven working days of that meeting.

3. If the employee is still aggrieved in respect of the original complaint, the grievance may be taken to the Advisory Conciliation and Arbitration Service, or other appropriate body.
4. The employee may be accompanied by another member of DRUM staff or Union Representative at any stage of the procedure. At the meeting of the sub-committee, the employee and representative may be asked to leave the meeting once the case has been presented.



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Compliments & Complaints

Name: _____

Contact Tel: _____

If you have a complaint and would prefer to speak to the DRUM Manager, or a member of the DRUM Management Committee, please contact Sarah Sullivan
drumwatford@btinternet.com Tel: 01923 442114



Confidentiality



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Confidentiality

DRUM aims to take all reasonable measures to treat information regarding users/members, staff and volunteers in a confidential manner.

- Membership/Medical records will be kept in a locked office.
- Information learned by means of telephone or letter will be entered into the daily log book only if it is deemed 'non confidential' otherwise it will be placed in the relevant member's file and relayed on a 'need to know' basis only.
- Private correspondence relating to a member (e.g. complaint) will be held in a specified file by the Manager in a locked cabinet, within the DRUM office.
- Staff records (for paid and voluntary staff) will be held in a specified file by the Manager in a locked cabinet, within the DRUM office.

Access to any of the above confidential documentation will be on the authority of the Manager and Chair.

- No member of the Management Committee will discuss the content of Committee meetings or share documentation relating to the Committee with others outside the DRUM Committee.
- Members of the Management Committee will be aware of the likelihood of being overheard by others when/if discussing Committee issues, members details, or matters relating to staff at times other than in a Committee e.g. in the office with the door open, and in other locations.

Failure to adhere to the statement and intent of this policy, or to take note of reminders, must be reported at the earliest opportunity to the Manager or Chair.

The instances identified above are not exhaustive, and the Management Committee, with which lays full responsibility for the implementation of this policy, reserves the right to make judgements and decisions about other issues.

Staff and volunteers should not exchange social networking site id's with service users or discuss the service on-line.

Photographs may not be taken or shown on-line without prior permission from the DRUM manager.

Staff must not post anything onto social networking sites such as 'Facebook' that could be construed to have any impact on the reputation of DRUM.

Staff must not post anything onto social networking sites that would offend any other member of staff, volunteer or service user.

Staff leaving DRUM should continue to be bound by our Code of Confidentiality.



Social Media



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Social Media

Introduction

Social media such as Twitter, Facebook, Google+, YouTube and blogging represent a growing form of communication for not-for-profit organisations, allowing them to engage their members and the wider public more easily than ever before.

However, it is also an area in which rules and boundaries are constantly being tested. This policy aims to maximise our social media reach while protecting our public reputation.

Purpose

DRUM may choose to engage in social media such as:

- Twitter
- Facebook
- Google+
- WordPress/Blogger
- YouTube/Vimeo
- iTunes/Podcasting

DRUM seeks to encourage information and link-sharing amongst its membership, staff and volunteers, and seeks to utilise the expertise of its employees and volunteers in generating appropriate social media content.

At the same time, social media posts should be in keeping with the image that DRUM wishes to present to the public, and posts made through its social media channels should not damage the organisation's reputation in any way.

Due to the fast-moving nature of social media and the constant development of new social media programs, it is important that this policy and its procedures be reviewed at regular intervals.

Core Policy

DRUM's social media use shall be consistent with the following core values:

- **Integrity:** DRUM will not knowingly post incorrect, defamatory or misleading information about its own work, the work of other organisations, or individuals.
- **Professionalism:** DRUM's social media represents the organisation as a whole and should seek to maintain a professional and uniform tone. Staff and volunteers may, from time to time and as appropriate, post on behalf of DRUM using its online profiles, but the impression should remain one of a singular organisation rather than a group of individuals.
- **Information Sharing:** DRUM encourages the sharing and reposting of online information that is relevant, appropriate to its aims, and of interest to its members.

