

# Volunteering Policy

<b>Name of Policy:</b>	<b>Volunteering Policy</b>
<b>Scope of Policy:</b>	The aim of Age UK Bath & North East Somerset is to promote the well-being of all older people and help make later life a fulfilling and enjoyable experience. In order to achieve our goals we require the active participation of members of the community. We accept and encourage the involvement of volunteers at all levels and within all appropriate programmes and activities. All staff members are encouraged to assist in the creation of meaningful and productive volunteer roles and to assist in the recruitment of volunteers from all areas of the community.
<b>Author:</b>	Janet Dabbs
<b>Applicable to:</b>	All Volunteers, Line Managers and Trustees of Age UK Bath & North East Somerset
<b>Consultation Process:</b>	Service Leads
<b>Approval Body:</b>	Board of Trustees
<b>Date of Approval:</b>	
<b>Reviewer:</b>	Simon Allen
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<b>Version:</b>	v0.2

# VOLUNTEERING POLICY

## 1. Introduction

The aim of **Age UK Bath & North East Somerset** is to promote the well-being of all older people and help make later life a fulfilling and enjoyable experience. In order to achieve our goals we require the active participation of members of the community. We accept and encourage the involvement of volunteers at all levels and within all appropriate programmes and activities. All staff members are encouraged to assist in the creation of meaningful and productive volunteer roles and to assist in the recruitment of volunteers from all areas of the community.

**Age UK Bath & North East Somerset** is committed to equal opportunities and believes that volunteering should be open to all. Volunteers are selected on their merit; the sole selection criterion being the individual's suitability to carry out agreed tasks.

N.B. A volunteer is anyone who freely chooses to undertake activities for **Age UK Bath & North East Somerset** through the giving of their time, skills and experience without financial remuneration beyond the reimbursement of out of pocket expenses. Age UK Bath & North East Somerset undertakes to organise this work effectively.

## 2. Associated Documents/Legal Requirements

- Health & Safety Policy
- Safeguarding policy and procedure
- Code of Conduct
- Expenses Policy
- Confidentiality Policy
- Equality & Diversity Policy
- Volunteer Handbook

## 3. Who does the policy apply to?

The **Age UK Bath & North East Somerset** Volunteering Policy applies to all volunteers, Line Managers and Trustees of **Age UK Bath & North East Somerset**.

All volunteers are required to familiarise themselves and comply with the Volunteering Policy, including any future updates that may be issued.

## 4. What is the Age UK Bath & North East Somerset policy?

### The purpose of this policy is to:

- Highlight and acknowledge the vital contribution made by volunteers
- Recognise the roles, rights and responsibilities of volunteers in **Age UK Bath & North East Somerset**
- Confirm **Age UK Bath & North East Somerset** commitment to involving volunteers in our work
- Establish clear principles for the involvement of volunteers and ensure clarification of their roles and the relationships between those working with them and those receiving their services
- Help to ensure the quality of both volunteering opportunities on offer and the work carried out by the volunteers
- Acknowledge the current areas of volunteer involvement in **Age UK Bath & North East Somerset**

The policy is intended for the internal, management guidance only and does not constitute a binding contractual or personal agreement. The Community Connections Coordinator shall decide matters in areas not specifically covered by the policy.

### Volunteer Management Procedures

We are guided by the following principles of good practice:

- Volunteers' activities will be clearly defined to ensure good understanding of roles and responsibilities.
- Volunteer roles will complement, not replace, the work of the paid staff
- Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information involving staff, other volunteers, clients or other persons, or involves the overall business of the organisation
- Existing and future policies will be checked as to how they affect volunteers

### Maintenance of Records

Records will be maintained on each volunteer, including dates of service, positions held, duties performed and awards received. Volunteers and appropriate staff shall be responsible for submitting all appropriate records and information to the Community Connections Coordinator in a timely and accurate fashion.

Volunteer records shall be accorded the same confidentiality as staff personnel records.

## Volunteer Recruitment and Selection

- **Age UK Bath & North East Somerset** Equal Opportunities statement will be adhered to when recruiting volunteers
- Volunteer opportunities will be promoted in line with our agreed method for recruiting volunteers to ensure wide accessibility
- Written role/task descriptions will include time-commitment, necessary skills, experience and duties required
- Volunteers will complete an application form
- Volunteers will be placed in accordance with our agreed volunteer selection procedures
- Procedures are in place to cover good practice requirements for volunteers selected to work with vulnerable older people
- It is our practice to request references and obtain references before offering the role.
- Volunteers in certain roles may need a DBS check.
- Volunteer enquiries will be dealt with within 14 days
- Volunteers will be placed in activities which match their skills, talents and interests; they will be required to comply with **Age UK Bath & North East Somerset** existing policies and procedures
- Wherever possible, staff who will be working with the volunteer should participate in the design and conduct of the interview.
- Notice of acceptance shall be given to volunteers prior to the commencement of their appointment; volunteers should receive a copy of their role and an induction to **Age UK Bath & North East Somerset**
- All volunteer placements will be reviewed after a trial period of 30 days.

## Rights and responsibilities of volunteers

Volunteers will:

- Be given clear outline of their role and responsibilities
- Receive support and supervision
- Be shown recognition and appreciation
- Have safe working conditions
- Be insured
- Be paid out of pocket expenses
- Be trained and receive ongoing opportunities for learning and development
- Experience personal development through their participation as volunteers
- Be able to ask for a reference
- Be consulted on decisions which affect what they do

We expect that volunteers will:

- Carry out their tasks in accordance with the aims and values of Age UK Bath & North East Somerset
- Work within agreed guidelines and remits
- Be reliable
- Respect confidentiality and follow our confidentiality policy
- Attend training and support sessions where agreed
- Not discriminate against volunteers, staff, service users and others associated with **Age UK Bath & North East Somerset**
- Maintain the good name of **Age UK Bath & North East Somerset**

## Support for Volunteers

- We will provide an induction programme and review session for volunteers to assess progress and resolve any problems at an early stage
- We will provide funding for volunteers' out of pocket expenses. Clear information about what expenses can be claimed and how to make a claim will be given
- All volunteers will be insured whilst carrying their agreed volunteer role
- Volunteers will be given information on legislation and other policies which may affect them e.g. Health & Safety and Equal Opportunities. Volunteers will be treated in the same way as staff for liability purposes
- All volunteers will be offered access to support and supervision on a regular basis, with a named person, and will be informed of who to contact in an emergency
- All volunteers will be offered appropriate training to enable them to develop their capabilities and competence in relation to their volunteering role
- Volunteers will be made aware of new volunteer opportunities
- Volunteers will be made aware of Age UK Bath & North East Somerset complaints procedure and who to contact if they have a grievance about their work
- A designated person will be assigned responsibility for dealing with complaints about a volunteer's conduct in accordance with the general procedures of [Age UK Bath & North East Somerset](#)
- Volunteers who do not adhere to the rules and procedures of [Age UK Bath & North East Somerset](#) or who fail to satisfactorily perform their volunteer assignment may be asked to leave
- Exit interviews, where possible, will be conducted

Volunteers agree that we may at any time, for whatever reason, terminate the volunteer's relationship with us. A volunteer may at any time, for whatever reason, decide to sever their relationship with us. Notice of such a decision should be communicated as soon as possible to the volunteer's supervisor.

## Induction of Volunteers

Induction is the process of preparing volunteers for a clear relationship with the organisation. It should make them feel comfortable and ensure they better understand the organisation's history, ethos, structure and procedures, so that they will contribute more productively to the organisation.

The induction process falls into three parts:

- Orientation, i.e. preparing volunteers to work within the organisation; this is general and informal
- Training, i.e. preparing the volunteer to perform the specific role they are required to do
- Coaching, i.e. the process of developing and upgrading skills

Where applicable, every volunteer will be required to attend orientation and training sessions.

## Recognition of Volunteers

- **Formal**

An annual event will be held to highlight and reward the contribution of volunteers to **Age UK Bath & North East Somerset**.

- **Informal**

Staff responsible for volunteers' supervision should undertake methods of recognition of volunteer service on a regular basis throughout the year. These range from a simple thank you to a concerted effort to include volunteers in decision-making and implementation of projects that involve them, and where appropriate organise team based support/activities.

## Volunteer Management - principles of good practice

### Relationship with paid staff

- We will ensure that paid staff at all levels are clear about the role of volunteers to ensure good working relationships
- Volunteers will not be engaged in times of industrial action to do the work of paid staff. They may continue with their regular work but will not be asked to undertake additional duties
- Appropriate training, support and resources will be provided for those who work alongside volunteers and for those who have a managerial role in relation to them
- Volunteers will be given clear information about the roles undertaken by paid staff and of their value to **Age UK Bath & North East Somerset**
- The Community Connections Coordinator's primary function is to oversee the implementation of the Volunteering Policy and to ensure that **Age UK Bath & North East Somerset** follows the Volunteering Procedures
- Volunteers on **Age UK Bath & North East Somerset** executive committee/board will observe fair and non-discriminatory standards and conditions of employment and health and safety in respect of paid staff

### Contracts and Service Level Agreements

In entering contracts or service level agreements involving volunteers, we will ensure that:

- The role of volunteers is made clear and arrangements are in place for their management
- The terms of the contract or service level agreement provide for the necessary resources to involve volunteers
- The impact of volunteering and its benefits are promoted and acknowledged

### Relationships with other groups and organisations meeting the needs of older people

- In our relationships with other groups, organisations or partners we will:
  - a) Promote volunteering as an important means of contributing to the building and support of active and sustainable communities based on social justice and mutual respect
  - b) Promote good practice in volunteering

### Local volunteering

Relationships with the local volunteering sector must be maintained:

- for a strategic approach to the development of volunteering locally
- to support the work of local volunteering development agencies e.g. Volunteer Centres, in providing leadership in developing awareness of and standards of practice in volunteering locally



## 5. Who is responsible for implementing the policy?

The **Board of Trustees** have formally approved the Volunteering Policy and are responsible for its top-level commitment.

