



Volunteer Policy and Procedures Handbook

Welcome

Thank you for volunteering for TYKES. You will be joining a small team of staff and volunteers to help promote the work of the charity supporting young carers and their families across Sutherland.

TYKES was established in 2004 after the results of a survey illustrated the need to support young carers in the East Sutherland area. The Survey revealed the astounding statistic that 4% of the school population in the area were identified as young carers, the majority of whom received no formal support in their caring role. The project was established to provide information and support to children aged under 18 years of age who have a caring role within their family. This remit is currently being expanded to include young adult carers up to the age of 25 years.

1. TYKES' Statement of Purpose

The aim of the charity is to develop and maintain a high-quality service to support the needs of young carers in Sutherland whose lives are significantly impacted by physical or mental ill-health, a disability or addiction of a family member within the home.

2. Governance

Originally known as Sutherland Young Carers the organisation was established under the umbrella of Crossroads Care East Sutherland. The charity TYKES replaced Sutherland Young Carers in 2004 when the project was registered as an independent charity (SC036398) and incorporated as a limited company.

Under the terms of the charity overall responsibility for its procedures, under charitable law, rests with the Board of Directors directed by the Chairman. However, the conduct and day-to-day business is operated by paid staff members.

3. About TYKES.

TYKES currently consists of two properties; the Project Office and the Charity Shop.

The Office provides a base for the Project Leader, Office Manager and Support Workers. It also provides an essential safe-space for young carers to attend drop-in sessions where they can discuss any issues they may have, meet other young carers and just take a break from their caring role and be their own person for a while.

The office is also open for family members to come and speak to staff and members in a relaxed atmosphere with tea and biscuits.

The charity shop is an essential source of funding for the project. Its genesis came from the generosity of the surrounding community wanting to donate items for the young carers. The donations were so abundant that it became necessary to open a small charity shop outlet, initially on Duke Street and subsequently on Main Street in Golspie.

The charity shop is entirely run by a staff of volunteers. Opening hours are dictated entirely by the number of volunteers available to man the shop so, the more the merrier.

4. Volunteer Roles

The purpose of the role is to assist in the day to day running of the TYKES Charity Shop. Our volunteers play a significant role in helping the Charity Shop not only to raise funds to enable the Project to support Young Carers but also to promote local awareness of the work TYKES does to support Young Carers.

Main Activities/ Tasks:

- To support and supervise Young Carers and other young people who have a short-term placement in the shop to gain work experience.
- To assist and serve customers, including Young Carers and their families, in a polite and helpful manner, and in accordance with the TYKES Code of Conduct.
- To assist with the processing of stock, including: sorting; steaming; pricing and hanging of donated items and preparing items for recycling.
- To be involved with the operation of the till and point of sale card payment machine and the handling of cash.
- To promote the public-understanding of the work of TYKES and the importance of raising funds through the Charity Shop.
- To support and assist other volunteers, who may have a short term volunteer placement in the shop, to gain work experience, which may include Young Carers and their families.
- To comply with TYKES Policies and Procedures.

5. Housekeeping

- Volunteers are expected to be well presented and smartly dressed.
- Volunteers must sign in and out of the shop.
- A level of cleanliness should be maintained, by all volunteers, in the small kitchen which is available for volunteers to use.
- Toilet facilities, which are located within the shop, should be maintained to a safe level of cleanliness by all volunteers.

6. Operating Hours

- The Shop opening hours are dependent on volunteer availability.
- Volunteer hours are by mutual agreement. A rota will be in place to maintain a safe number of bodies within the building at any one time.

7. Membership

TYKES Membership is free and helps us:

- Get feedback from the people who use our support services;
- Win funding to support Young Carers;
- Include the opinions and ideas of people who use and support TYKES to improve and develop our services; and
- Have a louder voice to speak out about issues that affect Young Carers.

Members also hold voting rights for the election of Directors and can have a say in the future of TYKES.

8. Expenses

Volunteers should not be out of pocket by doing voluntary work. We will therefore reimburse reasonable expenses (up to £5.00, or unless otherwise agreed beforehand) guided by the following:

- Public transport fares that are supported by receipts or tickets.
- Any other out of pocket expenses. Please note that this does not cover lunch or other food expenses.

In order to claim the above expenses, **volunteers must provide receipts and / or tickets and complete an expenses claim form**. Currently all expenses are paid via BACS transfer, within 7 days of submission of receipts to the Office Manager.

9. Holidays and Absences

We understand you may not always be able to make your volunteering commitments. Please notify the Volunteer Coordinator if you are unable to attend as soon as possible.

10. Social Media

Our social media platforms are a safe space to share and celebrate the work of TYKES. Volunteers are encouraged to share their experiences online via their own social media channels, and actively participate in and engage with content on the official social media channels for TYKES.

Please do bear in mind that any posts and comments made with regards to TYKES are public, and will remain online into the future. Whilst we are appreciative of all support, we discourage the use of personal social media accounts as a voice for TYKES.

11. Leaving your Volunteering Role

Where possible, we would appreciate a notice period of at least one week if you wish to leave your volunteering post.

We will provide references for up to 12 months after a period of volunteering.

CODE OF CONDUCT

This code has been drawn up as a guide to the standards of behaviour that are expected by TYKES to establish and sustain its high reputation at national and local levels.

- I will deal fairly and honestly with people in carrying out duties on behalf of TYKES
- I will be loyal to and positively promote the reputation, integrity and aims of TYKES avoiding any act which may bring the organisation into disrepute.
- I will act within the law, and in accordance with guidance from staff about TYKES policies and procedures and will take reasonable care to ensure the health and safety at work of myself and those with whom I am working.
- I will declare any personal interest which might conflict with the interests of TYKES or affect my ability to act in a fair and impartial way whilst carrying out duties for TYKES.
- I will not accept any gift or money for my personal benefit offered by and in connection with people using TYKES services.
- I will treat all information relating to young Carers, their families, members of staff and the organisation as strictly private and confidential.
- will respect and treat with sensitivity, the personal choice of lifestyles, customs, values and spiritual beliefs of staff, young carers and their families whilst carrying out volunteering duties with TYKES.
- I will not smoke or drinking alcohol whilst carrying out volunteering duties with TYKES.
- I will respect the principles of equal opportunity in respect of race, gender, marital status, sexual preference, age, ethnic origin, disability or religion which are upheld by TYKES in providing its services and employment.
- I will perform duties as requested by, and in a manner acceptable to TYKES staff and will undertake such training as may be required.
- I will not undertake any task or duty I do not feel competent to perform.