DRUM should seek to grow its social media base and use this to engage with existing and potential members, donors and stakeholders. At the same time, a professional balance must be struck which avoids placing the organisation's reputation at risk.



Whistle Blowing



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Reporting Illegal and Improper Conduct

Introduction

DRUM expects the highest standards of conduct from all trustees, employees, volunteers and service users and will treat seriously any concern that you may have about illegal or improper conduct.

You will be expected, through agreed procedures and without fear of recrimination, to bring to the attention of the appropriate level of management any deficiency in the provision of service.

This procedure is designed to enable you to notify management of any reasonable suspicion of illegal or improper conduct. 'Improper conduct' includes neglect of duty and mal-administration.

The procedure requires everyone to act responsibly to uphold the reputation of DRUM and to help maintain user and public confidence.

It is a procedure in which management will be expected to act swiftly and constructively in the investigation of any concerns.

This procedure should be used only where concerns are about the consequences for the users, other employees, members or public. It is not designed to replace or be used as an alternative to the grievance procedure which should be used where an employee is only aggrieved about their own situation. Employees who are worried about wrong doing at work do not necessarily have a personal grievance.

Employees must act in good faith and must have reasonable grounds for believing the information to be accurate.

No one who uses this procedure in good faith will be penalised for doing so.

Mechanism for raising concerns

If you have a concern you will need to exercise judgement on who to raise the issue with. If the matter is minor then it will be sufficient just to bring it to the attention of the person who appears to be at fault.

If the matter is obviously more significant or where a previous informal response as above has apparently been disregarded, then you should raise the matter with your line manager.

Where the issue concerns your line manager or having made your report you believe they have failed to take appropriate action, then you should bring it to the attention of the Chair or Vice Chair of DRUM.

Where the issue concerns the Chair or Vice Chair or having made your report you believe they have failed to take appropriate action, then you should bring it to the attention of the whole DRUM Management Committee.

Depending on the nature of the concern you will be asked to justify and support your claim. Normally you will be asked to do this in writing. It will therefore be helpful to note down any facts and dates as they happen.

Employees who want to use the system but feel uneasy about it may wish to bring a another person along to any discussions, so long as the third party is independent of the issue.

Where anonymity is requested every effort will be made to meet the request but that might not always be possible. The earlier and more open the expression of concern the easier it will be to take appropriate action.

Each case will be investigated thoroughly with the aim of informing you of the outcome of any investigation as quickly as possible.

Exceptionally, if you feel unable to pursue any of these routes, you should consider approaching an appropriate body outside of DRUM such as Hertfordshire Health & Community Services or the Charities Commission.

What should you do if an issue is raised with you?

You must exercise judgement depending on the nature and seriousness of the concern. While it is essential for problems to be tackled effectively with the aim of rectifying the issue, this may well be best achieved in less serious cases by discussion with the relevant section or employee and securing a commitment as to the future standards and corrective action.

In taking any corrective action you must respect a person's request for confidentiality and avoid the threat of recrimination or reprisals. You should notify your own line manager of the action you have taken.

The person should be reassured that their concerns will be treated seriously and sensitively and that DRUM will not tolerate harassment and/or victimisation of anyone raising concerns.

Examples of Illegal and/or Improper conduct

- Fraudulent or improper use of the charities money or assets
- Abuse of clients, volunteers or other employees
- Dangerous practices at work
- Corruptly receiving any gift or advantage
- Allowing private interests and those of DRUM to conflict



Equality & Diversity



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Equality and Diversity

We believe in openness and equality in our dealings with each other and in the way we provide services to members of the community. Every individual is entitled to dignity and respect.

Care for the users of our services goes hand in hand with care for our employees.

No service user or potential service user, employee or potential employee will be discriminated against because of age, colour, disability, ethnic or national origins, race, gender, being a gay man or a lesbian, marital status, political or religious beliefs, or trade union activities.