**Senior Managers** are responsible for establishing a culture where the Volunteering Policy is promoted. Senior Managers will ensure that all aspects of the Volunteering Policy are applied appropriately and that their behaviours/actions demonstrate the commitment to the code.

**Employees and Volunteers** are responsible at all times for their own conduct, behaviour and ensuring that they work at all times legally and ethically. All staff members should ensure that they read, understand and act within the guidance set out in this Volunteering Policy.

## 6. Equalities Statement

**Age UK Bath & North East Somerset** commits itself to fairness and equality for all, operating with professionalism, integrity and openness. Throughout our policies and practice, we aim to make sure we do not knowingly create an unfair disadvantage for anyone, directly or indirectly. Employees must embrace this commitment.

Volunteers/employees should ensure that no person or group of people receiving services from or applying for accommodation, employment or contracts with **Age UK Bath & North East Somerset**, will be treated less favourably than any other person or group of people because of their gender (and including gender reassignment), sexual orientation, marital or civil partnership status, race, colour, ethnic or national origin, nationality, religion or belief, political beliefs, disability, age, class, responsibility for dependents, part time or shift workers, unrelated criminal offences or any other matter which causes a person to be treated with injustice.

## 7. Where can I find further advice and guidance on this policy?

Please contact your Line Manager or HR Officer should you wish to discuss any matters relating to the policy or procedure

Name:  
Date:  
Signature:

Signature:

### Volunteer Induction Checklist

Checklist to be completed during induction and will be accompanied by a copy of the Volunteer Handbook. The key information will be explained during the induction. Volunteer and staff member completing the induction should sign above.

Subject	Covered during Induction/policies given, to be read at home
About Age UK B&NES (set out in volunteer handbook) <ul style="list-style-type: none"> <li>• Mission Statement</li> <li>• Organisation Structure</li> <li>• Staffing &amp; Services</li> </ul>	
Supervision, Support & Training	
Disclosure & Barring Checks	
Outline of Role	
Volunteering Policy	
Code of Conduct	
Confidentiality and Data Protection (Privacy Policy)	Sign and return confidentiality statement
Safeguarding Adults and Children	
Health & Safety and Accident Reporting	
Accessible Information Standard	
Gifts and Hospitality	
Equality & Diversity	
Lone working	Complete lone working form where relevant
Complaints	
Anti Bribery Policy	
Expenses	
Drivers policy	
Copy of Volunteer & Befriending Handbook provided	

# Safeguarding Adults & Children Policy

<b>Name of Policy:</b>	<b>Safeguarding Adults &amp; Children Policy</b>
<b>Scope of Policy:</b>	The abuse of vulnerable adults constitutes a clear infringement of their rights and freedoms as citizens. This policy aims to protect vulnerable adults, who are at risk of all forms of abuse
<b>Author:</b>	Janet Dabbs
<b>Applicable to:</b>	All Employees, Volunteers and Trustees of Age UK Bath & North East Somerset
<b>Consultation Process:</b>	Service Leads
<b>Approval Body:</b>	Board of Trustees
<b>Date of Approval:</b>	
<b>Reviewer:</b>	Simon Allen
<b>Review Date:</b>	31/08/2021
<b>Next Review Due:</b>	31/08/2024
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# SAFEGUARDING VULNERABLE ADULTS & CHILDREN POLICY

## 1. Introduction

The abuse of vulnerable adults constitutes a clear infringement of their rights and freedoms as citizens. This policy aims to protect vulnerable adults, who are at risk of all forms of abuse

- It is every adult's right to live in safety and to be free from abuse or fear of abuse from others.
- It is every adult's right to live an independent life based on 'self-determination' and personal choice.
- An independent life style may involve risk for vulnerable adults. [Age UK Bath & North East Somerset](#) respects this choice and will support them in making such decisions.
- It is the responsibility of [Age UK Bath & North East Somerset](#) to work with other agencies and professionals to actively work together to help prevent abuse of vulnerable adults. This will be achieved by raising awareness, empowering people to make their own decisions and putting safeguards in place.
- [Age UK Bath & North East Somerset](#) recognises that people are discriminated against because of race, culture, gender, age, disability, religion, or sexual orientation. We are committed to working with vulnerable adults in a positive manner that values them as individuals.

## 2. Associated Documents/Legal Requirements

- [Age UK Bath & North East Somerset](#) Procedures
- Care Act 2014
- B&NES Council Safeguarding Guidelines
- Age UK Bath & North East Somerset Whistleblowing Policy

## 3. Who does the policy apply to?

The [Age UK Bath & North East Somerset](#) Safeguarding Adults & Children Policy applies to all paid employees, volunteers, and Trustees of [Age UK Bath & North East Somerset](#) and to temporary workers, consultants, contractors acting for, or on behalf of Age UK ("associated persons").

All employees and associated persons are required to familiarise themselves and comply with the Safeguarding Adults & Children Policy, including any future updates that may be issued.

## 4. What is the Age UK Bath & North East Somerset policy?

### Definitions

An **adult at risk** is any person who is aged 18 years or over and at risk of abuse or neglect because of their needs for care and or support. Where someone is over 18 but still receiving children's services and a safeguarding issue is raised, the matter should be dealt with as a matter of course by the adult safeguarding team.

Abuse may consist of a single act or repeated acts. It may be physical, verbal, or psychological, an act of neglect or an omission to act, or it may occur when a vulnerable person is persuaded to enter a financial or sexual transaction to which he or she has not consented or cannot consent. It may also occur through deliberate targeting or grooming of vulnerable people and may be carried out by individuals or groups of individuals. Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it.

Abuse may occur when a vulnerable adult:

- lives alone, with a relative, or others
- attends nursing, residential or day care settings
- is in hospital or custodial situations
- is receiving support services in their own home
- is in other places previously assumed safe
- is in public places

**The Care Act 2014** explains "Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action."

### Preventing Abuse

While it is not possible to prevent all abuse, there are several steps those working within Age UK Bath & North East Somerset can take to reduce the risk of abuse occurring. They should

- Receive regular training.
- Know what abuse is.
- Understand how it can happen.
- Be alert to indicators of potential abuse situations.
- Know the procedures for reporting concerns and poor practice.

## Dealing with Abuse

Age UK Bath & North East Somerset is committed to a multi-agency approach to safeguarding and will work within the guidelines set out in Care Act 2014.

Age UK Bath & North East Somerset will take all allegations of abuse seriously and will respond appropriately using its own procedures and taking B&NES Council's safeguarding policies into account. All suspected cases of abuse should be recorded and reported to a senior manager in line with procedures and serious cases will be reported to the Board at the next scheduled meeting where the case and procedures will be reviewed.

If abuse allegations concern staff or volunteers of Age UK Bath & North East Somerset consideration should be made to suspend the staff member or volunteer from their duties until the matter has been fully investigated

We will co-operate fully with B&NES Safeguarding Team and the Police should there be a criminal investigation.

## Safeguarding Children

The work of Age UK Bath & North East Somerset may involve contact with children and there is potential for abuse or suspected abuse to be highlighted. If concerns are raised, staff and volunteers Should follow the procedure set out in the associated Safeguarding Adults & Children Procedure and raise the concern with a senior member of staff.

When setting up projects that involve contact with children, staff and volunteers should make appropriate arrangements with schools and other groups (such as Scouts etc) so that safeguards to protect children are agreed and in place.

## 5. Who is responsible for implementing the policy?

The **Board of Trustees** have formally approved Safeguarding Adults & Children Policy and are responsible for its top-level commitment.

**Senior Managers** are responsible for establishing a culture where the Safeguarding Adults & Children Policy is promoted. Senior Managers will ensure that all aspects of the Safeguarding Adults & Children Policy are applied appropriately and that their behaviours/actions demonstrate the commitment to the code.

**Employees and Volunteers** are responsible at all times for their own conduct, behaviour and ensuring that they work at all times legally and ethically. All staff members should ensure that they read, understand and act within the guidance set out in this Code of Conduct.

## 6. Equalities Statement

**Age UK Bath & North East Somerset** commits itself to fairness and equality for all, operating with professionalism, integrity and openness. Throughout our policies and practice, we aim to make sure we do not knowingly create an unfair disadvantage for anyone, directly or indirectly. Employees must embrace this commitment.

Volunteers/employees should ensure that no person or group of people receiving services from or applying for accommodation, employment or contracts with **Age UK Bath & North East Somerset**, will be treated less favourably than any other person or group of people because of their gender (and including gender reassignment), sexual orientation, marital or civil partnership status, race, colour, ethnic or national origin, nationality, religion or belief, political beliefs, disability, age, class, responsibility for dependents, part time or shift workers, unrelated criminal offences or any other matter which causes a person to be treated with injustice.

## 7. Where can I find further advice and guidance on this policy?

Please contact your Line Manager or HR Officer should you wish to discuss any matters relating to the policy or procedure





# Safeguarding Adults & Children Procedure

<b>Name of Procedure:</b>	<b>Safeguarding Adults &amp; Children Procedures</b>
<b>Scope of Procedure:</b>	This procedure provides staff and volunteers an approach to take when dealing with a suspected incident of abuse of an adult at risk or child and support the Age UK Bath & North East Somerset Policy. The focus is on adults at risk, which is the main group of people that employees and volunteers will work with, but there is a possibility that suspected abuse of a child may be encountered.
<b>Author:</b>	Janet Dabbs
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# SAFEGUARDING ADULTS & CHILDREN PROCEDURE

## 1. Introduction

This procedure provides staff and volunteers an approach to take when dealing with a suspected incident of abuse of an adult or child at risk and support the [Age UK Bath & North East Somerset](#) Policy. The focus is on adults at risk, which is the main group of people that employees and volunteers will work with, but there is a possibility that suspected abuse of a child may be encountered.