CODE OF CONFIDENTIALITY

It is the policy of the Project that all information regarding carers and clients be treated as confidential. Mutual trust is paramount to the successful provision of the service. Therefore:

- Members of the Board of Directors, staff and volunteers must treat, as a matter of course, all personal information as confidential.
- Information given in confidence will be used only for the purpose for which it was intended and on a 'need to know' basis and cannot be released to others without prior consent.
- Clients will be made fully aware of what will happen to the information they provide, including who will have access to it, and the possible consequences of disclosure (equally the possible consequences of not disclosing should be explained).
- Members of the Board of Directors, staff and volunteers will only discuss clients and their records in a purposeful way in the course of their duty, or as necessary for training.
- Client records, including identifying extracts, must, at all times, be regarded by the Project as highly confidential. They must be safely and securely maintained.
- Information cannot be released to other agencies without the prior approval of the Board or relevant Sub-Committee. Before approving release of information, the Board must be fully satisfied that the proposed recipient can guarantee, in writing, complete confidentiality and safe-keeping of the information.
- All requests for information must be recorded, identifying the date, name of person and/or agency making the request, reason for the request and action taken. A check of the record must be made by a member of the Board at least every six months.
- Members of the Board of Directors, staff and volunteers must understand that failure to observe the Code of Confidentiality could severely damage the reputation of the Project and other staff members and it could severely obstruct the flow of information in future.
- Any suspected abuse of information, for whatever reason, will be made known immediately to the Board through the Project Leader. Suspected abuse will not be tackled individually unless in an emergency when intervention is required to prevent a serious breach of the policy. In these circumstances, the Board should be informed as soon as is practical thereafter.
- Disciplinary action may be taken against any member of the Board of Directors, staff or volunteer
- who does not observe the requirements of the Code of Confidentiality.
- Any member of the Board of Directors, Staff or Volunteers found to be in breach of this Code of Confidentiality, may be asked to resign from their position with TYKES.

TYKES' Policies.

TYKES' Child Protection Policy.

It is the Project's policy to protect children and young people who receive the Projects services and to inform the Projects employees and volunteers about the Projects approach to safeguarding and child protection.

The Project believes that every child/young person, regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity, has at all times, in all situations a right to feel safe and protected from any situation or practice which results in the child/young person being physically or emotionally damaged.

The Project is committed to delivering its services and practising in a way that promotes the welfare of children and young people and keeps them safe, and this principle will take precedence over any other consideration

The Project follows guidance given by the Highland Child Protection Committee to meet regulation set out by the Children (Scotland) Act 1995, the Protection of Children (Scotland) Act 2003 and the Protection of Vulnerable Groups (Scotland) Act 2007 to do all that is reasonable in the circumstances to safeguard a child's health, development and welfare and to ensure that 'The welfare of the child is paramount'.

The policy applies to of the Project's employees, volunteers, Board Directors, associated third parties and anyone working on behalf of the Project or representing the Project in the delivery of our services. The policy will be implemented through the Project's Child Protection Procedures, and our other policies and procedures including:

- Health and Safety;
- Suggestions, comments and complaints
- Code of Conduct;
- Data Protection;
- Confidentiality
- Whistleblowing;
- Recruitment.

If we consider you are in breach of this policy, the matter will be dealt with under the Disciplinary Procedure as a case of possible misconduct or gross misconduct.

This policy does not form part of any employee's contract of employment and we may amend it or depart from it at any time.

Child protection procedure:

Responding to concerns or report of harm or abuse.

The Project is committed to creating an environment in which children/young people are safe from abuse and in which any suspicion of abuse is responded to promptly and appropriately. Employees are expected to be alert to indications of harm or abuse.

Child Protection Procedure checklist.

- Indications that a child may be experiencing continuing maltreatment or neglect;
- Visible signs of injury/bruising;
- Seen in the company of people, either adults or children, who may be putting the child at risk;

- Behaving in a way that is dangerous to him or herself or others;
- Witnessed behaviour that could cause a child/young person harm or affect their welfare;
- A specific allegation of child maltreatment has been made.

Response.

- Do not interrogate or enter into detailed investigations;
- Make casual enquiries e.g. about how an injury was sustained or why the child/young person appears upset;
- Avoid asking more questions than are necessary to clarify whether there is a concern;
- Carefully observe the demeanour or behaviour of the child/young person.

Responding when a child discloses child abuse.

It is likely that a child/young person who has been abused will have given a lot of thought as to whether they should disclose the abuse and that they will be nervous and afraid that they might be rejected, blamed or not believed. Employees are expected to:

- Take any allegation of abuse seriously.
- Do not dismiss or ignore statements or suggestions that the child/young person is trying to communicate information about abuse.
- Listen carefully to what the child wants to communicate, taking account of the child/young person's age and stage of development.
- Allow the child/young person the time and opportunity to give as much information as they are willing and able and to disclose information at their own pace.
- Do not pressurise the child/young person or interrogate them.
- Remain calm and natural. You have been approached because you are trusted, not because you are an expert counsellor.
- Reassure the child/young person that you believe what they are saying and that you know it is not their fault
- Say that you are sorry about what happened.
- Ask what support or action the child would like to happen.
- Do not promise to keep the information secret.
- Follow the confidentiality policy
- Discuss follow up action.

Recording, reporting and sharing information.

The Project recognises that child protection should not be treated in isolation and that the safety and wellbeing of children must come before anything else. The Project will therefore record and store information securely and in accordance with the Projects Privacy Notices and Data Protection Policy, and will only share information appropriately in accordance with GIRFEC guidelines to make sure that children are protected before dealing with any other concerns.

- Any concerns and relevant information regarding the well-being of a child/young person is shared with the Named person or appropriate Authority (eg, Education, Social work, Police).
- Your line managers responsible for sharing information.
- The importance of sharing information with the appropriate Authority (eg Named person, Social work, Police) must come before any other concerns (such as confidentiality for example)
- Any concerns regarding harm or abuse should be recorded in written detail, as soon as possible, what has been seen and heard and reported to your line manager or senior member of staff in the

absence of your line manager), or directly with the Named Person in the absence of senior member of staff.

- Information must be recorded and stored in accordance with the Project's procedures.
- You must not wait for proof, investigate or gather evidence of abuse before sharing information.
- Information will be held and shared securely in accordance with the Projects privacy notices and data protection policies.

Employees.

The Project is committed to staff recruitment, training and management practices and ensuring that the safety and welfare of children/young people using our services.

- The Projects policies on recruitment and selection will be followed for all appointments.
- Employees will receive training in and/or details of the Projects policies and procedures, including when they are updated.
- Employees must follow the Highland Practice Model (GIRFEC) to work in partnership with parents, young carers and other agencies to promote good practice in the area of child protection.
- Any employee or volunteer who is known or suspected to have caused harm to a child or to have placed a child at risk of harm will be removed from unsupervised contact with children.
- Disclosure Scotland will be notified of any employee or volunteer who is known or suspected to have caused harm to a child or to have placed a child at risk of harm.
- Employees should receive appropriate child protection training every three years.

Conduct towards young people.

The Project seeks to create safe environment for young people, volunteers and workers, and staff are required to use good practice at all times whilst carrying out the Projects duties, including but not exclusively the good practices listed below.

- All children and young people should be equally supported and encouraged, and treated with respect and dignity. Favouritism and exclusion should be avoided.
- Involve young people in the decisions that affect them.
- Maintain a safe and appropriate distance with young people (e.g. not sharing tents, shower facilities or having an inappropriate or intimate relationship).
- Physical contact with young people or children should only take place for appropriate reasons eg in an emergency, to administer first aid, to restrain a child whose behaviour is a danger to themselves or others, to give comfort if this is deemed to be appropriate to the child's emotional need and wishes or in a physically appropriate way eg not intimate, sexual, hurtful or over familiar. If physical contact is necessary, tell the young person clearly what you are doing and why, seek their permission and give choices where possible. If possible, have another worker present.
- Use good practice guidelines and strategies to set boundaries and limits to encourage positive behaviour and discourage negative behaviour.
- Don't use personal phones or media accounts to contact young people.
- Employees should seek to maintain professional boundaries between themselves and clients and avoid engaging in contact and communication or developing relationships with clients which are private and independent of the Project.
- You are required to maintain a high standard of hygiene and wear clothing that is appropriate and suitable for carrying out the Projects activities and duties. Clothing must not be sexually revealing or provocative, or make overt statements about your personal opinions or practices which may

influence a young person including sport, religious or political allegiance clothing badges or jewellery.