Diversity is about recognising, respecting and enjoying the fact that people are all very different, whether this is in our ethnic background, family setting, gender, religion and beliefs, or other factors. The ethos of equality recognises that because of discrimination in our society some of us are treated less favourably than others. We have to do our utmost to ensure that we meet the legal requirements and put into place policies and practices for equal opportunities.

Our commitment

We will promote diversity and equality in everything that we do to improve the quality of life for everyone using, working in, working with and visiting our services.

As a service provider we will:

- Promote equality of opportunity and eliminate discrimination in the planning and delivery of our services.
- Work with our partners to create a fairer community where everyone is treated with dignity and respect.
- Recognise and celebrate the diversity of our local communities to foster good community relations, being sensitive to the particular needs that arise from that diversity.
- Lead by example and embed equality in everything we do as an integral part of our policies and practice.

As an employer we will:

- Ensure a strong and consistent leadership commitment towards equality and diversity.
- Recognise that all people are individual, and that their needs can be complex and varied.
- Develop a culture that enables and values the full involvement of all, embedding and promoting the principles of equality in our policy and practice.

Users of this Service

Services will be provided to all people/agencies that DRUM is designed to serve, in a manner according to the stated policy.

DRUM will reserve the right to refuse a service and/or withdraw membership where it is felt or known that a person has discriminated against or intimidated a member of staff, a volunteer or a user of this service and where there has been any breach of the terms and intent of this policy.

Where someone seeking help cannot be assisted by our service, DRUM will signpost that person to other organisations, Hertfordshire Health & Community Services and HertsHelp.

What is the difference?

'Equal opportunities', 'equality' or 'equalities', and 'diversity' all refer to work that: addresses discrimination or disadvantage, tackles prejudice and bigotry, raises equality awareness, recognises and celebrates cultural differences, and advances equal rights.

Equal opportunities

Equal opportunities refers to the development of practices that promote the possibility of fair and equal chances for all and the removal of barriers and discrimination experienced by certain groups. These practices are often supported by legislation.

Equalities

Equalities is a shorthand term for an organisation's work to promote equal opportunities and challenge discrimination, both in service delivery and as an employer. Equalities is about developing policies, procedures, actions and practices to promote equality for individuals and communities who experience discrimination and subsequent disadvantage.

Diversity

Diversity is about differences, not just in ethnicity, gender, disability, sexuality and age but also in values, attitudes, cultural perspectives, needs, beliefs, skills and knowledge and life experiences. It is sometimes used as an alternative to equal opportunities, but they do not mean the same thing. Diversity promotes, and often celebrates, differences between individuals or communities; equalities aims to ensure those individuals have the same rights and opportunities.

Inclusiveness

Inclusiveness is about the creation of an inclusive ethos and work environment which values and respects diversity while ensuring equality, so everyone has the opportunity to succeed.

Discrimination

Is when one person is treated less favourably than somebody else in the same situation.

Direct discrimination

Is when one person is treated less favourably than another in the same situation on grounds of race or ethnicity, gender, disability, religion or belief, sexual orientation and age.

Indirect discrimination

Is when a rule, condition or practice which is applied equally to everyone can be met by a considerably smaller proportion of people from a particular group, or when that rule disadvantages people from a certain group.

Positive action and positive discrimination

The Race Relations Act and Sex Discrimination Act do not allow positive discrimination or affirmative action - in other words, an employer cannot try to change the balance of the workforce by selecting, developing or promoting someone mainly because she or he is from a disadvantaged group. This would be discriminatory and is unlawful.

However, employers and others can take positive action to prevent discrimination, or to overcome past discrimination. Where over the previous twelve months no-one or only very few people from a disadvantaged group have been doing a certain type of work then it is lawful to offer training only for those people or to encourage them to apply.

