

# POLICY AND PROCEDURE



SoLO  
Life  
Opportunities

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Charity No. 1102297  
England Company No.  
5025939

## Standards of Behaviour

**Category:** staff and volunteers

### Introduction

SoLO has an expectation that staff and volunteers will behave in a way that evidences the values that are the foundation of the organisation. These can be seen in the SoLO Values Statement and are issued to all staff and volunteers upon joining the organisation, **and** reinforced within Induction Training.

Our staff and volunteers are the face of the organisation and, as such, their behaviour will have a huge impact on the quality of the service delivered and the way in which the SoLO services are perceived by the wider public.

### Policy Statement

SoLO **celebrates positive behaviour and will reinforce this with** training to staff and volunteers around appropriate behaviours. However, the organisation expects **staff and volunteers to take ownership themselves and** to familiarise themselves with the policies which set out the framework and expectations regarding conduct, responsibilities and procedures. **By behaving in a positive way that reflects the values and visions of SoLO, staff will deliver a high quality service, enjoy their work and the members they serve will benefit.** The consequence of failing to comply can have serious implications for SoLO and its members/clients, **resulting in a poor service** and, subsequently, could attract various penalties **for staff/volunteers**, including dismissal. If anyone feels that they are being asked to do something which contravenes a policy they should raise the matter with a Senior Manager. **Good standards of behaviour will be reflected within a framework of reward and recognition for staff and volunteers, but where behaviour is witnessed** that falls short of SoLO's values, **a Senior Manager should be alerted** to this as soon as possible **so that they can take** action in accordance of the "Challenging bad practice" policy.

# Procedures

## Working with members and their families

SoLO's reputation depends on the quality of the service provided and how staff and volunteers conduct themselves. Respect is paramount when supporting our members/**clients/tenants** and their wishes should always be central to what SoLO does. Staff and volunteers should act in a professional and caring manner and comply at all times with the Equal Opportunities and Diversity Policy.

Staff administering personal care, medication, physical intervention or hoisting must have received the recognised training before doing so and follow the guidelines laid out in the relevant procedures. (See links with other policies)

SoLO will involve families in creating the personal profile for each member/**client/tenants** which should be regularly reviewed and tailored to the needs of the individual.

Staff and volunteers, with the exception of the Project Leader, should have their mobile phones switched off during project hours unless express permission has been given by a manager. Under no circumstances can photographs of members be taken on personal cameras, tablets or 'phones. Only the office camera can be used and the photographs can be downloaded only in the SoLO office.

## Working with fellow employees

**A quality service, will only be achieved when** employees co-operate and work together effectively. All staff and volunteers are expected to work conscientiously, as directed by the Project Leader/Manager, and carry out duties in accordance with current policies and procedures. **Working in this way will achieve positive outcomes for all involved.**

SoLO expects staff and volunteers to respect each other and be tolerant to differences. Where differences and relationships have a detrimental effect on the quality of services, it is expected that these will be raised in an appropriate way. Gossiping, discussions behind people's backs and other methods of communication **is hurtful and** will be actively discouraged and may result in disciplinary action.

Discrimination or bullying will not be tolerated and **those found responsible** will be disciplined. All staff and volunteers have the right to raise a formal grievance or submit a complaint about a colleague (**challenging bad practice**) where informal action has not resolved an issue. **Wherever possible, we will work with individuals to resolve issues locally and in a collaborative way.**

## Data Protection

**It is in everyone's interest to protect data and staff must familiarise themselves with, and abide by, SoLO's Information Security Policy, and office staff are required to sign the declaration of understanding and compliance.**

All information gathered through working with SoLO should be treated sensitively and only shared on a “need to know” basis in accordance with **The General Data Protection Regulation (GDPR)**. Clerical records must be retained securely both in the office, and out on project, and must be disposed of correctly by shredding.

Electronic records when e.mailed should be password protected and the password sent to the recipient through some other means (e.g. text or phone call). Where personal phones, IPADS or tablets are used to receive e.mails, they must be password protected and any confidential data contained must only remain on the portable equipment whilst it is needed, thereafter it must be deleted.

**Careless words can be damaging, therefore**, staff and volunteers should be particularly wary of speaking about personal information in a public place where their conversation can be overheard, and should ensure that any sharing of information uses professional tone and content.

### **Social Networking & other media**

**It is our expectation that** SoLO employees **will** act with integrity and not bring the name of SoLO into disrepute. **However, where this is not the case**, any postings which are disrespectful or offensive to SoLO, including derogatory remarks about fellow staff and volunteers or members will not be tolerated. **SoLO may implement legal proceedings if comments are construed as libel.**

**SoLO recognises that social media is a very positive way of communicating with the wider world. However, recognising the vulnerability of our members/client and tenants**, SoLO requires staff to gain their Line Manager’s permission to have these individuals as ‘friends’ on their social networking sites and consideration should be exercised when accepting members as friends due to the content of other material on individual’s pages which may not be appropriate for SoLO members/**clients and tenants** to view. Further details are contained within the Media and Social Networking Policy.

### **Computer Systems**

Within the office, Internet and emails can be accessed in personal time providing it does not interfere with an individual’s work. Staff and volunteers must not access any information on the internet that is offensive, pornographic or could cause embarrassment to SoLO.

All memory sticks must be checked for viruses before using with SoLO equipment and passwords for PCs/Laptops should be kept confidential.