- Respect and do not invade the privacy of a young person when they are toileting or showering, changing or dressing.
- Employees will not encourage sexual intercourse to young carers, but may engage in discussion or facilitate training or other activities in order to promote sex education and awareness about safe sex practices and the law. Employees will support young people in accordance with Fraser Guidelines in accessing medical and contraception services.

Employees must never:

- Play inappropriate physical or sexually provocative games, make sexually suggestive comments, or engage in sexually provocative behaviour and/or discussions.
- Share a bed with an individual child or young person.
- Touch children or young people in any way that could be considered inappropriate and intrusive.
- Engage in intimate relationships with young people.
- Actively promote sexual activity.
- Blame or ridicule.
- Swear at, use derogatory terms or allow inappropriate, foul, sexualised or discriminatory language or gestures to remain unchallenged.
- Use any form of physical punishment.
- Engage in or allow bullying of any form, including name calling or constant criticism.
- Practice or allow negative or positive discrimination in any of the protected characteristics.
- Use emotional abuse including depriving children of food or drink, bribing or frightening.
- Keep a child in a room on their own as a punishment.
- Smoke tobacco products or use or electronic nicotine delivery systems (vaping) in the company of young people while undertaking the Project's duties.
- Imply that smoking or vaping is not harmful to their health or implies maturity.
- Consume alcohol or illegal substances in the presence of young people.
- Be under the influence of drugs or alcohol whilst carrying out the Project's duties. It is a disciplinary offence to be under the influence of alcohol or other drugs while exercising responsibility for young people.
- Give the impression that excessive alcohol consumption or any involvement with illegal substance is acceptable.
- Condone the purchase of alcohol or illegal substances by or for people under the age of 18.
- Allow young people to buy, consume or possess drugs or alcohol during any of the Project's activities.

Child protection contacts.

Golspie Area Social Work Office: 01408 635 360.

TYKES' Whistleblowing Policy.

It is the Project's policy that we are committed to conducting the Project with honesty and integrity and we expect all staff to maintain high standards. Any suspected wrongdoing should be reported as soon as possible.

This policy covers all employees, Board Directors, officers, consultants, contractors, volunteers, interns, casual workers and agency workers.

This policy does not form part of any employee's contract of employment and we may amend it or depart from it at any time.

What is whistleblowing?

Whistleblowing is the reporting of suspected wrongdoing or dangers at work. This may include bribery, fraud or other criminal activity, miscarriages of justice, health and safety risks, damage to the environment and any breach of legal or professional obligations.

How to raise a concern.

We hope that in many cases you will be able to raise any concerns with your line manager. We will arrange a meeting with you as soon as possible to discuss your concern. You may bring a colleague or union representative to any meetings under this policy. Your companion must respect the confidentiality of your disclosure and any subsequent investigation.

You can raise any concerns confidentially through the whistleblowing helpline 'Speak Up'. This allows you to contact an independent party to raise your concerns either verbally or in writing to allow you to voice any whistleblowing concerns you may have. The Speak Up contact details can be found at www.speakup.direct.

Confidentiality

We hope that you will feel able to voice whistleblowing concerns openly under this policy. Completely anonymous disclosures are difficult to investigate. If you want to raise your concern confidentially, we will make every effort to keep your identity secret and only reveal it where necessary to those involved in investigating your concern.

External disclosures

The aim of this policy is to provide an internal mechanism for reporting, investigating and remedying any wrongdoing in the workplace. In most cases you should not find it necessary to alert anyone externally.

Where you prefer not to raise it to your line manager or through the Speak Up service for any reason, you may seek legal advice or tell a prescribed person or body such as the Accounts Commission for Scotland, HSE or HMRC.

The law recognises that in some circumstances it may be appropriate for you to report your concerns to an external body such as a regulator. We strongly encourage you to seek advice before reporting a concern to anyone external.

Protection and support for whistleblowers.

We aim to encourage openness and will support whistleblowers who raise genuine concerns under this policy, even if they turn out to be mistaken.

Whistleblowers must not suffer any detrimental treatment as a result of raising a genuine concern. If you believe that you have suffered any such treatment, you should inform a director immediately. If the matter is not remedied, you should raise it formally using our Grievance Procedure.

You must not threaten or retaliate against whistleblowers in any way. If you are involved in such conduct you may be subject to disciplinary action. In some cases, the whistleblower could have a right to sue you personally for compensation in an employment tribunal.

However, if we conclude that a whistleblower has made false allegations maliciously or with a view to personal gain, the whistleblower may be subject to disciplinary action.

TYKES' Health and Safety Policy

It is the Project's policy to safeguard the health and wellbeing of everyone affected by its activities and to meet its duties under the provisions of the Health and Safety at Work Act (1974). The policy and the Act require both management and staff to take reasonable care and responsibility for the health and safety of themselves and of any person who may be affected by acts or omissions.

The Project management and Board of Directors are responsible for ensuring that the policy is implemented through the following provisions:

- Providing and maintaining safe premises and equipment
- Maintaining safe and healthy working conditions
- Using a risk assessment process to provide adequate control of the health and safety risks arising from THE PROJECT activities
- Operating health and safety practices and standards which will meet regulatory requirements.
- Informing employees of the standards, practices and procedures, and arrange for the provision of any training to give the knowledge and skills to meet these requirements
- Carrying out reviews to confirm application of these objectives and standards
- Ensuring all workers are competent to do their tasks, and providing adequate training, instruction and supervision
- Encouraging participation of employees in the prevention of accidents, through consulting on matters affecting health and safety and the identification of potential hazards
- Investigating incidents, analyse their cause, identifying deficiencies in controls, programs and procedures and correcting these

Your responsibilities.

All staff share responsibility for achieving safe working conditions. Whilst undertaking your duties you must take care of your own health and safety and that of others and must:

- Observe applicable safety rules
- Be alert to hazards or malfunctions (e.g. trip hazards or broken equipment) and immediately report any health and safety concerns to your line manager and other users.
- Be sensibly and safely dressed for the task, location and conditions
- Use appropriately and effectively, all safety equipment and any other safety equipment that may be provided.
- Avoid improvisation in any form which could create unnecessary risks to health and safety (e.g. climbing on a chair to reach heights)
- Record and report all accidents and incidents, whether injury was sustained or not, including any incidents of violence and aggression.
- Attend and participate in training as required.
- Be aware of the emergency evacuation procedures, positions of fire alarms, equipment and exits.
- Comply with the Project's Health and Safety procedures and any instructions written or verbal that are intended to safeguard the welfare of any individual providing or receiving the Project's services.
- Co-operate with managers on health and safety matters, including the investigation of any incident.

Equipment.