The aim of positive action is to ensure that previously excluded groups can compete on equal terms with other applicants. It is intended to make up for the accumulated effects of past discrimination. Selection itself must be based on merit and treat all applicants equally. The law does not compel employers to take positive action but it allows them to do so.

Positive action can also be taken by trade unions and organisations that provide education and training courses.

We ensure that DRUM services and functions are:

- Fully accessible
- Sensitive to cultural differences
- Responsive to customer need
- Delivered fairly and equally
- Appropriate for all our service users

What are our personal responsibilities?

Each one of us will make our mark on equality and diversity by thinking about the sort of language we use and the way we act.

We'll also make our mark by taking personal responsibility for challenging inappropriate behaviour and remarks. In particular:

- Avoid the use of language or behaviour that is likely to discriminate or cause offence to others. It is the impact of what is done and said on the recipient that matters, not the intention.
- Challenge the use of inappropriate language or behaviour.
- Remember what you say and how you say it can either be a powerful tool for changing attitudes and beliefs, or a way of excluding and dividing people
- Contribute to meeting the organisation's equalities aims and objectives and national standards
- Support individuals to feel comfortable in raising equalities issues in meetings and performance reviews
- Build the confidence, skills and potential of all staff and volunteers and provide training equality and diversity events and training where possible, to update skills, personal and professional knowledge, and increase awareness and understanding
- Act promptly, confidentially, sympathetically and appropriately in response to informal or formal complaints concerning any disadvantage, discrimination, victimisation or harassment
- Treat all, including members of the public with dignity and respect
- Deliver responsive, sensitive and appropriate services around the needs of a diverse community - consult and engage with different communities to identify those needs
- Build strong relationships with local communities
- Take into account all service users' needs, cultural differences and experiences of our services
- Monitor and evaluate levels of customer and staff satisfaction



Staff Development



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Training and Development

DRUM is committed to excellence in people development in order to maintain and enhance its position as a key player in the Hertfordshire voluntary and community sector. We aim to create a culture of learning throughout where individuals take responsibility in partnership with DRUM for their development. DRUM recognises the need to develop its people so that they are fully equipped to deliver DRUM's objectives; both now and however they may change in the future.

Objective

To ensure that DRUM has people with the appropriate knowledge, skills and behaviours to meet its objectives in both the short and longer term and to allow our people to achieve their potential and career aspirations both within DRUM and the wider voluntary and community sector.

Aims

- To equip people with the technical skills required
- To identify the development needs of DRUM and those of individuals and balance the two
- To ensure that development needs are identified as part of the business planning process and reviewed regularly
- To promote the use of the full range of development opportunities, ensuring that where a formal course is chosen it is the most appropriate solution
- To ensure equality of access to all development opportunities
- To provide career development where possible for all
- To provide effective induction for all new appointees
- To ensure the effective delivery of mandatory training

Appraisals

DRUM is committed to ensuring that every member of staff will, on an annual basis have an appraisal meeting with their line manager and, if necessary, an updated job description.

DRUM believes that all its' staff have a right:

- To know precisely what they are employed to do
- To be made aware of the performance, which is expected from them
- To be told how they are performing in their jobs
- To be given appropriate training and development to enable them to become more effective in their jobs
- To be given the opportunity to give feedback on their perception of their own and DRUM's performance

Two-way communication is essential and the manager conducting the review will encourage the member of staff to express views, to comment on their own performance, and to talk openly about any concerns or ideas that they may have. It provides both managers and employees with the formal opportunity to acknowledge the successes and the progress achieved by the member of staff and also to discuss any concerns or areas for improvement.

Effective reviews should improve the performance of members of staff and enhance working relationships. It will not be used to discipline or to lecture staff. Issues which require disciplinary action, or which need to be considered under DRUM's Disiplinary Policy will be dealt with under those procedures and will not be left until the review meeting.



