

POLICY AND PROCEDURE



SoLO
Life
Opportunities

38 Walnut Close
Chelmsley Wood
Birmingham
B37 7PU

Charity No. 1102297
England Company No.
5025939

Standards of Behaviour

Category: staff and volunteers and volunteers

Introduction

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

Our staff and volunteers 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 will deliver training to staff and volunteers around appropriate behaviours. However, the organisation expects them to take personal responsibility to familiarise themselves with the policies which set out the framework and expectations regarding conduct, responsibilities and procedures. The consequence of failing to comply can have serious implications for SoLO and its members and, subsequently, could attract various penalties 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. If staff and volunteers witness behaviour of other staff or volunteers that falls short of SoLO's values, they would be encouraged to alert a Senior Manager to this as soon as possible.

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 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 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

To achieve a quality service, employees must 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.

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 will be actively discouraged and may result in disciplinary action.

Discrimination or bullying will not be tolerated and perpetrators will be disciplined. All staff and volunteers have the right to raise a formal grievance or submit a complaint about a colleague (managing bad behaviour) where informal action has not resolved an issue.

Data Protection

All information gathered through working with SoLO should be treated sensitively and only shared on a "need to know" basis in accordance with Data Protection law. 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.

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

SoLO employees are expected to act with integrity and not bring the name of SoLO into disrepute. Any postings which are disrespectful or offensive to SoLO, including derogatory remarks about fellow staff and volunteers members will not be tolerated.

SoLO requires staff to gain their Line Manager's permission to have members 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 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 projects SoLO t shirts should be worn but, where this is inappropriate due to the nature of the scheme – for instance Icebreakers – clothing should be clean and not contain unsuitable logos.

Drugs & Alcohol

Any employee or volunteer suspected of being under the influence of drugs or alcohol whilst on project will be asked to leave and disciplinary action will commence. Generally the consumption of alcohol is only permitted on projects such as Icebreakers where the group are having a social night out in a drinking venue, and even then it must be in moderation so that responsibility and judgement is not impaired. (This does not apply if the volunteer or staff and volunteers member is driving, in which case, 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 to be within the public eye or in front of our members as this could cause reputational

damage or encourage others into unhealthy lifestyles. Therefore, workers based at the Fire Station and working more than 6 hours will be entitled to a 20 minute unpaid smoking break, but this must be taken in the designated area behind the SoLO base. Workers based at Walnut Close and working more than 6 hours will be entitled to a 20 minute unpaid smoking break, but this must be in the designated area on the left hand side of the building in front of the side gate.

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.

Any stubs must be disposed of safely in the bin provided.

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/Vulnerable adults training within 13 weeks of commencing work or as soon as is reasonably possible within, 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

Relationships between staff and volunteers and members or volunteers and members are not acceptable and will be deemed as gross misconduct. Relationships between staff and 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

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

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. If, for any reason an employee cannot attend work they should notify their manager at the earliest opportunity. Volunteers are also expected to make reasonable effort to be on time and be reliable. Where volunteers are consistently late or unreliable, SoLO reserves the right to terminate their role within the organisation.

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 sickness and diarrhoea they should refrain from work for at least 48 hours.

Criminal Convictions

If an employee is charged with, or convicted of a criminal offence they must report it immediately to their line manager.

Acceptance of gifts

It is inevitable that members and 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

The majority of SoLO employees have other jobs outside of their role for SoLO which is acceptable so long as that 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 for SoLO employees/volunteers to offer lifts to a member **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 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	