You must check equipment before use, use it in accordance with any instructions for its safe operation, and report any faulty or damaged equipment to your line manager.

Do not use faulty equipment and do not attempt to repair equipment unless trained to do so.

Do not bring tools, substances or equipment not belonging to the Project for use by the Project or its clients, which have the potential to be hazardous.

Information on workstation assessments, eye tests and the use of DSE can be obtained from your line manager.

Protective clothing.

Protective clothing and equipment may be issued depending on the nature of your role.

Where issued, protective clothing and equipment must be used at all times where required. Failure to do so could be a contravention of the Health & Safety at Work Act and will normally be considered gross misconduct, which could result in your summary dismissal.

Once issued, protective clothing is your responsibility. Protective clothing that is lost or damaged through your negligence or carelessness must be replaced at your expense.

Accident book and reporting.

The releasing of information contained in the Project's Accident Book to third parties is not permitted, and any attempt to do so may be treated as an act of gross misconduct.

All employees must familiarise themselves with the Project's accident reporting procedures.

Fire.

All staff should familiarise themselves with the fire safety instructions and notices, including the location of fire extinguishers and fire exits.

Any incident of fire or any use of a fire extinguisher must be reported to your line manager immediately.

This policy does not form part of any employee's contract of employment and we may amend it or depart from it at any time.

First Aid.

The Project will make arrangements to ensure that a first aid kit, and a member of staff who has received training in the administering of first aid will be available at all Project activities. Staff administering First Aid should seek to assess the situation, protect themselves and the casualty from further danger and seek medical assistance or refer the casualty to hospital as quickly as possible.

The Project will provide notices giving information about the location of first aid kits, and members of staff who have received trained in first aid, and staff should make themselves aware of this before undertaking any activity.

Premises.

Safety checks should be carried out prior to drop-in activities according and any hazards or recommendations should be reported to the Project Leader.

Security checks to doors, windows and electrical appliances should be carried out by the responsible member of staff running the drop-in before leaving the Project's offices, and by the last member of staff leaving the Projects office.

Infection control.

Protective clothing and cleaning materials will be provided by the Project.

If there is an incident involving blood, vomit and faeces at a drop in, the Project policy is that for the safety of staff, physical contact with the child and affected clothing should be kept to the minimum necessary. If a child is soiled with urine or faeces, he or she should be immediately taken home. If staff have to clean blood, vomit and faeces this should be done wearing disposable protective gloves and apron, and face mask if appropriate, which should be disposed of in a sealed bag afterwards.

Any skin that has come into direct contact with blood, urine, faeces, mucous or vomit should be washed in warm soapy water if available, and then wiped with skin disinfectant.

Vomit, faeces or mucous solids should be removed and bagged as quickly as possible. All contaminated surfaces should then be wiped of visible traces of blood, urine, faeces, mucous or vomit using hot soapy water. Ventilate the area then apply disinfectant or bleach according to the product instructions to affected surfaces and leave for 10 minutes before cleaning off with clean water. Cleaning cloths should be disposed of in a sealed bag.

The cleaned area should be cordoned off and left to dry.

Respite activities and breaks.

All premises and activities must be risk-assessed. In the case of unfamiliar venues or areas, or those with greater risk of hazards, a pre-visit should be made to assess any risks.

Where there is any uncertainty, specialist advisors should be contacted.

Where a venue has created in-house risk assessment/s and has a health and safety policy, copies should be requested, copied and filed.

When an activity is being organised, the member of staff leading the activity should be clearly identified, and that person should highlight any safety issues and hazards to other team members and the Project Leader.

Staff should ensure that buildings, facilities and equipment are safe and secure for the proposed activity There should always be an appropriate ratio of adults to young carers to ensure that activities are run safely.

Preparation of food.

Food preparation for the Project clients during respite activities must follow good practice in food hygiene and be under the supervision of a person with a food hygiene certificate

Safe Working.

Any activity which is carried out by an employee of the Project should follow the Project's safe working practice and procedures.

Any activity undertaken without the presence of another employee is considered to be lone working.

This includes:

- Lone working at the Project centre
- Lone visits to client homes
- One-to-one working
- Transporting children

No employee should undertake lone working until they have received training in safe working practice and procedures.

Staff should be medically fit to undertake lone working.

Staff must follow the Project's Safe Working procedures if undertaking any lone working.

Lone working should not take place if there are any concerns about the potential safety of a lone working event.

Staff should be aware of the possibility of false allegations that might arise from meeting alone with a young person. Allegations may be in respect of wrongful or inappropriate actions or verbal content. Staff should plan meeting locations and activities to minimise risk eg choose public places, avoid secluded locations and be careful to keep the content of conversation neutral and avoid expressing opinions or statements regarding sensitive or private topics.

If at any stage there are any concerns or doubts are raised about lone visits to a client's home, or one-to-one working, contact with the client should take place at the Project centre, and at a time when other members of staff are in the building and have been made aware that the contact is taking place

If a specific training requirement is identified as a result of risk assessment, this must be undertaken before undertaking lone working.

Any incidents which are a threat or risk to a worker's safety will be recorded and steps taken as appropriate to prevent future repetition.

Driving at work.

Health and Safety law applies to on-the-road work activities and the Project has a duty of care to ensure the safety of staff, volunteers, passengers and anyone else (e.g. other road users) who may be affected by its activities. The Project also has a legal responsibility towards its staff, and this applies whether the vehicles used are owned by the company, by the member of staff or by any other party. However, both the Project and anyone undertaking driving duties for the Project activities share the responsibility of making sure that the risks are properly identified and managed. The Project considers the safety of its

employees to be paramount while they are driving to undertake their duties or whether using the Projects or a private vehicle. This clause has been implemented to ensure all employees are aware of their responsibilities whilst driving at work.

Any vehicle that is to be used for the Project's activities must be:

- Safe and road legal i.e. properly registered, taxed, insured and has a current MOT certificate whether this is the driver's own or the Project's vehicle
- Suitable for the purpose for which it is being used.

Anyone driving for the Project must:

- Have a valid driving licence for the type of vehicle being driven for Project's activities
- Be legally entitled to drive the type of vehicle to be driven.
- Is properly trained and competent to drive the vehicle safely
- insured to drive the vehicle for work purposes.

The Project will require copies of drivers' documents at the commencement of employment. Thereafter it is the driver's responsibility to ensure that they maintain their own vehicles and insurance to comply with the law. The Project may request annual inspection of the following documents:

- Driving Licence
- Motor Insurance Certificate
- Service Documents

Any changes to licences or insurance policies, and any motoring offences, including cautions, summons or convictions, should be reported to the line manager immediately.

Drivers should receive training about using the Project's vehicle and ensure they are familiar with the operation of the vehicle before driving.

Before undertaking any driving for the Project, drivers will receive training in SCORSA safe driving practice, and will adhere to the guidelines set out in the manual whilst driving for the Project.

The Project is committed to reducing the risks which our employees may confront when driving for work. We expect you to act responsibly and abide by speed limits at all times, whether you are using a project vehicle, your own vehicle or a hire vehicle.