### **Health and Safety**

All staff and volunteers are expected to follow health and safety rules as outlined in the specific Health and Safety Policies to protect themselves, colleagues and members. Any potential danger should be reported to a manager and all incidents should be recorded.

During off site visits staff and volunteers should carry their ID card which should be retained securely at all times.

## Dress Code

To ensure the health and wellbeing of all involved in a SoLO activity, staff and volunteers should dress appropriately for their duties.

Examples of appropriate dress (not exhaustive):

- Avoiding high heels or open toed shoes
- Tying long hair back
- Modest wear (no revealing attire)

On the majority of **children's** projects SoLO T shirts should be worn **but on projects for adults, or** where this is inappropriate due to the nature of the scheme – clothing should be clean and not **display potentially offensive graphics**.

## Drugs & Alcohol

**SoLO would not expect any employee or volunteer to be under the influence of drugs or alcohol whilst working within a SoLO project, home or in the community supporting our members/clients or Tenants. Therefore,** any employee or volunteer suspected of being under the influence of drugs or alcohol whilst **actively involved in a SoLO activity** will be asked to leave and disciplinary action will commence. Generally the consumption of alcohol is only permitted on **evening** projects - where the group are having a social night out in a drinking venue, and even then it must be **limited to one alcoholic drink only** so that responsibility and judgement is not impaired. If the volunteer or staff member is driving **no alcohol** is to be consumed.

## Smoking

In compliance with the law in the UK, workers or volunteers may not smoke in any public buildings or vehicles used to transport our members. SoLO also discourages smoking within the public eye or in front of our members as this could cause reputational damage or encourage others into unhealthy lifestyles. Workers based at the Fire Station **or Walnut Close** and working more than 6 hours will be entitled to a 20 minute **unpaid** break, **which can be utilised for smoking**, but this must be taken in the designated area behind the SoLO base (FS) or round the left side of the building as you are facing (WC), out of sight of the general public and our members. Any stubs must be disposed of safely in the bin provided.

Office based staff must record any unpaid smoking breaks on their personal staff timesheet in the same way as all staff record unpaid lunch breaks.

Sessional workers who work less than 6 hours will not be entitled to a smoking break.

## E-cigarettes

As above - SoLO will apply the same ruling as to normal cigarettes.

## Language

SoLO expects staff and volunteers and volunteers to use appropriate language when working or volunteering on project. This includes the use of terminology which should be acceptable in relation to learning disability. It is recognised that terminology changes over the years and SoLO will seek to educate staff and volunteers and volunteers accordingly.

## Safeguarding

All employees and volunteers will undergo Safeguarding of adults with care & support needs training within 13 weeks of commencing work or as soon as is reasonably practicable, and adhere to the procedures detailed within those policies. Confidentiality must be maintained at all times, only sharing information with those individuals who need to be involved.

## Relationships

Personal relationships between staff or volunteers and members/clients are not acceptable and will be deemed as gross misconduct. Personal relationships between staff/volunteers should be declared and, where the Line Manager or Senior Management team considers there is a conflict of interest, this might result in staff and volunteers being re-deployed to other projects.

## Property of SoLO

SoLO expects that staff and volunteers will look after SoLO's property with the greatest of care. All equipment should only be used for its designated purpose and should be handled with care. Any loss or damage should be reported to a manager straight away. Purchases made on behalf of SoLO must be agreed in advance and will be re-imbursed on submission of a genuine receipt and completed expense form.

## Attendance

SoLO expects that staff and volunteers will be punctual and reliable. All employees are expected to make reasonable effort to report for duty on time and failure to do so without authorisation could result in disciplinary action. Volunteers are also expected to make reasonable effort to be on time and be reliable, if consistently late or unreliable, SoLO reserves the right to terminate their role within the organisation.

If, for any reason an employee or volunteer cannot attend work they should notify their manager at the earliest opportunity.

Absences will be recorded and monitored, and action taken in accordance with the relevant policy. If a member of staff or volunteer is suffering from a sickness and diarrhoea bug, they should refrain from work for at least 48 hours.

## Criminal Convictions

In the unlikely event that an employee or volunteer is charged with, or convicted of a criminal offence they must report it immediately to their line manager.

## Acceptance of gifts

Due to the positive nature of the relationships developed within SoLO, it is inevitable that members/client and tenants or their families will want to give gifts from time to time. As detailed in the relevant policy, such gifts can be accepted but if the value is over £20, they should be discouraged. In no way should the acceptance of a gift be perceived as putting an obligation on SoLO.

## Outside interests

Many of SoLO's employees have other jobs outside of their role for SoLO which is acceptable, as long as the other role does not pose a conflict of interest, or bring SoLO into disrepute. When staff and volunteers are considering other paid employment they are required to discuss the role with their line manager.

## Transport

It is inappropriate and not expected that SoLO employees/volunteers will offer lifts to a member/client or tenant outside of their normal working duties, unless this has been brought to the attention of their line manager and has been agreed with the parents/carers.

If transporting members/clients or tenants as part of their official duties the employee/volunteer must have Business Insurance.

## Linked with the following policies:

Acceptance of Gifts	Grievance
Anti-Bullying	Health and Safety
Challenging Bad Behaviour	Media
Complaints	Medicine Management
Confidentiality	Managing Behaviour and physical intervention
Data Protection	Safeguarding
Equal Opportunities & Diversity	Sickness
Disciplinary	Information security policy