## 2. Associated Documents/Legal Requirements

- [Age UK Bath & North East Somerset](#) Procedures
- Care Act 2014
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## 3. Who does the procedure apply to?

The [Age UK Bath & North East Somerset](#) Safeguarding Adults & Children Procedure applies to all paid employees, volunteers, and Trustees of [Age UK Bath & North East Somerset](#) and to temporary workers, consultants, contractors acting for, or on behalf of Age UK ("associated persons").

All employees and associated persons are required to familiarise themselves and comply with the Safeguarding Adults & Children Procedure, including any future updates that may be issued.

## 4. What is the Age UK Bath & North East Somerset procedure?

### What is abuse?

An **adult at risk** is any person who is aged 18 years or over and at risk of abuse or neglect because of their needs for care and or support. Where someone is over 18 but still receiving children's services and a safeguarding issue is raised, the matter should be dealt with as a matter of course by the adult safeguarding team.

Abuse may consist of a single act or repeated acts. It may be physical, verbal, or psychological, an act of neglect or an omission to act, or it may occur when a vulnerable person is persuaded to enter a financial or sexual transaction to which he or she has not consented or cannot consent. It may also occur through deliberate targeting or grooming of vulnerable people and may be carried out by individuals or groups of individuals. Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it.

Abuse may occur when a vulnerable adult:

- lives alone, with a relative, or others
- attends nursing, residential or day care settings
- is in hospital or custodial situations
- is receiving support services in their own home
- is in other places previously assumed safe
- is in public places

A consensus has emerged identifying the following main different forms of abuse:

- **Physical abuse**, including hitting, slapping, pushing, kicking, misuse of medication, restraint, inappropriate sanctions, rough handling, pinching, punching, shaking, burning, forced feeding, the use of force which results in the pain, injury or change in the person's natural physical state.

- **Sexual abuse**, including rape and sexual assault or sexual acts to, which the adult at risk has not consented, or could not consent or was pressured into consenting. Inappropriate touching and fondling, indecent exposure, penetration (or attempted penetration) of vagina, anus or mouth by penis, fingers, or other objects.

- **Psychological abuse**, including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks, withholding affection,

shouting, depriving the person of the right to choose, information and privacy. Behaviour that has a harmful effect on the vulnerable adult's emotional health and development.

- **Financial or material abuse**, including theft, fraud, exploitation, and pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
- **Neglect and acts of omission**, including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating and undermining personal beliefs.
- **Discriminatory abuse**, including racism, sexism, and ageism, based on a person's disability, and other forms of harassment, slurs, or similar treatment.
- **Domestic violence** is "any criminal offence arising out of physical, sexual, psychological, emotional or financial abuse by one person against a current or former partner in a close relationship or against a current or former family member". There is no statutory offence of Domestic violence it is a generic term to describe a range of behaviours often used by one person to control or dominate another with whom they have had a close relationship.
- **Poor professional practice** also needs to be taken into account. This may take the form of isolated incidents of poor or unsatisfactory professional practice, at one end of the spectrum, through to pervasive ill treatment or gross misconduct at the other. Repeated instances of poor care may be an indication of more serious problems, this is sometimes referred to as institutional abuse.
- **Institutional Abuse** involves the collective failure of an organisation to provide an appropriate and professional service to vulnerable people. It can be seen or detected in processes, attitudes and behaviour that amount to discrimination through unwitting prejudice, ignorance, thoughtlessness and stereotyping. It includes a failure to ensure the necessary safeguards are in place to protect vulnerable adults and maintain good standards of care in accordance with individual needs, including training of staff, supervision and management, record keeping and liaising with other providers of care.
- **Stranger Abuse** will warrant a different kind of response from that appropriate to abuse in an ongoing relationship or in a care location. Nevertheless, in some instances it may be appropriate to use the adult protection procedures to ensure that the vulnerable person receives the services and support that they need. Such procedures may also be used when there is the potential for harm to other vulnerable people.

- **Harm** should be taken to include not only ill treatment (including sexual abuse and forms of ill treatment which are not physical), but also the impairment of, or an avoidable deterioration in, physical or mental health, and the impairment of physical, intellectual, emotional, social, or behavioural development.
- **Modern slavery** – encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

Any or all types of abuse may be perpetrated as the result of deliberate intent, negligence or ignorance.

## Recognising Abuse

### Social and emotional indicators

The following are indicators for assessing the risks involved where abuse is suspected.

- The adult at risk appears to be withdrawn or agitated and anxious.
- They may be isolated in one room of the house or confined to living in a small space.
- Their mobility is restricted due to absence of suitable mobility aids.
- They may be excluded from outside social contacts.
- They are overly subservient or anxious to please.
- Professional and other visitors may have difficulty gaining access to the vulnerable adult.
- Lack of eye contact – looking at the floor during discussions or looking to others to answer questions even when directed to the individual.
- Dramatic changes in behaviour or personality; depression or confusion, for which no medical explanation can be offered.
- Poor conditions, lack of clothing, lack of access to own money.

### Indicators of physical abuse

The following are indicators for assessing the risks involved where physical abuse is suspected.

- Multiple bruising that is not consistent with the explanation e.g., a fall.
- Cowering and flinching.
- Bruised eyes, marks resulting from a slap and/or kick, other unexplained bruises.

### **Indicators of sexual abuse**

The following are indicators for assessing the risks involved where sexual abuse is suspected.

- Changes i.e., the person starts to seek attention where previously they did not, by expressing over sexualised behaviour, or becoming fixated on sexual matters.
- Complaints of soreness in genital/anal area, no medical cause known.
- Recurring conditions such as thrush or cystitis.
- Diagnosis of a sexually transmitted disease when the person is not known to be sexually active.
- Bruising on the inner thighs or shoulders.
- Objects to being washed in genital areas, which is a change in behaviour.

### **Indicators of financial or material abuse**

The following are indicators for assessing the risks involved where financial or material abuse is suspected.

- Unexplained or sudden inability to pay bills.
- Unexplained or sudden withdrawal of money from accounts.
- Contrast between known income or capital and unnecessarily poor living conditions especially where this has developed recently.
- Personal possessions of value go missing from the home without satisfactory explanation.
- Someone has taken responsibility for paying rent, bills, buying food etc, but is clearly not doing so.
- Unusual interest taken by relative, friend, neighbour or other in financial assets especially if little real concern is shown in other matters.
- Next of kin refuse to follow advice regarding control of property via Court of Protection but insist upon informal arrangements.
- Where care services including residential care are refused under clear pressure from family or other potential inheritors.
- Unusual purchases unrelated to the known interests of the adult at risk e.g., purchases of fashionable clothes, expensive make-up, food, and holidays.

## Assessing the Seriousness of abuse

The seriousness or extent of abuse is often not clear when anxiety is first expressed. It is important therefore, when considering the appropriateness of intervention, to approach reports or incidents or allegations with an open mind.

In making any assessment of seriousness the following factors need to be considered:

- The care and support needs of the adult.
- The nature and extent of the abuse.
- The length of time it has been occurring.
- The impact on the individual and/or their carers/family.
- The risk of repeated or increasingly serious acts involving this or other vulnerable adults.

A decision may need to be made immediately about any urgent action required to protect the vulnerable adult. If the person is at great risk of harm or in need of immediate medical attention, contact should be made directly with the emergency services.

In cases where there is a potential for criminal proceedings, we will ensure the scene is protected and evidence remains untouched. We will involve the police at the earliest opportunity.

## Sharing of Information

- Every member of staff and volunteer is responsible for recognising and reporting an allegation of abuse.
- An allegation of abuse must be treated seriously, regardless of the source of the information.
- It is important for staff and volunteers to pass on information or concerns immediately to their line manager, if this isn't appropriate then the Chief Executive.
- The line manager or Chief Executive are responsible for informing the Safeguarding Lead.

The views of the adult at risk should always be taken into account, however if the service user, does not wish action to be taken, to be involved with any investigation, and does not want any information shared with other individuals agencies, it should be explained to the vulnerable person that the member of staff does have a duty to discuss the disclosure with their line manager, even if the person does not wish further action to be taken or to be involved in the investigation.

There is a need to share information with the ASIST Team 01225 396000 and with other relevant agencies, generally permission would be asked before doing so. However, in exceptional circumstances, for example if it is considered someone is at serious risk of abuse then information may be disclosed without consent.

## **Safeguarding Children**

Children and young people are the most vulnerable members of our society. Protecting them from becoming victims of abuse is everyone's responsibility.

### **What can you do to help?**

It is important that you take action straight away if you think a child or young person you know is at risk. You do not have to wait for a child or young person to tell you they are being abused. The sooner you take action, the sooner the risk can be dealt with.

Children and young people are dependent on others for survival and have a right to be protected and have someone who will act on their behalf.

### **How to report your concerns**

If you have a concern about a child or young person, please call the Children and Families Assessment and Intervention Team on 01225 396312 or 01225 396313

If outside of office hours, please call the Emergency Duty Team on 01454 615165

If a child or young person is in immediate danger, then please dial 999 and ask for police assistance.

### **Making a referral**

When making a referral it is helpful if you can state the name of the child /young person including age, address, who lives at the property including other children and details of nursery /school attended. However, if you do not have all the information, it should not stop you from making the referral.

You should always contact Children's Social Services if you are worried a child or young person is at risk of neglect or abuse.



## 5. Who is responsible for implementing the procedure?

The **Board of Trustees** have formally approved the Safeguarding Adults & Children Procedure and are responsible for its top-level commitment.