You must never drive faster than conditions safely allow. Exceeding the speed limit is against the law. Persistent failure to comply with the law will be regarded as a serious matter and may result in disciplinary action. Whilst driving for work purposes you must:

- Never drive faster than conditions safely allow and obey posted speed limits at all times.
- Ensure you know the maximum speed limit for the vehicle you are driving.
- Plan your travel so you can complete your journey at safe speeds and without exceeding speed limits.
- Cooperate with monitoring, reporting and investigation procedures.

You are prohibited from using mobile phone or similar hand-held electronic device for any purpose whilst driving as part of your job duties. Operating a mobile phone whilst driving reduces concentration and increases the likelihood of an accident. It is also a criminal offence. It applies irrespective of whether you use a mobile phone provided by us or your own personal mobile phone and irrespective of whether you are driving the Project's vehicle or your own. If we discovered you have contravened this rule, you will face serious action under our Disciplinary Procedure. In view of the potential health and safety implications, it may also constitute gross misconduct and could render you liable to summary dismissal. If you need to receive or send calls or messages when driving, you must stop the vehicle when safe to do so, and in a safe place, and turn off the vehicle's engine before using the mobile phone. You are regarded as "driving" for the purposes of the law if the engine is running, even if the vehicle is stationary. This means you must not use a mobile phone at traffic lights, during traffic jams or at other times when the engine is still running.

The Project requires drivers to be fit to drive whilst driving for the Project's activities.

It is not permitted for anyone to undertake any activities for or with the Project whilst under the influence of alcohol or recreational drugs. This includes both drivers and passengers.

Drivers should ensure that their vision meets the minimum legal eyesight standard whilst undertaking driving activities for the Project. This is the ability to read a current number plate at a distance of 20.5m. Glasses or contact lenses must be worn if required to comply with this. Drivers should have their eyesight checked by an optician at least every 2 years.

Drivers should also not undertake driving activities for the Project if affected by:

- Medicines
- Illness
- Tiredness

You should inform the Manager about any health issues or personal circumstances that may affect your driving abilities, and inform the DVLA of any medical condition that may affect your ability to drive safely.

All drivers and passengers must wear seat belts on every journey the undertake for the Project. Vehicle seatbelts are there to protect your safety and as such are considered as personnel protective equipment. It is the driver's responsibility to ensure all passengers are aware of this requirement, but it remains the responsibility of the passenger to ensure they wear the seatbelt.

Vehicle safety checks of tyres, warning lights and visible defects should be made before any journey transporting young carers. No journeys should be carried out if you are aware of any issues with the vehicle that may compromise its safety. Any such issues affecting the Project vehicle should be recorded on a Service Issue form and reported to the Manager.

The Project will provide booster seats which should always be used when transporting children who are under the age of 12 or 135 cm in height.

Head restraints should be adjusted to fit passengers on every journey so that the top of the head restraint is level with the top of the head and as close to the back of the head as possible.

All vehicles used for the Project's purposes should have the Project's contact details display card and a copy of the Project's vehicle accident and emergency procedures and form.

All journeys involving young people must be risk-assessed and staff, helpers and, where relevant, young people must be made aware of the emergency and safety procedures.

Staff should wear the Project's ID badge when off site and when travelling on the Project's business.

A mobile phone with credit and charge should be taken during travelling on the Project's business.

The Project should be notified of any delay or incident during transport.

Smoking in vehicles transporting passengers on the Project's business is strictly forbidden. It is the driver's responsibility to ensure all passengers are aware of this requirement. Failure to abide by this instruction may result in disciplinary action. If any employee witnesses a driver or passenger(s) smoking in a vehicle, it must be reported to the Project Leader as the earliest opportunity.

You should inform a family member if you working after 5.30pm and display the Project's emergency contact card at home.

Staff must not deviate from transport details set out in the activity plan or safe working sheet.

Staff must not take any children other than those on the Project transport sheets.

Staff must not drop off anywhere other than locations stated on the Projects drop off points sheet.

Vehicle breakdown during undertaking the Projects business

- Move the vehicle off the carriageway and switch on the hazard warning lights.
- If this is not possible, move it as far away from moving traffic as you can.
- Move passengers out of the nearside of the vehicle and as far away from it and other traffic as possible. No one should stand between the vehicle and oncoming traffic.
- On motorways or other busy roads passengers should be taken onto the embankment or grass margin and as far from the traffic as is practicable.
- Keep passengers together, keep children under constant supervision.
- Telephone the Project's office or nominated contact person to tell them what has happened and agree breakdown rescue arrangements.

Accidents and Incidents.

Accidents and incidents must be recorded on a Service Issue Form, recorded on the Service issue database, and reported as soon as possible to:

- The Project Leader.
- Parents/guardians if an accident or incident has occurred to a young person whilst engaging in the Project's activity.
- The Project's insurance brokers if a serious accident has occurred which may result in a claim.

- Other agencies e.g. emergency services, social work, disclosure Scotland, regulatory bodies governing the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations, (RIDDOR) if appropriate.
- The Board of directors at their general meetings.

Information recorded should include:

- Names of who was involved.
- Where and when the accident or incident occurred.
- Description of the circumstances.
- Description of any injury to person or property.
- What was said.
- Response and actions taken.

Accidents and incidents should be reviewed at staff meetings and Board meetings and recommendations made for improvements and prevention.

Accident in a vehicle being driven on the Project's business

Should you be involved in an accident whilst driving a project vehicle, do not say sorry, make any admission of liability or responsibility, nor make a statement to the other driver or to any third party. You should, however, assist the Police at all times.

However, minor you think a car accident is, you must stop. Failing to do so is an offence under the Road Traffic Act. You should switch the engine off and put hazard lights on.

- In the event of a serious accident, don't move any vehicles, or any injured parties unless they are in immediate danger from oncoming vehicles. Otherwise, pull over as far left as possible to prevent obstruction to oncoming vehicles.
- Call 999 for emergency services/101 for traffic police if people have been injured and/or the accident is blocking the road. Provide details about the location, number of people and vehicles involved and injuries sustained.
- Make sure that passengers exit the car from the left
- If safe to do so, remove debris from the road which may be a hazard to other traffic and place warning triangles about 20 metres behind the car.
- Inform the Project's office or nominated contact person as soon as possible.
- Give your name and address, and the Project's name and address to anyone else involved and to the Police if they have attended the accident. If you crash into something on or near the road, a parked car, for example, leave your details on the windscreen.
- Report accidents to the police within 24 hours. Failure to do so could result in a fine, penalty points or even disqualification.
- Obtain the following information and complete a vehicle accident details form:
 - name and address of the driver of the other vehicle;
 - name and address of the owner of the vehicle if not owned by the driver;
 - registration number, make and model of the vehicle(s) involved;
 - name and address of any witnesses;
 - name and address of other persons involved and any injuries sustained;

- precise location of the accident, date and time;
 - make a rough sketch of the scene of the accident with measurements and positions of the vehicles at the time of the accident, and any other vehicles;
 - particulars of damage to the vehicles and property;
 - names and addresses of two witnesses, if possible;
 - if the Police have been involved, the name and number of the Officer attending;
 - a narrative of the sequence of events leading up to the accident.
- If someone leaves the scene of the car accident without giving their details, call 999 straight away
 - Once you have exchanged all necessary details with the other drivers involved in the car crash, take some time to collect yourself before driving off. Anyone is likely to be shaken after a minor car crash. It will be hard to drive so take your time.
 - Upon returning to work, you must immediately report the accident to you line manager, and complete a Service Issue Report Form which should be returned to your line manager within 24 hours.