Disciplinary Procedures



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Disciplinary - Employees

DRUM is concerned for the well-being of its staff and volunteers and for the quality of service to the public and affiliated organisations. Any disciplinary rules are therefore formulated in the light of this concern and are not intended to be obstructive or to create a rigid environment.

Where there has been a failure to meet the required standard of work, or a breach of conditions of service, or an employee has been otherwise guilty of misconduct - the disciplinary action to be taken will be determined by the circumstances but will normally follow the procedure set out below.

The procedure has been drawn up taking into account the Industrial Relations Code of Practice, and the following principles will be followed throughout the procedure.

Before any disciplinary action is taken the employee will always be given an opportunity to explain his/her position.

The procedure is designated to work as quickly as possible consistent with the thorough investigations of the circumstances in each case.

The employee will always be informed in writing of any disciplinary action taken and the reason(s) for it.

STAGES

In normal circumstances the following stages of the disciplinary process detailed below will apply in cases of poor performance or misconduct by an employee.

If an employee's first misconduct or unsatisfactory performance is sufficiently serious, it may be appropriate to move directly to a final written warning. This might occur where the employee's actions have had, or are liable to have, a serious or harmful impact on others or the organisation

Dependant on the nature of the situation, DRUM may issue warnings at an appropriate level following each stage of the process, e.g in cases of gross misconduct, or a serious breach or repeated breach of discipline, an employee may be dismissed immediately.

VERBAL WARNING

The Line Manager/Chair explains to the employee the reasons for taking disciplinary action and discusses plans for overcoming the problem. The discussion and plans are recorded and a reasonable amount of time is agreed for a review. The verbal warning will be recorded, placed on file and a copy given to the employee. Misconduct is defined as being conduct, behaviour or performance by the employee who constitutes a breach of contract or obligation such as absenteeism or lateness, failure to work efficiently or according to instructions, failure to observe statutory or society rules and regulations, and actions prejudicial to the morale and well-being of members and colleagues. This list is not exhaustive.

FIRST WRITTEN WARNING

If the Chair/Line Manager considers, at the time of review, that progress is unsatisfactory, or another incident of the same or a similar nature has occurred, there will be a further discussion and re-examination of the plans for improvement with the employee. This discussion and the revised plans will be recorded and a further reasonable time for review will be agreed with the employee. The employee is informed that a further unsatisfactory review would result in a final written warning. The first written warning will be recorded and a copy given to the employee.

FINAL WRITTEN WARNING

If progress is still unsatisfactory, at the time of review, or another incident has occurred, there will be a further discussion with the employee and a final warning may be issued. The discussion and the plans for improvement will be recorded, placed on file, and a copy given to the employee clearly stating that lack of improvement by a set date, or further occurrence of an incident, may result in dismissal.

TERMINATION OF EMPLOYMENT

After the facts have been investigated and the Chair/Line Manager is satisfied that the employee committed the act of misconduct, or there continues to be a lack of satisfactory improvement in performance/behaviour, the employee will be dismissed with the appropriate period of notice.

GROSS MISCONDUCT

If an employee is guilty of gross misconduct this may result in summary dismissal without notice.

Gross misconduct may include, but is not limited to, such offences as theft, fraud, embezzlement, malicious damage to property, breach of contract of employment, drinking daily on duty or immediately prior to it, insulting behaviour to other members of staff, volunteers, members of the organisation or members of the public, assault, using DRUM premises for illegal purposes, refusal to carry out reasonable instructions and bringing DRUM into disrepute whilst on or off duty.

RIGHT OF APPEAL

Employees have a right of appeal by writing to the Management Committee within seven days after receiving a verbal or written warning (or if they are dismissed) if they consider action to be unwarranted.

The Appeal should be heard within 28 days.

A written acknowledgement of the appeal should be given within five working days. At all stages the time limit may be altered by mutual agreement.