**Senior Managers** are responsible for establishing a culture where the Safeguarding Adults & Children Procedure is promoted. Senior Managers will ensure that all aspects of the Safeguarding Adults & Children Procedure are applied appropriately and that their behaviours/actions demonstrate the commitment to the code.

**Employees and Volunteers** are responsible at all times for their own conduct, behaviour and ensuring that they work at all times legally and ethically. All staff members should ensure that they read, understand, and act within the guidance set out in this Code of Conduct.

## 6. Equalities Statement

**Age UK Bath & North East Somerset** commits itself to fairness and equality for all, operating with professionalism, integrity and openness. Throughout our policies and practice, we aim to make sure we do not knowingly create an unfair disadvantage for anyone, directly or indirectly. Employees must embrace this commitment.

Volunteers/employees should ensure that no person or group of people receiving services from or applying for accommodation, employment or contracts with **Age UK Bath & North East Somerset**, will be treated less favourably than any other person or group of people because of their gender (and including gender reassignment), sexual orientation, marital or civil partnership status, race, colour, ethnic or national origin, nationality, religion or belief, political beliefs, disability, age, class, responsibility for dependents, part time or shift workers, unrelated criminal offences or any other matter which causes a person to be treated with injustice.

## 7. Where can I find further advice and guidance on this procedure?

Please contact your Line Manager or HR Officer should you wish to discuss any matters relating to the policy or procedure



# Health & Safety Policy

<b>Name of Policy:</b>	<b>Health &amp; Safety Policy</b>
<b>Scope of Policy:</b>	<p>Age UK Bath &amp; North East Somerset recognises and accepts its responsibilities under the Health &amp; Safety at Work Act, 1974 and subsequent legislation. These include the provision of a safe and healthy working environment for its employees, volunteers and others affected by its activities.</p> <p>Age UK B&amp;NES aims to promote &amp; nurture a positive health and safety culture through the provision of information, training, instruction and supervision. We operate a culture where employees are openly encouraged to report hazards, including near misses, to ensure the root causes of accidents are identified so that measures can be put in place to eliminate recurrence.</p>
<b>Author:</b>	Janet Dabbs
<b>Applicable to:</b>	All Employees, Volunteers and Trustees
<b>Consultation Process:</b>	Service Leads
<b>Approval Body:</b>	Board of Trustees
<b>Date of Approval:</b>	
<b>Reviewer:</b>	Simon Allen
<b>Review Date:</b>	27/08/2021
<b>Next Review Due:</b>	27/08/2024
<b>Version:</b>	v0.2

# HEALTH & SAFETY POLICY

## 1. Introduction

Age UK Bath & North East Somerset recognises and accepts its responsibilities under the Health & Safety at Work Act, 1974 and subsequent legislation. These include the provision of a safe and healthy working environment for its employees, volunteers and others affected by its activities.

Age UK Bath & North East Somerset aims to promote & nurture a positive health and safety culture through the provision of information, training, instruction and supervision. We operate a culture where employees are openly encouraged to report hazards, including near misses, to ensure the root causes of accidents are identified so that measures can be put in place to eliminate recurrence.

## 2. Associated Documents/Legal Requirements

- Health & Safety legislation
- Staff & Volunteer Health & Safety Manual
- Lone Working Policy & Procedures
- Day Centre Handbook
- Driver's Handbook & Policy

## 3. Who does the policy apply to?

The Age UK Bath & North East Somerset Health & Safety Policy applies to all paid employees, volunteers, and Trustees of Age UK Bath & North East Somerset and to temporary workers, consultants, contractors acting for, or on behalf of Age UK ("associated persons").

All employees and associated persons are required to familiarise themselves and comply with the Health & Safety Policy, including any future updates that may be issued.

## 4. What is the Age UK Bath & North East Somerset policy?

### Preventing Injuries & Ill Health

We believe that injuries and ill-health can be prevented, and will take all reasonable steps to achieve this. These steps include: -

- Carrying out suitable and sufficient assessments of the risks arising from our work to the health and safety of employees, and to non-employees who may be affected by our work;
- Initiating and operating healthy and safe working practices, monitoring working areas, processes and methods in order to improve, wherever reasonably practicable, standards of health, safety and welfare;
- Training employees to work efficiently and safely with an understanding both of the nature of known hazards and the reasons for preventive measures;
- Providing procedures whereby a prompt and positive response is made to queries on health, safety or welfare matters raised by employees;
- Providing suitable arrangements for communication and consultation between management and employees on health and safety matters; and
- Providing the resources necessary to implement this policy.

### Employee and Volunteer Responsibilities

Every employee and volunteer has responsibility for health and safety and a duty to co-operate with the employer on the carrying out of the employer's statutory duties and must:

- Take reasonable care for the health and safety of themselves and other persons who may be affected by their acts or omissions;
- Not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety or welfare; and
- Report immediately any injury sustained at work, any near miss and any practice or situation regarded as unsafe.
- Chief Executive will report serious incidents to the Chair / Board when they occur, all other incidents will be made to the next available Board Meeting

## Age UK Bath & North East Somerset Responsibilities

We will achieve our aim of meeting health and safety requirements through the implementation and maintenance of a health and safety system. This will involve identifying responsibilities, monitoring legal requirements, carrying out sufficient and suitable written risk assessments and setting appropriate standards. Relevant procedures, checklists and training will be provided for trustees, staff and volunteers as a result of the risk assessments.

In particular we will also ensure, so far as reasonably practicable:

- The provision and maintenance of safe places of work
- Safe internal and external access and exits to premises under our control
- A healthy and safe working environment with adequate first aid provision
- Safe equipment and systems of work
- Safe arrangements for use, handling, storage and transport of articles and substances at work
- Adequate fire prevention measures and fire and other emergency procedures which are made clear to staff and volunteers
- A system of notification of accidents and near misses, including methods of recording and investigation

Our system seeks to ensure that trustees, staff, volunteers and service users are aware of their personal responsibilities and accountabilities for health and safety at work.

The health and safety training needs of everyone will be identified. The delivery of a training program will ensure, so far as is reasonably practicable, that everyone is aware of their responsibilities for health and safety at work and competent to undertake their activities in a safe and healthy manner.

The health and safety system will be kept up to date, particularly in responding to changes in roles and projects. It will be reviewed every two years or in line with any legislative changes or serious incident.

## 5. Who is responsible for implementing the policy?

The **Board of Trustees** have formally approved Health & Safety and are responsible for its top level commitment.

**Senior Managers** are responsible for establishing a culture where the Health & Safety is promoted. Senior Managers will ensure that all aspects of the Health & Safety are applied appropriately and that their behaviours/actions demonstrate the commitment to the code.

**Employees and Volunteers** are responsible at all times for their own conduct, behaviour and ensuring that they work at all times legally and ethically. All staff members should ensure that they read, understand and act within the guidance set out in this Code of Conduct.

## 6. Equalities Statement

**Age UK Bath & North East Somerset** commits itself to fairness and equality for all, operating with professionalism, integrity and openness. Throughout our policies and practice, we aim to make sure we do not knowingly create an unfair disadvantage for anyone, directly or indirectly. Employees must embrace this commitment.

Volunteers/employees should ensure that no person or group of people receiving services from or applying for accommodation, employment or contracts with **Age UK Bath & North East Somerset**, will be treated less favourably than any other person or group of people because of their gender (and including gender reassignment), sexual orientation, marital or civil partnership status, race, colour, ethnic or national origin, nationality, religion or belief, political beliefs, disability, age, class, responsibility for dependents, part time or shift workers, unrelated criminal offences or any other matter which causes a person to be treated with injustice.

## 7. Where can I find further advice and guidance on this policy?

Please contact your Line Manager or HR Officer should you wish to discuss any matters relating to the policy or procedure

# Expenses

# Policy

Name of Policy:	Expenses
Scope of Policy:	The reimbursing of expenses is important for all employees and volunteers including Board Members. Age UK Bath and North East Somerset will reimburse reasonable out-of-pocket expenses which have been incurred while volunteering and whilst working for Age UK Bath and North East Somerset.
Author:	Janet Dabbs
Applicable to:	All Paid Employees, Volunteers and Trustees of Age UK Bath & North East Somerset
Consultation Process:	Senior Leads
Approval Body:	Board of Trustees
Date of Approval:	
Reviewer:	Simon Allen
Review Date:	11/08/2021
Next Review Date:	11/08/2024
Version:	v0.2



# Expenses Policy

## 1. Introduction

The reimbursing of expenses is important for all employees and volunteers including Board Members. **Age UK Bath and North East Somerset** will reimburse reasonable out-of-pocket expenses which have been incurred while volunteering and whilst working for Age UK Bath and North East Somerset.

## 2. Associated Documents/Legal Requirements

- Equality and Diversity Policy
- Volunteering Policy
- Training & Development Policy
- Code of Conduct

## 3. Who does the policy apply to?

The **Age UK Bath & North East Somerset** Expenses Policy applies to all paid employees, volunteers, and Trustees of Age UK Bath & North East Somerset and to temporary workers, consultants, contractors acting for, or on behalf of Age UK ("associated persons").

All employees and associated persons are required to familiarise themselves and comply with the Expenses Policy, including any future updates that may be issued.

## 4. What is the Age UK Bath & North East Somerset policy?

### Expenses

The range of expenses include:

- For employees travel expenses - from place of work to meeting venue / home of service user.
- For volunteers to and from the place of volunteering, or in the course of volunteering.
- Stationery used, postage costs, or the cost of phone calls made from home in the course of volunteering or working from home.
- Protective clothing or other essential equipment

These must be in line with the parameters of the member of employees / volunteer's role, as set out at Induction by their line manager or supervisor and will be reviewed/monitored during regular supervision meetings. It is expected that employees and volunteers choose the most cost-effective travel options and product purchases.