These provisions and policies do not form part of any employee's contract of employment and we may amend them at any time.

We will continue to review them to ensure they are achieving their aims.

Failure to comply with these provisions may be treated as misconduct and dealt with under our Disciplinary Procedure.

Dependency/Addiction – where the user has adapted physically and/or psychologically to the presence of a substance and would suffer if it were withdrawn abruptly.

TYKES' Data Protection Policy

About this policy

In the course of your employment with the Project you are likely to collect, use, transfer or store personal information about employees, clients, and suppliers, for example their names and home addresses. The UK's data protection legislation, including the General Data Protection Regulations (GDPR) contains strict principles and legal conditions which must be followed before and during any processing of any personal information.

The purpose of this policy is to ensure that you are aware that everyone has a responsibility to comply with the principles and legal conditions provided by the data protection legislation, including the GDPR and failure to meet those responsibilities are likely to lead to serious consequences. Firstly, a serious breach of data protection is likely to be a disciplinary offence and will be dealt with under the Project's disciplinary procedure. If you access another employee's personnel records, those of a board member or any sensitive personal information without authority, this will constitute a gross misconduct offence and could lead to your summary dismissal. Additionally, if you knowingly or recklessly disclose personal data in breach of the data protection legislation, including the GDPR you may be held personally criminally accountable for any such breach.

Breach of the data protection legislation, including the GDPR rules can cause distress to the individuals affected by the breach and is likely to leave the Project at risk of serious financial consequences.

If you are in any doubt about what you can or cannot disclose and to whom, do not disclose the personal information until you have sought further advice from the Project's data representative.

However, it is mandatory that all employees, workers and contractors must read, understand and comply with the content of this policy. Failure to adhere to this policy is likely to be regarded as a serious disciplinary matter and will be dealt with under the Project's disciplinary rules and procedures.

This policy does not form part of any employee's contract of employment and we may amend it at any time.

Definitions.

'Data Subject' is a living individual.

'Data Controller' is the person or organisation that determines the means and the purpose of processing the personal data.

'Data Protection Legislation' includes (i) the Data Protection Act 1998, until the effective date of its repeal (ii) the General Data Protection Regulation ((EU) 2016/679) (GDPR) and any national implementing laws, regulations and secondary legislation, for so long as the GDPR is effective in the UK, and (iii) any successor and supplemental legislation to the Data Protection Act 1998 and the GDPR, in particular the Data Protection Bill 2017-2019 and the E-Privacy Directive (and its proposed replacement), once it becomes law.

'Personal data' is any information that identifies a living individual (data subject) either directly or indirectly. This also includes special categories of personal data. Personal data does not include data

which is entirely anonymous or the identity has been permanently removed making it impossible to link back to the data subject.

'Processing' is any activity relating to personal data which can include collecting, recording, storing, amending, disclosing, transferring, retrieving, using or destruction.

'Special categories of personal data' includes any personal data which reveals a data subject's, ethnic origin, political opinions, religious and philosophical beliefs, trade union membership, genetic, biometric or health data, sex life and sexual orientation.

'Criminal records data' means information about an individual's criminal convictions and offences, and information relating to criminal allegations and proceedings.

What are the GDPR principles?

We are a data controller. This means that we are required by law to ensure that everyone who processes personal data and special categories of personal data during the course of their work with us does so in accordance with the data protection legislation, including the GDPR principles. In brief, the principles say that:

- Personal data must be processed in a lawful, fair and transparent way.
- The purpose for which the personal information is collected must be specific, explicit and legitimate.
- The collected personal data must be adequate and relevant to meet the identified purpose.
- The information must be accurate and kept up to date.
- The personal data should not be kept in a form which permits identification of a data subject for longer than is necessary for the purposes for which it is used.

The personal data must be kept confidential and secure and only processed by authorised personnel.

Other rules under the GDPR state that:

- The transfer of personal data to a country or organisation outside the EEA should only take place if appropriate measures are in place to protect the security of that data.
- The data subject must be permitted to exercise their rights in relation to their personal data.

The Project and all employees must comply with these principles and rules at all times in their information-handling practices. We are committed to ensuring that these principles and rules are followed, as we take the security and protection of data very seriously.

You must inform us immediately if you become aware that any of these principles or rules have been breached or are likely to be breached.

What are the lawful reasons under which we would expect you to process personal data?

Whilst carrying out your work activities you are likely to process personal data. The Project will only expect you to process personal data where the Project has a lawful basis (or bases) to process that information. The lawful basis may be any one of the following reasons or a combination of:

1. Consent has been obtained from the data subject to process their personal data for specified purposes.
2. Where we need to perform the contract we have entered into with the data subject either for employment or commercial purposes.

3. Where we need to comply with a legal obligation.
4. Where it is necessary for our legitimate interests (or those of a third party) and the interests and fundamental rights of the data subject do not override those interests.

There are other rare occasions where you may need to process the data subjects personal information, these include:

- Where we need to protect the data subject's interests (or someone else's interests).
- Where it is needed in the public interest [or for official purposes].

You must always ensure that you keep a documentary inventory of the legal basis (or bases) which is being relied on in respect of each processing activity which you perform.

Privacy Notices

Personal data must be processed in a lawful, fair and transparent way.

Before you begin collecting or processing personal data directly from a data subject you must ensure that an appropriate privacy notice has been issued to the data subject, for instance, our Privacy Notice for Children and Families. Different notices are used for employment and commercial purposes. You must ensure the content of the privacy notice is accurate, transparent and unambiguous details of the lawful and fair reason for why we are processing the data. It must also explain how, when and for how long we propose to process the data subjects' personal information. We need to include information around the data subjects' rights and most importantly, the notice should also explain how we will keep the information secure and protected against unauthorised use.

Where you intend to collect data indirectly from a third party or a public source (i.e. electoral register), you must ensure that a privacy notice is issued to the data subject within a reasonable period of obtaining the personal data and no later than one month; if the data is used to communicate with the individual, at the latest, when the first communication takes place; or if disclosure to someone else is envisaged, at the latest, when the data is disclosed.

You must only use data collected indirectly if you have evidence that it has been collected in accordance with the GDPR principles.

In all circumstances you must check that you are using an up to date version of the Project's privacy notices and it is being used in accordance with the Project's guidelines.

Purpose Limitation.

The purpose for which the personal information is collected must be specific, explicit and legitimate.

When you collect personal information, the privacy notice will set out how that information will be used. If it becomes necessary to use that information for a reason other than the reason which you have previously identified, you must usually stop processing that information. However, in limited circumstances you can continue to process the information provided that your new reason for processing the personal information remains compatible with your original lawful purpose (unless your original lawful basis was consent).

Adequate and relevant.

The collected personal data must be adequate and relevant to meet the identified purpose.

You must only process personal data where you have been authorised to do so because it relates to your work or you have been delegated temporary responsibility to process the information. You must not collect, store or use unnecessary personal data and you must ensure that personal data is deleted, erased or removed within the Project's retention guidelines. You must not process or use personal data for non-work related purposes.