INFRINGEMENT EXAMPLE

The following are examples of behaviour that could lead to a warning that your employment is in jeopardy or dismissal in some circumstances

1. Failure to perform work to the required standard.
2. Poor time keeping.
3. Using bad or abusive language at work.
4. Leaving your work position without authority.
5. Failure to follow reporting procedures as laid down in the Employment Contract.
6. Failure to follow other workplace procedures as laid down in the Employment Contract.
7. Negligence.
8. Breach of safety requirements.
9. Rudeness to service users, internal or external customers.
10. Disobeying a lawful and reasonable order.
11. Any other matter reasonably considered by the employee to justify a warning.

The following are examples of behaviour that could lead to dismissal

1. Serious negligence.
2. Refusing to reveal the contents of a bag when requested.
3. Serious breach of safety requirements.
4. Assault or fighting at work.
5. Unauthorised possession of company or other employee's property (note: any procedures for obtaining company property, whether borrowing equipment or purchasing from the company should be detailed to all staff, and care should be taken to ensure that the procedures are understood.
6. Discrimination - for example - harassing a service user, co-worker or visitor.
7. Possessing drugs or alcohol at work without good cause or without authority.
8. Consuming or being under the influence of drugs or alcohol without authority, except where the drug is used in accordance with a prescription by a doctor.
9. Failure to follow cash-handling procedures.
10. Unauthorised use of company equipment or vehicles.
11. Falsification of company records.
12. Damage to property.
13. Misuse of confidential information and/or removal or copying of confidential information or any other matter considered by the employer to justify dismissal.
14. Dishonesty.



Volunteers & Work Experience



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Volunteering

Volunteering Values/Principles

DRUM recognises the value of volunteer participation in helping achieve its strategic aims and extend the delivery of services offered. Furthermore, DRUM believes volunteers enhance the credibility of the organisation.

DRUM believes the interests, life experiences and diverse range of skills of volunteers can complement that of other team members and that volunteers can bring a different and fresh perspective to its work, often one that reflects the views of the local community.

DRUM is committed to making volunteering a worthwhile and enjoyable activity that benefits both the individual and the organisation.

Volunteers may carry out similar tasks to paid staff in order to:

- (a) develop their skills and experience and
- (b) support the work of staff in order to enhance the services but DRUM will not substitute paid employment with volunteering opportunities.

DRUM will give volunteers information, support, training and development opportunities.

The role and relationship between DRUM and the volunteer will be by mutual agreement.

Staff Responsibilities

Within each area of work, a member of staff will be identified as the person responsible for volunteers, and they are responsible for ensuring that all staff and volunteers have access to and are aware of this policy.

All staff and volunteers, including students and those on work experience placements, must adhere to this policy and seek guidance/advice from their line manager if they have any query.

Initial Application

On first contact, an informal meeting will be arranged with the person with responsibility for volunteers in that area of the organisation and an Application Form for Volunteers will be completed.

Taking up References and DBS Disclosure

Following the informal meeting, two references will be requested. If required, the applicant will be asked to complete an application for an enhanced DBS Disclosure

Once returned, should either of the references or CRB Disclosure give cause for concern, the situation should be discussed with the Director before the volunteer is offered a position. Once a position has been agreed the applicant will be contacted and a start date arranged.

If someone is considered unsuitable for the position of his or her choice, they will be given a reasoned explanation and, where possible, a suitable alternative suggested.

Personal Information

Volunteers will be required to provide only relevant personal information and will be told why it is needed. The information will be kept in a secure and responsible manner in accordance with

the Data Protection Policy; no information will be given to anyone else without permission. Volunteers will have the right to access their personal information kept by DRUM in line with policy.

Training and Development

DRUM will ensure that all volunteers have access to training and development opportunities relevant to their roles to comply with legislation and internal policies.

Our policies

All volunteers will be required to read and comply with all relevant Policies and Procedures

Confidentiality

All volunteers will be required to read and comply with the Confidentiality Policy.