### How expenses will be claimed

Employees and volunteers are asked to complete an expenses form. This form will be authorised by the direct supervisor or manager. The form is then passed to the Finance Administrator and a payment is raised. Employees and volunteers are asked to provide receipts for every expense claim that is made.

Every volunteer must claim any incurred expenses. Accurate recording of expenses helps Age UK Bath and North East Somerset to work out how much their services really cost.

Employees and volunteers are given the option of donating their expenses to the organisation.

Records of monies claimed, and receipts will be kept on employees and volunteer records.

### How expenses will be reimbursed

Expenses will be reimbursed monthly, usually by BACS or cheque. Payment for employees will be made monthly with salary. Where needed, we may be able to reimburse expenses on the same day in cash or BACS.

Train fares and hotel accommodation will need to be agreed with line manager prior to booking.

## Rates of reimbursement

### Travel expenses

- Reimbursement of public travel costs on production of ticket/receipt
- Reimbursement of travel costs in privately owned vehicle at a rate of 45 pence per mile
- Reimbursement of parking costs on production of ticket/receipt
- Stationery, postage, phone calls
- Supplies of stationery and postage are normally provided through the Age UK BANES office
- Reimbursement of stationery and postage costs on production of receipts where used in their volunteering activity
- Reimbursement of calls made from a private line in pursuit of volunteering activity or calls made by employees whilst working at home, at a rate of 10 pence per minute,

Employees and volunteers cannot receive anything of economic value in return for their work or volunteering, whether this be money, gift vouchers, training unrelated to their role.

These guidelines ensure that individuals are treated equally and that volunteers in receipt of benefits are not at risk of losing any of their entitlement

## 5. Who is responsible for implementing the policy?

The **Board of Trustees** have formally approved Expenses Policy and are responsible for its top-level commitment.

**Senior Managers** are responsible for establishing a culture where the Expenses Policy is promoted. Senior Managers will ensure that all aspects of the Expenses Policy are applied appropriately and that their behaviours/actions demonstrate the commitment to the code.

**Employees and Volunteers** are responsible at all times for their own conduct, behaviour and ensuring that they work at all times legally and ethically. All employees' and volunteers should ensure that they read, understand, and act within the guidance set out in this Expenses Policy.

## 6. Equalities Statement

Age UK Bath & North East Somerset commits itself to fairness and equality for all, operating with professionalism, integrity and openness. Throughout our policies and practice, we aim to make sure we do not knowingly create an unfair disadvantage for anyone, directly or indirectly. Employees must embrace this commitment.

Volunteers/employees should ensure that no person or group of people receiving services from or applying for accommodation, employment or contracts with Age UK Bath & North East Somerset, will be treated less favourably than any other person or group of people because of their gender (and including gender reassignment), sexual orientation, marital or civil partnership status, race, colour, ethnic or national origin, nationality, religion or belief, political beliefs, disability, age, class, responsibility for dependents, part time or shift workers, unrelated criminal offences or any other matter which causes a person to be treated with injustice.

## 7. Where can I find further advice and guidance on this policy?

Please contact your Line Manager or HR Officer should you wish to discuss any matters relating to the policy or procedure

# Drivers Policy

<b>Name of Policy:</b>	<b>Drivers Policy</b>
<b>Scope of Policy:</b>	Age UK Bath & North East Somerset (B&NES) Ltd may require some staff and volunteers to drive vehicles whilst carrying out their duties. It is important that safety measures are put in place to ensure the safety of those representing Age UK B&NES and any passengers travelling with them
<b>Author:</b>	Janet Dabbs
<b>Applicable to:</b>	Anyone using a vehicle whilst working or volunteering for Age UK Bath & North East Somerset
<b>Consultation Process:</b>	Senior Leads
<b>Approval Body:</b>	Board of Trustees
<b>Date of Approval:</b>	10/09/2021
<b>Reviewer:</b>	Simon Allen
<b>Review Date:</b>	11/08/2021
<b>Next Review Due:</b>	31/12/2021
<b>Version:</b>	v0.1

# Drivers Policy

## 1. Introduction

Age UK Bath & North East Somerset (B&NES) Ltd may require some staff and volunteers to drive vehicles whilst carrying out their duties. It is important that safety measures are put in place to ensure the safety of those representing Age UK B&NES and any passengers travelling with them

## 2. Associated Documents/Legal Requirements

- Volunteer Policy & Procedure
- Health & Safety Policy
- Code of Conduct
- Minibus Drivers Handbook
- Highway Code

## 3. Who does the policy apply to?

## 4. What is the Age UK Bath & North East Somerset policy?

### Drivers

- Licence - a full driving licence is required (not provisional). Minibus Drivers will need to submit their licence for inspection in order to ensure it is up to date. Certain endorsements may mean that you will not be able to carry Age UK B&NES clients.
- Vision - if you are required to wear glasses or contact lenses whilst driving, please do so.

- Fitness to drive - please remember that many factors can affect your ability to drive, medication, tiredness, illness. If you do not feel able/ well enough to drive, don't drive.
- Training - if your role requires you to offer assistance to passengers getting in and out of your vehicle, ensure that your supervisor has provided you with access to appropriate training/information. If you are to carry passengers with mobility or sensory impairment, a risk assessment should be carried out in liaison with your manager.

## Your Vehicle

- Checks on your vehicle - ensure that your vehicle is roadworthy. The Highway Code sets out the regular checks that drivers must carry out on the roadworthiness of their vehicle: brakes, lights, steering, tyres etc.
- MOT - your vehicle (if appropriate) must have a valid MOT certificate
- Seat Belts - you must wear seat belts, unless you are exempt (see Highway Code)
- Insurance - ensure that you have informed your Insurance Company of how you are using your vehicle for Age UK B&NES, some insurance company's may require you to insure your vehicle for business use. Age UK BANES may request proof of business insurance for some roles.

## Emergencies

- All accidents and incidents must be reported to Age UK B&NES
- In the case of a medical emergency, call an ambulance immediately and do not move passenger. First Aid should only be applied if you have the relevant training and only if there is a risk to life.
- If you are involved in an accident with another vehicle, you will need to obtain details of the other driver –registration, insurance details, name address etc. You also have a duty to provide these details to the other party.

## Use of Mobile Phones

- All drivers should have their mobile phone switched off whilst driving and under no circumstances should the phone be used to make or send a call or a text message unless using a hands-free phone.
- If you must talk, and have a hands-free phone, do not touch the phone whilst driving. Keep conversations short and simple or say that you'll find a safe and legal place to stop and phone back. Do not hold personal conversations whilst at work.
- Failure to follow the above procedure amounts to gross

## 5. Who is responsible for implementing the policy?

The **Board of Trustees** have formally approved Code of Conduct and are responsible for its top level commitment.

**Senior Managers** are responsible for establishing a culture where the Code of Conduct is promoted. Senior Managers will ensure that all aspects of the Code of Conduct are applied appropriately and that their behaviours/actions demonstrate the commitment to the code.

**Employees and Volunteers** are responsible at all times for their own conduct, behaviour and ensuring that they work at all times legally and ethically. All staff members should ensure that they read, understand and act within the guidance set out in this Code of Conduct.

## 6. Equalities Statement

Age UK Bath & North East Somerset commits itself to fairness and equality for all, operating with professionalism, integrity and openness. Throughout our policies and practice, we aim to make sure we do not knowingly create an unfair disadvantage for anyone, directly or indirectly. Employees must embrace this commitment.

Volunteers/employees should ensure that no person or group of people receiving services from or applying for accommodation, employment or contracts with Age UK Bath & North East Somerset, will be treated less favourably than any other person or group of people because of their gender (and including gender reassignment), sexual orientation, marital or civil partnership status, race, colour, ethnic or national origin, nationality, religion or belief, political beliefs, disability, age, class, responsibility for dependents, part time or shift workers, unrelated criminal offences or any other matter which causes a person to be treated with injustice.



## 7. Where can I find further advice and guidance on this policy?

Please contact your Line Manager or HR Officer should you wish to discuss any matters relating to the policy or procedure

# Complaints Policy & Procedure

<b>Name of Policy:</b>	<b>Complaints Policy &amp; Procedure</b>
<b>Scope of Policy:</b>	This complaints policy and procedure helps us to deal with the concerns of our users in a consistent way, to identify areas in which new policies might be developed and to improve the overall quality of our service and support.
<b>Author:</b>	Janet Dabbs
<b>Applicable to:</b>	All Trustees, Staff and Volunteers
<b>Consultation Process:</b>	Senior Leads
<b>Approval Body:</b>	Board of Trustees
<b>Date of Approval:</b>	10/09/2021
<b>Reviewer:</b>	Simon Allen
<b>Review Date:</b>	11/08/2021
<b>Next Review Due:</b>	31/12/2021
<b>Version:</b>	v0.2

# COMPLAINTS POLICY & PROCEDURE

## 1. Introduction

Although [Age UK Bath & North East Somerset](#) its staff and volunteers aim to provide information, services and support in a friendly and effective manner, there are times when things go wrong. This complaints policy and procedure helps us to deal with the concerns of our users in a consistent way, to identify areas in which new policies might be developed and to improve the overall quality of our service and support.

The policy and procedure is intended to be easy to use, speedy, fair and friendly.

## 2. Associated Documents/Legal Requirements

- Data Protection Act 1998
- Code of Conduct
- Disciplinary Policy
- Confidentiality Policy
- Whistleblowing Policy

## 3. Who does the policy apply to?

Complaints can cover any aspect of the work of [Age UK Bath & North East Somerset](#) including:

- Any activity undertaken by [Age UK Bath & North East Somerset](#)
- Any service provided by [Age UK Bath & North East Somerset](#)
- The conduct of any Trustees, staff and volunteers of [Age UK Bath & North East Somerset](#) and contractors working on our behalf

## 4. What is the Age UK Bath & North East Somerset policy?

### Who can complain?

The procedure can be used by a person or organisation to make a complaint about [Age UK Bath & North East Somerset](#), its services, trustees, staff or volunteers.