The Project will review its records and in particular client files and employee's personnel files on a regular basis to ensure they do not contain a backlog of out-of-date or irrelevant information and to check there are lawful reasons requiring information to continue to be held.

Accurate and kept up to date.

The information must be accurate and kept up to date.

If your personal information changes, for example you change address or you get married and change your surname, you must inform your line manager as soon as practicable so that the Project's records can be updated. The Project will not be responsible for any inaccurate personal data held on its systems where you have failed to notify it of the relevant change in circumstances.

Kept for longer than is necessary.

The personal data should not be kept in a form which permits identification of a data subject for longer than is necessary for the purposes for which it is used.

Different categories of personal data will be retained for different periods of time, depending on legal, operational and financial requirements. Any data which the Project decides it does not need to hold for a particular period of time will be destroyed in accordance with our records retention and erasure guidelines.

Kept confidential and secure.

The personal data must be kept confidential and secure and only processed by authorised personnel. To achieve this, you must follow these steps:

- The Project has in place appropriate technical and organisational measures to protect against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to data. These procedures must always be adhered to and not overridden or ignored.
- Where the Project provides you with code words or passwords to be used before releasing personal information, for example by telephone, you must strictly follow the Project's requirements in this regard.
- Only transmit personal information between locations by fax or e-mail if a secure network is in place, for example, a confidential fax machine or encryption is used for e-mail.
- Ensure that any personal data which you hold is kept securely, either in a locked filing cabinet or, if it is computerised, it is password protected so that it is protected from unintended destruction or change and is not seen by unauthorised persons.
- Do not access another employee's records without authority as this will be treated as gross misconduct and it is also a criminal offence.

- Do not write down (in electronic or hard copy form) opinions or facts concerning a data subject which would be inappropriate to share with that data subject.
- Do not remove personal information from the workplace with the intention of processing it elsewhere unless this is necessary to enable you to carry out your job duties and has been authorised by your line manager.
- Ensure that when working on personal information as part of your job duties when away from your workplace and with the authorisation of your line manager, you continue to observe the terms of this policy and the data protection legislation, in particular in matters of data security.
- Ensure that hard copy personal information is disposed of securely, for example cross-shredded.
- Manual personnel files and data subject files are confidential and are stored in locked filing cabinets or other secured and restricted area. Only authorised employees have access to these files. For a list of authorised employees, please contact your line manager. These will not be removed from their normal place of storage without good reason.
- Data stored on memory sticks, discs, portable hard drives or other removable storage media is kept in locked filing cabinets or other secured and restricted area.
- Data held on computers must be stored confidentially by means of password protection, encryption or coding.
- The Project has back-up procedures to ensure that data on computers cannot be accidentally lost or destroyed.

Transfer to another country.

Transfer of personal data to countries or organisations outside of the EEA should only take place if appropriate measures are in place to protect the security of that data.

We do not generally have a need to transfer data outside of the European Economic Area (EEA). However, if you are requested to transfer personal data to a country or organisation outside of the EEA you must not transfer personal data to a country or organisation unless that country or organisation ensures an adequate level of protection in relation to the processing of personal data and you have in place safeguards to ensure this is done. You must speak to Data Privacy Manager before you send personal data outside of the EEA.

The data subject rights.

The data subject must be permitted to exercise their rights in relation to their personal data.

Under the GDPR, subject to certain legal limitations, data subjects have available a number of legal rights regarding how their personal data is processed. At any time a data subject can request that the Project should take any of the following actions, subject to certain legal limitations, with regard to their personal data:

- Allow access to the personal data;
- Request corrections to be made to data;
- Request erasure of data;
- Object to the processing of data;
- Request that processing restrictions be put in place;
- Request a transfer of personal data;
- Object to automated decision making;
- Right to be notified of a data security breach.

There are different rules and timeframes that apply to each of these rights. You must follow the Project's policies and procedures whenever you process or receive a request in relation to any of the above rights.

How should you respond to a data subject request?

You must follow the Project's data subject access procedure which details how to deal with requests and it describes the circumstances where a fee may be charged. The procedure includes the following:

- Always verify the identity of the person making a data subject request and the legitimacy of the request.
- If you are unsure as to whether you are authorised to action the request check the relevant privacy notice to ascertain who is authorised to deal with data subject requests. If you are still unsure how to handle the enquiry, you should forward this to your line manager.
- If you are authorised to deal with the request do not give out confidential personal information unless you have received the appropriate consent from the data subject. Seek explicit written consent to process the data subject request and ensure that you keep a clear audit trail of the request and your response.
- Do not share personal information with a third party, unless the data subject has given their explicit prior consent to the sharing of their information. A third party is anyone who is not the actual data subject and can include a family member of the data subject.
- Take great care not to accidentally share information with an unauthorised third party.

Be aware that those seeking information sometimes use deception in order to gain access to it.

Categories of information

During the course of your employment you may be required to process personal data which falls into different categories, general personal data and special categories of personal data. All data should be processed in accordance with the relevant privacy notice and at all times in a confidential manner. However, where that data is classed as a special category extra care should be taken to ensure the privacy and security of that data. This means that you should maintain a high level of security and you should only share this data with those who are also authorised to process that data. In the context of employee relations, the scenarios when you may be required to process special categories information may arise for one or more of the following reasons:

- In order to comply with employment and other laws when processing and managing situations connected with absences arising in relation to sickness or family/ dependant related leave.
- To ensure health and safety obligations and other employment related obligations are met you may be required to process information about the physical or mental health or disability status of an employee in order to assess their capability to perform a role. You may also be required to monitor and manage sickness absence, recommend appropriate workplace adjustments and administer health related benefits.
- Where it is needed in the public interest, for example for equal opportunity monitoring and reporting.
- And any other reasons which we advise you of under a separate policy or notice.

TYKES' Confidentiality Policy.

Other terms relating to confidentiality may be specified in your contract of employment.

You must not use, divulge or communicate to any person, firm or organisation (other than persons nominated by us, or in the proper course of your duties during your employment) any confidential information relating to the Project, our accounts or our other affairs which you may have received or obtained while working for us. This includes but is not limited to:

- a. Any information relating to our young carers and their families/guardians.
- b. Any document or item marked as confidential.

In particular, you must not without the prior written consent of your line manager, permit any confidential information:

- a. To be disclosed, whether directly or indirectly, to any third party, except to those authorised by us to know or as required by law; or
- b. To be copied or reproduced in any form or to be commercially exploited in any way; or
- c. To be used for your own purposes or for any purposes other than those of the Project or to be used or published by any other person; or
- d. To pass outside your control.

This restriction will continue to apply after the termination of your employment but will cease to apply to any information which may come into the public domain through our disclosure.

The wrongful disclosure of confidential information or other breach of confidentiality is a disciplinary offence. Depending on the seriousness of the offence, it may amount to gross misconduct and could result in summary dismissal.

This policy does not form part of any employee's contract of employment and we may amend it or depart from it at any time.

TYKES' Comments, Suggestions and Complaints Policy.

The Project is committed to providing a high quality service and its policy is to welcome comments, suggestions and complaints that might lead to service improvement.

Anyone using our services can make a complaint to us. Concerns will be taken seriously and addressed thoroughly and sensitively and handled in accordance with the Project's procedures. We aim to resolve issues as quickly as possible and in a fair and confidential way.