Behavior

All volunteers must adhere to DRUM's Staff and Volunteer Policy. Failure to do so may make it necessary for DRUM to ask the volunteer to discontinue with their role.

Students - Work Experience Placement Agreement

An opportunity for students to gain experience of working in the voluntary sector, in a health and social care environment, with adults with physical and/or sensory disabilities.

Main Duties

After induction and with supervision the student's activities could include:

- Helping to prepare activities and materials
- Help to keep areas clean, tidy, safe and hygienic
- Assisting staff/volunteers with the preparation of work and help during activities, i.e. painting and yoga, tai chi, drama
- Assisting staff with the social integration and interaction of all members of the group
- Assisting with various activities including - arts and crafts (painting and ceramics)
- Assisting with lunch - preparation and serving, students welcome to lunch
- Assisting with tidying up at the end of sessions
- Assisting with reception tasks such as, meeting and greeting visitors, answering telephone calls
- Assisting with admin tasks such as filing, faxing, sorting of mail
- Occasionally the centre organises trips out such as lunch and show trips. Students are welcome to attend.

NOTE: Staff and volunteers have had DBS checks. Other organisations are involved at this centre ie Princes Trust

Observations and Learning Opportunities

- Learning about the Voluntary Sector, working with a small charity and other community groups
- Learning about health, safety and security rules
- Learning about the requirements of the Vulnerable Adults Act
- Learning about the qualities and qualifications required to become a Health care Assistant

NO personal care will be undertaken by student.

Employability Skills

Communication, working with others, problem solving, improving own learning and performance.

Meals

Half hour for lunch. Food provided or take own lunch. Lunch off site unsupervised.

Days & Times

Monday, Tuesday, Thursday, Friday 9am - 3pm.

Clothing

Smart casual. Jeans and trainers are acceptable. No low tops or short skirts. Students may join in with Yoga sessions, comfortable clothing.

Travel

Student to make own travel arrangements.

Work Experience Placement Health & Safety

Health & Safety

Students will be given an induction on their first day that will include Health and Safety information, an introduction to the team and tour of the premises. Information on the company's 'Safe Working Practices' including emergency procedures and any relevant risk assessments as well as the job description must be covered.

Employers will risk assess the suitability of the work area, including any off site visits, prior to the commencement of the student placement.

Employers have primary responsibility for the health and safety of the student and must manage any significant risks.

Students will be assigned a supervisor and Employers will ensure the competent supervision of the student/s throughout the placement.

The school and the student must undertake, prior to placement, to inform the Employer if the student suffers from any medical/health condition or has any specific learning needs that may create a hazard to the student or to others with whom he/she will be working.

Students and/or parents must inform the Employer, School /Youth Connexions if they are unable to attend their placement.

Parents are reminded that students are classed as Employees for insurance purposes and will be subject to Health & Safety Regulations that legally require them to take proper care of themselves and others in accordance with the Health & Safety at Work Act 1974 - Section 7.

It is an offence to misuse or interfere with anything provided in the interests of Health & Safety.

At no time will the student be left alone on the premises.

If placements involve an element of 'one to one' working or 'one to one' travel, schools/parents/carers should consider whether this is a suitable placement for the student.

Students may be asked to sign an Employer Confidentiality Agreement (in addition to the student/parent agreement).

Student should adhere to the telephone, mobile, internet and social media policies of the employer.

Any PPE required will be provided by the Employer (except safety boots). Employers have the right to refuse any placement where these conditions have not been met by the student.

Students should be advised that the employer may have CCTV (Closed Circuit Television) in operation on the premises.

Students MUST NOT enter areas designated as off limits or use/interfere with equipment also considered/instructed as being off limits.

Students must follow all Health & Safety instructions given to them by the Employer.

Parents/carers are reminded that travel to and from the work placement is their responsibility and that students may not be supervised in all cases during lunch and work breaks.