## The Procedure for Dealing With Complaints

### The Informal Process

It is hoped that in most instances the complaint can be dealt with at an informal level. The informal process will comprise either:

- An email or written complaint which will be acknowledged within 3 working days of receipt and be passed to the most appropriate person, usually the manager responsible for the relevant area of work, Or:
- A face to face or telephone complaint which will, wherever possible, be dealt with by the person receiving the information. If it is more appropriate for it to be passed to a colleague then that person will seek to resolve it within 10 working days.

During this informal process, the complainant will be informed that a formal complaint process exists and, if he or she requests it, will be given a copy of the policy and procedure. The person dealing with the complainant will seek to resolve it on an informal basis within 10 working days of receipt. In all cases, details of the complaint and the outcome will be recorded using a Complaints Spreadsheet (stored and encrypted on Sharepoint) and the Chief Executive will be notified.

### The Formal Process

If the complainant is either unhappy with the outcome of the informal process or wishes to make a formal complaint, then the formal complaint must be in writing marked “Confidential” and addressed to:

The Chief Executive  
Age UK Bath & North East Somerset  
18 Kingsmead Square  
BATH  
BA1 2AE

In the case of a complaint directly concerning the Chief Executive, the complaint should be addressed to the Chair of **Age UK Bath & North East Somerset** marked ***strictly private and confidential***.

An acknowledgement of the complaint will be sent within 3 working days of receipt.

The complainant will be reassured that the complaint will not affect their continued access to **Age UK Bath & North East Somerset** services.

The Chief Executive will investigate the complaint and write a report normally within 15 working days and, at a maximum, within 25 working days of receipt of the complaint.

The Chief Executive will also inform the Board of Trustees of the complaint.

A full response will be forwarded by the Chief Executive to the complainant within 25 working days of receipt of the complaint. If the Chief Executive is the subject of the complaint the Chair will oversee the above process.

## **Review**

If the formal process is not resolved to the satisfaction of the complainant, they may ask for a review. The request for a review must be in writing and addressed to the Chair of Age UK Bath & North East Somerset at the Chief Executive's Office.

An acknowledgement of the request will be sent within 3 working days of receipt.

The review will be undertaken by the Chair of Age UK Bath & North East Somerset, supported at his/her discretion by the other officers if this is acceptable to both parties. If not acceptable to the complainant, the review would be undertaken by the Chair and two Trustees acceptable to both parties.

**The decision of the Chair will be forwarded directly to the complainant and will be final.**

## **Monitoring The Procedure**

The Complaints Procedure, together with the complaints received and the outcomes will be reviewed every 3 years.

All users of Age UK Bath & North East Somerset service will be informed that a complaints procedure is in place should they need to make a complaint at any time.

## **Charity Commission**

If you are unhappy with the way Age UK BANES deals with a complaint, you can contact the Charity Commission.

## 5. Who is responsible for implementing the policy?

The **Board of Trustees** have formally approved the Complaints Policy & Procedure and are responsible for its top level commitment.

**Senior Managers** are responsible for establishing a culture where the Complaints Policy & Procedure is promoted. Senior Managers will ensure that all aspects of the Complaints Policy & Procedure are applied appropriately and that their behaviours/actions demonstrate the commitment to the policy and learning from Complaints.

**Employees and Volunteers** are responsible at all times for their own conduct, behaviour and ensuring that they work at all times legally and ethically. All staff members should ensure that they read, understand and act within the guidance set out in this Complaints Policy and share it with anyone who wishes to make a complaint.

## 6. Equalities Statement

**Age UK Bath & North East Somerset** commits itself to fairness and equality for all, operating with professionalism, integrity and openness. Throughout our policies and practice, we aim to make sure we do not knowingly create an unfair disadvantage for anyone, directly or indirectly. Employees must embrace this commitment.

Volunteers/employees should ensure that no person or group of people receiving services from or applying for accommodation, employment or contracts with **Age UK Bath & North East Somerset**, will be treated less favourably than any other person or group of people because of their gender (and including gender reassignment), sexual orientation, marital or civil partnership status, race, colour, ethnic or national origin, nationality, religion or belief, political beliefs, disability, age, class, responsibility for dependents, part time or shift workers, unrelated criminal offences or any other matter which causes a person to be treated with injustice.

## 7. Where can I find further advice and guidance on this policy?

Please contact your Line Manager or HR Officer should you wish to discuss any matters relating to the policy or procedure

# Anti-Bribery Policy

<b>Name of Policy:</b>	<b>Anti-Bribery Policy</b>
<b>Scope of Policy:</b>	This document sets out Age UK Bath & North East Somerset policy on preventing and prohibiting bribery, in accordance with the Bribery Act 2010 (the Act) and in line with all regulatory and statutory compliance agreements that Age UK Bath & North East Somerset complies with, including those of the Charity Commission.
<b>Author:</b>	Janet Dabbs
<b>Applicable to:</b>	All Board Members, Staff and Volunteers of <b>Age UK Bath &amp; North East Somerset</b>
<b>Consultation Process:</b>	Senior Leads
<b>Approval Body:</b>	Board of Trustees
<b>Date of Approval:</b>	10/09/2021
<b>Reviewer:</b>	Simon Allen
<b>Review Date:</b>	05/07/2021
<b>Next Review Due:</b>	31/12/2021
<b>Version:</b>	0.2

# ANTI-BRIBERY POLICY

## 1. Introduction

Age UK Bath & North East Somerset develops policies to build a framework for consistency and fairness.

This document sets out Age UK Bath & North East Somerset policy on preventing and prohibiting bribery, in accordance with the Bribery Act 2010 (the Act) and in line with all regulatory and statutory compliance agreements that Age UK Bath & North East Somerset complies with, including those of the Charity Commission.

Age UK Bath & North East Somerset policy is to conduct our business fairly, honestly, and openly and we take a zero-tolerance approach to bribery, corruption, and fraud. We will not tolerate any form of bribery by, or of, our employees, agents or consultants or any person or body acting on our behalf and we will take firm action against any individual(s) working for us or on our behalf who choose to be involved in bribery.

Senior Leaders are committed to carrying out the business of our charity fairly, honestly, and openly whilst implementing effective measures to prevent, monitor and eliminate bribery.

## 2. Associated Documents/Legal Requirements

- The Bribery Act 2010
- Gifts and Hospitality Policy
- Code of Conduct

## 3. Who does the policy apply to?

The Bribery Act 2010 applies to all bodies or partnerships incorporated or formed in the UK, or that carry out their business in the UK wherever they are incorporated or formed.

The Age UK Bath & North East Somerset policy and associated procedures apply to all employees and officers of Age UK Bath & North East Somerset and to temporary workers, consultants, contractors acting for, or on behalf of Age UK ("associated persons").



Every employee and associated person acting for, or on behalf of, **Age UK Bath & North East Somerset** is responsible for maintaining the highest standards of business conduct. Any breach of this policy is likely to constitute a serious disciplinary, contractual, and possibly criminal offence for the individual concerned and may cause considerable damage to the reputation and standing of the Age UK brand.

Additionally, **Age UK Bath & North East Somerset** and associated persons may face criminal liability for unlawful actions taken by its employees or associated persons under the Bribery Act 2010.

**All employees and associated persons are required to familiarise themselves and comply with this policy, including any future updates that may be issued.**

**Age UK Bath & North East Somerset** will also actively encourage the implementation of a programme equivalent to its own in entities with which it has significant business relationships such as Joint Ventures, Partnerships, Trading Alliance Members, Contractors and Agents and those 'associated persons' with whom the Age UK Brand is synonymous such as Volunteers.

#### **4. What is the Age UK Bath & North East Somerset policy?**

The Bribery Act 2010 makes it an offence to offer, promise or give a bribe. An offence also occurs where an individual requests, receives or agrees to receive bribes.

Age UK is fully committed to bribery prevention and to complying with the Bribery Act 2010.

**Age UK Bath & North East Somerset** will:

- Ensure that our business activity, and the business activity of those associated with us, is carried out in such a way to avoid the potential of bribery, fraud, or corruption.
- Put in place processes and procedures to ensure we comply with the requirements of the Act.
- Ensure that appropriate risk assessment is carried out to assess the nature and extent of our exposure to the risk of bribery by our staff and those associated with us.
- Implement a communication and training programme to ensure that all staff are aware of the principles of the Act and that anti bribery is embedded into the culture of the organisation.
- Monitor implementation of our processes and procedures to ensure the prevention of bribery.
- Co-operate with the relevant regulators and law enforcement offices.
- Investigate incidents of suspected bribery fairly and according to the Act.
- Enforce the policy and supporting procedures consistently throughout the Age UK group and its subsidiaries.
- Handle acts of bribery in line with the **Age UK Bath & North East Somerset** Disciplinary Policy and Procedures.

More detailed explanation of the Bribery Act 2010 legislation and the definition of bribery is contained within the Age UK Anti Bribery Procedures.

## 5. Who is responsible for implementing the policy?

The prevention, detection and reporting of bribery is the responsibility of everyone who works for or is associated with [Age UK Bath & North East Somerset](#).

[Age UK Bath & North East Somerset](#) Board of Trustees have formally approved the anti-bribery programme and are responsible for its top-level commitment.

[Age UK Bath & North East Somerset](#) Senior Managers are responsible for establishing a culture within the organisation where bribery and corrupt business practice does not exist and is never acceptable. Senior Managers will ensure that all aspects of this policy are applied appropriately and that their behaviours and actions demonstrate the importance of preventing bribery practices at work.