The complaints procedure does not cover personnel matters that are properly dealt with by our grievance or disciplinary procedures or where serious allegations are made including those that suggest a criminal offence may have been committed, when the matter should be reported to the police.

This policy does not form part of any employee's contract of employment and we may amend it or depart from it at any time.

Comments and suggestions.

Staff should encourage the Project's service users to offer comments and suggestions about how any of the Project's activities can be improved. Service users include young carers registered with the Project, their parents and guardians, and other agencies that may be working closely with the Project in the provision of services to young carers.

Information about how to comment or complain should be made widely available and easy to access through printed and digital media. A copy of the Suggestions, Comments and Complaints user guide, and feedback forms should be clearly displayed and accessible to all users, and included in service user information packs.

Service Issue reporting should be handled confidentially and sensitively. Names of persons involved in a Service Issue should not be disclosed to anyone not directly involved.

All comments or suggestions should be recorded on a feedback or Service Issue Report Form. Staff receiving comments by other means should invite/assist the person to complete the appropriate form. If a report form is completed on the computer and greater confidentiality is required, a copy should be printed off and the computer copy deleted.

Forms should be given to the Project Leader or the Office Manager for secure storage.

Comments, suggestions and informal complaints should be brought to the attention of a manager as they arise, and a response agreed and given as soon as possible.

Comments and suggestions should be reviewed at staff meetings and board meetings.

Complaints.

Formal complaints must be made in writing, addressed to the Project Leader or the Chairman.

If staff receive a verbal complaint, or, if a service user expresses a wish to make a formal complaint, the person should be given a copy of the Suggestions, Comments and Complaints user guide and asked to make the complaint in writing. The Project Manger should be informed of this.

Any complaint about staff behaviour, allegation of staff misconduct or failure of service provision that caused harm or may have resulted in a putting a client in a position of harm should be handled as a formal complaint. If the person is unwilling or unable to write the complaint, staff should report this to the Project Leader who should assist in arranging for an independent third party to help them.

The Project Leader is responsible for receiving and handling complaints. If the complaint is about the Project Leader, this should be addressed and passed on to the Chairman.

Where serious allegations are made (including allegations about the Project Leader) legal advice should be considered. If the allegations suggest a criminal offence may have been committed, the matter should first be reported to the police and advice sought on how to proceed.

Procedure on receipt of a formal written complaint:

- The complaint should be logged in the complaints file.
- A written acknowledgment should be sent within 3 working days together with a copy of the Suggestions, Comments and Complaints user guide. The Project Leader should seek to identify from a meeting or discussion with the complainant
- What specifically is the complaint.
- What the complainant wants to achieve by complaining.
- An investigation into the complaint or allegation should be completed within 14 days of receiving the complaint and follow up action agreed.
- A written response should be sent to the complainant within 14 working days. This should include as appropriate: apology, explanation and proposed action, or details of what steps are being taken and a revised date for response if it has not been possible to resolve the issue within the 14 working days.
- If the complainant is dissatisfied with the outcome of the complaint, then the complaint should be referred to the Chairman.
- The Chairman should form a review panel ensuring that there is at least one independent member.
- The review panel should meet to consider the complaint.
- The Chair of the review panel should invite the complainant to present their complaint personally to the panel, and arrange for a meeting between the panel and the complainant at a mutually agreed time and place. The complainant should be advised by the Chair that they may be accompanied by an advocate/representative to the review panel.
- The decision of the review panel shall be final.
- All comments and complaints should be reported at Board Meetings.

TYKES' Equal Opportunities Policy.

Equal opportunities statement

We are committed to promoting equal opportunities in employment. You and any job applicants will receive equal treatment regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation (Protected Characteristics).

About this policy.

This policy sets out our approach to equal opportunities and the avoidance of discrimination at work. It applies to all aspects of employment with us, including recruitment, pay and conditions, training, appraisals, promotion, conduct at work, disciplinary and grievance procedures, and termination of employment.

The Project Leader is responsible for this policy.

This policy does not form part of any employee's contract of employment and we may amend it or depart from it at any time.

Discrimination.

You must not unlawfully discriminate against or harass other people including current and former employees, agency workers, job applicants, service users and their families/guardians, suppliers and visitors. This applies in the workplace, outside the workplace (when dealing with our young carers and their families/guardians, suppliers or other work-related contacts), and on work-related trips or events including social events.

The following forms of discrimination are prohibited under this policy and are unlawful:

Direct discrimination: treating someone less favourably because of a Protected Characteristic. For example, rejecting a job applicant because of their religious views or sexual orientation.

Indirect discrimination: a provision, criterion or practice that applies to everyone but adversely affects people with a particular Protected Characteristic more than others, and is not justified.

Harassment: this includes sexual harassment and other unwanted conduct related to a Protected Characteristic, which has the purpose or effect of violating someone's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for them.

Victimisation: retaliation against someone who has complained or has supported someone else's complaint about discrimination or harassment.

Disability discrimination: this includes direct and indirect discrimination, any unjustified less favourable treatment because of the effects of a disability, and failure to make reasonable adjustments to alleviate disadvantages caused by a disability.

Recruitment and selection.

Recruitment, promotion and other selection exercises such as redundancy will be conducted on the basis of merit, against objective criteria that avoids discrimination. Shortlisting should be done by more than one person where possible.

Vacancies should generally be advertised to a diverse section of the labour market. Advertisements should avoid stereotyping or using wording that may discourage particular groups from applying.

Job applicants should not be asked questions which might suggest an intention to discriminate on grounds of a Protected Characteristic. For example, applicants should not be asked whether they are pregnant or planning to have children.

Job applicants should not be asked about health or disability before a job offer is made, except in the very limited circumstances allowed by law. Where necessary, job offers can be made conditionally pending completion of a satisfactory medical check. Health or disability questions may be included in equal opportunities monitoring forms, which must not be used for selection or decision-making purposes.

Disabilities.

If you are disabled or become disabled, we encourage you to tell us about your condition so that we can consider what reasonable adjustments or support may be appropriate.

Part-time and fixed-term work.

Part-time and fixed-term employees should be treated the same as comparable full-time or permanent employees and enjoy no less favourable terms and conditions (on a pro-rata basis where appropriate), unless different treatment is justified.

Breaches of this policy.

We take a strict approach to breaches of this policy, which will be dealt with in accordance with our Disciplinary Procedure. Serious cases of deliberate discrimination may amount to gross misconduct resulting in dismissal.

If you believe that you have suffered discrimination you can raise the matter through our Grievance Procedure or Anti-harassment and Bullying Policy. Complaints will be treated in confidence and investigated as appropriate.

You must not be victimised or retaliated against for complaining about discrimination. However, making a false allegation deliberately and in bad faith will be treated as misconduct and dealt with under our Disciplinary Procedure.

Contact Information.

Registered address and main office: Unit 9, Golspie Ind. Estate,
Golspie.
KW10 6RN

Telephone: 01408 633 017

E-mail:
For general contact and correspondence: nhsh.tykes@nhs.scot
This is checked daily and used by all staff.

Each member of staff has a secure email address for sensitive and confidential correspondence.

For Board communication, please use: denise.campbell@nhs.net
claire.cawthorne@nhs.net

Project website www.tykesyc.co.uk