Age UK Managers and those employees with delegated responsibility for team leadership and supervision are responsible for day- to- day implementation of the policy amongst the teams that are directly managed by them. They will ensure that operational practices and processes do not result in actions amounting to bribery, including those relating to finance, gifts and hospitality, procurement and contract management and should ensure that all matters raised under the policy are investigated thoroughly and confidentially.

[Age UK Bath & North East Somerset](#) Senior Managers will ensure that due diligence is carried out before entering any business relationships or projects.

[Age UK Bath & North East Somerset](#) Senior Management Team are responsible for ensuring that people practices including recruitment, vetting, promotion, training, performance evaluation, remuneration and recognition reflects the [Age UK Bath & North East Somerset](#) commitment to Anti Bribery.

[Age UK Bath & North East Somerset](#) Employees are always responsible for their own conduct, behaviour and ensuring that they always work legally and ethically. All staff members should ensure that they read, understand, and act within the rules always set out in the policy. This includes the rules on Gifts, Hospitality and Promotional Expenditure set out in the Age UK Anti

Bribery Procedures. Employees will appropriately report all incidents they genuinely believe to be a breach of the Anti-Bribery Policy that may have or may take place to the Chief Executive or alternatively may wish to follow the guidance provided in the Whistleblowing Policy and Procedure.

## 6. Equalities Statement

Age UK Bath & North East Somerset will strive to take all practical steps to prevent discrimination during the implementation of the policy above.

We will monitor the conduct of actions taken under the framework of this policy to identify inequalities and formulate plans to address them ensuring Fairness of Treatment at work under the Equalities Act 2010 and the cultural values of Age UK Bath & North East Somerset.

## 7. Where can I find further advice and guidance on this policy?

Please contact your Line Manager or HR Officer should you wish to discuss any matters relating to the policy or procedure

# Lone Working Policy

<b>Name of Policy:</b>	<b>Lone Working Policy</b>
<b>Scope of Policy:</b>	Age UK Bath & North East Somerset (B&NES) recognises that there may be an increased risk to the health and safety of its employees and volunteers whilst working alone. For this reason, we have devised a policy which sets out our approach in both identifying these risks and adequately managing them. Any questions regarding the operation of this policy, should be addressed to your line manager.
<b>Author:</b>	Janet Dabbs
<b>Applicable to:</b>	All Employees and Volunteers of Age UK Bath & North East Somerset
<b>Consultation Process:</b>	Senior Leads
<b>Approval Body:</b>	Board of Trustees
<b>Date of Approval:</b>	
<b>Reviewer:</b>	Simon Allen
<b>Review Date:</b>	10/08/2021
<b>Next Review Date:</b>	10/08/2024
<b>Version:</b>	v0.2

# Lone Working Policy

## 1. Introduction

Age UK Bath & North East Somerset recognises that there may be an increased risk to the health and safety of its employees and volunteers whilst working alone. For this reason, we have devised a policy which sets out our approach in both identifying these risks and adequately managing them. Any questions regarding the operation of this policy, should be addressed to your line manager.

## 2. Associated Documents/Legal Requirements

- Health & Safety Policy

## 3. Who does the policy apply to?

The Age UK Bath & North East Somerset Lone Working Policy applies to all paid employees, volunteers, and Trustees of Age UK Bath & North East Somerset and to temporary workers, consultants, contractors acting for, or on behalf of Age UK ("associated persons").

All employees and associated persons are required to familiarise themselves and comply with the Lone Working Policy, including any future updates that may be issued.

## 4. What is the Age UK Bath & North East Somerset policy?

### Legal Position

Our duty to both assess and control any risks from lone working is governed by the Health and Safety at work Act 1974 (HSWA). S.2 requires us to ensure, so far as is reasonably practicable, the health, safety and welfare of our employees. Similar duties are owed to other works under s.3 of the HSWA. This will be achieved by carrying out risk assessments in accordance with the Management of Health and Safety at Work Regulations.

### Lone Working situations

- When visiting service users alone, particularly when visiting them in their homes.
- When travelling alone on **Age UK Bath & North East Somerset** business (e.g., to training courses), particularly if public transport is to be used and travel after dark is involved.
- At the office, staff and volunteers may only work alone in the office between 07:30 and 19:00 on weekdays, Mondays to Fridays without the specific approval of their line manager but outside of these times they must then follow lone working procedures.
- The kinds of hazards that may become apparent and need to be assessed could be:
  - ✓ Presence of dogs
  - ✓ Aggressive behaviour by the individual, relative or third party
  - ✓ Unpredictable or unusual behaviour
  - ✓ Home safety risks such as loose electrical wiring, hazard of fire etc.
  - ✓ Vermin or pest infestation

## Lone Working Procedure

A movement diary should be maintained which logs (without compromising confidentiality) sufficient information to identify the locations that staff/volunteers are visiting during the course of the working day. If this is not feasible, then the buddy system should be used instead (see below).

- Phones should be kept switched on throughout the visit and the journey home.
- Any concerns must be reported to their line manager.
- Lone workers should ensure that the manager, colleague, or buddy (a personal contact in an employee's or volunteer's life) covering the lone worker have with them the name, address and telephone number of the person being visited, the location of the visit if not that person's home, and the colour, make and registration number of the staff/volunteer's car.
- When staff or volunteers are lone working, their line manager, colleague or a buddy should be contacted immediately before undertaking the lone working visit and contacted again immediately it has finished. This should be done using a mobile phone. If there is no signal or a weak mobile signal at the place of the visit, then the manager, colleague or buddy should be made aware of this. If the worker/volunteer does not own a mobile phone, then one should be made available to them.
- Each separate visit will be regarded as a new lone working situation.
- The location of the work, if applicable a contact number, and the estimated time that the person will be lone working should be given.
- If there is no mobile signal at the client's home a note should be made in that person's file and on their risk assessment form.
- Staff/volunteers should ensure they do not put themselves in risky or compromising situations when visiting clients and should whenever possible keep lines of retreat open.
- When travelling alone, a mobile phone should be carried, and if possible, contact made with the line manager in the event of a break-down or any circumstances where any threat is experienced. Staff/volunteers should be encouraged to belong to a break-down service.

**NB** Never enter a person's home if the appropriate person is not available or if the person is drunk or aggressive.

## Non-return Procedure

If a member of staff/volunteer who is lone working does not report in at the expected finishing time, then the following action will be taken:

- The person will be telephoned on their mobile phone. A coded 'alert message could be used to alert the office-based member of staff that they are in an unsafe situation (e.g., I will not be at work tomorrow / could you check in the red book for me) without alerting the service user.
- If no response, then the person they are visiting will be telephoned (if number is known) and then the home of the staff/volunteer
- If still no contact can be made, then the police should be contacted.

**NB** If the line manager or another member of staff decides to visit the location independently of a visit there by the police, then that person should not go alone.

## 5. Who is responsible for implementing the policy?

The **Board of Trustees** have formally approved Lone Working Policy and are responsible for its top-level commitment.

**Senior Managers** are responsible for establishing a culture where the Lone Working Policy is promoted. Senior Managers will ensure that all aspects of the Lone Working Policy are applied appropriately and that their behaviours/actions demonstrate the commitment to the policy.

**Employees and Volunteers** are responsible at all times for their own conduct, behaviour and ensuring that they work at all times legally and ethically. All staff members should ensure that they read, understand, and act within the guidance set out in this Lone Working Policy.

## 6. Equalities Statement

**Age UK Bath & North East Somerset** commits itself to fairness and equality for all, operating with professionalism, integrity and openness. Throughout our policies and practice, we aim to make sure we do not knowingly create an unfair disadvantage for anyone, directly or indirectly. Employees must embrace this commitment.

Volunteers/employees should ensure that no person or group of people receiving services from or applying for accommodation, employment or contracts with **Age UK Bath & North East Somerset**, will be treated less favourably than any other person or group of people because of their gender (and including gender reassignment), sexual orientation, marital or civil partnership status, race, colour, ethnic or national origin, nationality, religion or belief, political beliefs, disability, age, class, responsibility for dependents, part time or shift workers, unrelated criminal offences or any other matter which causes a person to be treated with injustice.

## 7. Where can I find further advice and guidance on this policy?

Please contact your Line Manager or HR Officer should you wish to discuss any matters relating to the policy or procedure





# Gifts & Hospitality Policy

Name of Policy:	<b>GIFTS &amp; HOSPITALITY POLICY</b>
Scope of Policy:	This guidance sets out all the necessary steps in relation to recording gifts and hospitality. It supports Age UK Bath & North East Somerset Anti Bribery policy and procedures and should be used on receiving gifts or hospitality from customers, service users, suppliers, or other associated persons.
Author:	Janet Dabbs
Applicable to:	All Trustees, Volunteers and Employees of <b>Age UK Bath &amp; North East Somerset</b>
Consultation Process:	Service Leads
Approval Body:	Board of Trustees
Date of Approval:	
Reviewer:	Simon Allen
Review Date:	27/08/2021
Next Review Due:	27/08/2024
Version:	v0.2

# GIFTS & HOSPITALITY POLICY

## 1. Introduction

This guidance sets out all the necessary steps in relation to recording gifts and hospitality. It supports Age UK Bath & North East Somerset Anti Bribery policy and procedures and should be used on receiving gifts or hospitality from customers, service users, suppliers, or other associated persons.

## 2. Associated Documents/Legal Requirements

- Age UK Anti Bribery policy
- Safeguarding policy and procedure
- Gifts & Hospitality Policy

## 3. Who does the policy apply to?

The **Age UK Bath & North East Somerset** Gifts and Hospitality Policy applies to all paid employees, volunteers, and Trustees of **Age UK Bath & North East Somerset** and to temporary workers, consultants, contractors acting for, or on behalf of Age UK ("associated persons").

All employees and associated persons are required to familiarise themselves and comply with the Gifts and Hospitality Policy, including any future updates that may be issued.

## 4. What is the Age UK Bath & North East Somerset policy?

### What are gifts and hospitality?

Gifts are defined as goods or services given for the purpose of service or business appreciation. Gifts received by **Age UK Bath & North East Somerset** employees, trustees and volunteers are generally 'token' in nature however every gift should be registered, and no gift should be more than £10. Gifts should never be in the form of money.

A gift may be given in appreciation or in hope of future business success however does not have any significance on the business process other than establishing or maintaining cordial business relations or the marketing and promotion of relations.

Please note that promotional gifts such as items of stationery or pens that bear the logo of another organisation, provided that these have no significant value, do not require entry on the register.

Hospitality is defined as 'bona fide' promotional expenditure that is spent with the aim of improving the image of an organisation, the products it sells or services that it provides. Events (such as sporting days out) fall within the definition of hospitality where the host is present only. Where the host is not present this will fall within the definition of a gift and should be recorded as such.

### Why register gifts and hospitality?

The bribery laws highlight gifts and hospitality as one of the key areas where organisations may fall foul of the legislation as bribes may be disguised as gifts and hospitality. The accepting or the offering of a gift or hospitality may inadvertently lead to claims of bribery.

Therefore, it is important that **Age UK Bath & North East Somerset** not only set out its 'ground rules' in relation to bribery but also ensure that adequate records are kept to provide adequate information where challenges are made.

The registration of gifts and hospitality is required as part of our adequate procedures to protect the organization, its employees, trustees, and volunteers, therefore **Age UK Bath & North East Somerset** employees, trustees and volunteers who receive (or offer) gifts or attend (or invite to) events must register the gift or hospitality. The registration is a simple process and enables employees, trustees and volunteers to explain the nature and the identity of the gift provider or host and some general details in explanation of the receipt or offer and more importantly whether the offer was accepted or declined.

This process allows **Age UK Bath & North East Somerset** to keep a track of gifts offered and events attended and ensure that we can fulfil the requirements of the anti-bribery legislation and build up a picture of how gifts and hospitality are managed across each service area.

This also allows that employees, trustees, volunteers and the organisation are not placed at risk. If it appears that gifts and hospitality may constitute a bribe the register holder will advise you whether to pass the gift back or decline the offer of hospitality. The register holder will also advise whether they feel gifts or hospitality you are offering may be perceived by the receiver as a possible bribe given all the relative circumstances.

## How to register gifts and hospitality?

A central register is kept on the g drive of all gifts and hospitality across **Age UK Bath & North East Somerset**.

The register will require the following information: -

- Date of the gift or hospitality (offered, given or taken)
- Name of the person offered to or from
- Who received it?
- A short description of the gift or hospitality
- The reason for the gift or hospitality
- Details of any contracts or business deals ongoing with this organisation or person
- The value
- Whether the host was present
- Whether the gift or hospitality was refused

There are several ways you can provide this information.

- By email.
- By telephone.

Trustees should speak to the Chair and volunteers to their service manager or the Volunteer Development Co-Ordinator.

## 5. Who is responsible for implementing the policy?

The **Board of Trustees** have formally approved Gifts & Hospitality Policy and are responsible for its top-level commitment.

**Senior Managers** are responsible for establishing a culture where the Gifts & Hospitality Policy is promoted. Senior Managers will ensure that all aspects of the Gifts & Hospitality Policy are applied appropriately and that their behaviours/actions demonstrate the commitment to the code.

**Employees and Volunteers** are responsible at all times for their own conduct, behaviour and ensuring that they work at all times legally and ethically. All staff members should ensure that they read, understand, and act within the guidance set out in this Gifts & Hospitality Policy.

## 6. Equalities Statement

Age UK Bath & North East Somerset commits itself to fairness and equality for all, operating with professionalism, integrity and openness. Throughout our policies and practice, we aim to make sure we do not knowingly create an unfair disadvantage for anyone, directly or indirectly. Employees must embrace this commitment.

Volunteers/employees should ensure that no person or group of people receiving services from or applying for accommodation, employment or contracts with Age UK Bath & North East Somerset, will be treated less favourably than any other person or group of people because of their gender (and including gender reassignment), sexual orientation, marital or civil partnership status, race, colour, ethnic or national origin, nationality, religion or belief, political beliefs, disability, age, class, responsibility for dependents, part time or shift workers, unrelated criminal offences or any other matter which causes a person to be treated with injustice.

## 7. Where can I find further advice and guidance on this policy?

Please contact your Line Manager or HR Officer should you wish to discuss any matters relating to the policy or procedure

# Equality and Diversity Policy

Name of Policy:	Equality And Diversity
Scope of Policy:	At Age UK Bath & North East Somerset (B&NES) we recognise the importance of promoting equality, valuing diversity and creating an inclusive environment for everyone who we interact with. We respect the diversity of those in later life, their carers and advocates, and understand that there are different needs, choices, cultures and values. Equally importantly, we respect and value the diversity of our staff, volunteers and supporters.
Author:	Janet Dabbs
Applicable to:	All Board Members, Staff and Volunteers of Age UK Bath & North East Somerset
Consultation Process:	Senior Leads
Approval Body:	
Date of Approval:	
Reviewer:	Simon Allen
Review Date:	10/08/21
Version:	v0.2

# Equality and Diversity Policy

## 1. Introduction

At Age UK Bath & North East Somerset (B&NES) we recognise the importance of promoting equality, valuing diversity and creating an inclusive environment for everyone who we interact with. We respect the diversity of those in later life, their carers and advocates, and understand that there are different needs, choices, cultures and values. Equally importantly, we respect and value the diversity of our staff, volunteers and supporters.

As an employer, Age UK Bath & North East Somerset is committed to creating workplaces where every member of staff and all volunteers are able to fulfil their potential, maximise their contribution and feel comfortable in being themselves. This is vital both for a positive staff and volunteer journey and to harness creativity, innovation and talent. Age UK Bath & North East Somerset is also committed to responding appropriately and effectively to people in later life and other customers from a diverse range of backgrounds, by striving to deliver services that are relevant and appropriate.

Diversity and inclusion are championed at the highest levels in Age UK Bath & North East Somerset. Everyone is responsible for promoting equality, valuing diversity and creating an inclusive culture across the Age UK Bath & North East Somerset, for driving and monitoring progress, facilitating the sharing of best practice across our organisation, and ensuring that Age UK Bath & North East Somerset meets our obligations under the Equality Act 2010 and all other relevant legislation.

This document set outs Age UK Bath & North East Somerset commitment to equality, diversity and inclusion, reflecting our organisational vision and values. Age UK Bath & North East Somerset staff and volunteers, and everyone who acts on behalf of Age UK Bath & North East Somerset is encouraged to act in accordance with this policy and to put equality, diversity and inclusion into practice in their day-to-day work and interaction with others.

## 2. Associated Documents/Legal Requirements

- Equalities Act 2010



### 3. Who does the policy apply to?

The Age UK Bath & North East Somerset Equality & Diversity Policy applies to all Trustees, employees and volunteers of Age UK Bath & North East Somerset and to temporary workers, consultants, contractors acting for, or on behalf of Age UK ("associated persons").

Every employee and associated person acting for, or on behalf of, Age UK Bath & North East Somerset is responsible for maintaining the highest standards of business conduct. Any breach of this policy is likely to constitute a serious disciplinary, contractual and possibly criminal offence for the individual concerned and may cause serious damage to the reputation and standing of the Age UK brand.

All employees and associated persons are required to familiarise themselves and comply with the Equality & Diversity Policy, including any future updates that may be issued.

## 4. What is the Age UK Bath & North East Somerset policy?

### Purpose and Aims of the Policy

Age UK Bath & North East Somerset develops policies in order to build a framework for consistency and fairness. This document sets out Age UK Bath & North East Somerset' commitment to equality, diversity and inclusion and reflects Age UK Bath & North East Somerset values and vision.

The policy also applies to agency workers, volunteers and contractors during their time with any part of Age UK Bath & North East Somerset, whether working with people in later life, directly customer facing, or working with other colleagues, volunteers or business stakeholders.

### Age UK Bath & North East Somerset Equality, Diversity and Inclusion Policy Statement

Equalities, diversity and inclusion are core to the values and objectives of Age UK Bath & North East Somerset. It is fundamental that people are treated fairly with respect and dignity and in accordance with Age UK Bath & North East Somerset values at all times.

Age UK BANES' values are as follows:

**We are respectful** – We treat others as they would want to be treated

**We are inclusive** – We work together, we involve and we consult

**We are positive** – We welcome challenges and celebrate achievements

**We are realistic** – We are open and truthful, while remaining ambitious

**We are solutions-focused** – We ensure that what we do makes a real difference

**We are expert** – We strive to be the best at what we do

**We are empowering** – We support others to achieve their goals

Age UK Bath & North East Somerset will not tolerate any discrimination, victimisation or harassment on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

We all come from different backgrounds, have different family structures and relationships, come from different geographical places, have different faith and belief systems, see the world differently and have different abilities. The differences can be obvious, but some cannot be seen.

Age UK Bath & North East Somerset will strive to take all practical steps to prevent discrimination (on any basis), to identify and address inequalities affecting specific groups and to promote equality during the course of its work, providing a respectful, inclusive, positive, supportive, challenging and empowering environment for all.

Age UK Bath & North East Somerset recognises that every person has different needs, preferences and abilities and we strive to reflect this diversity in everything we do. This includes making our services and products inclusive and accessible to people from all sectors of the community and attracting and retaining a diverse workforce. By positively valuing these differences and harnessing different life experiences, attributes and contributions Age UK Bath & North East Somerset will be a better place to work.

Age UK Bath & North East Somerset will monitor the conduct of actions taken under the framework of all our policies, including recruitment, in order to identify inequalities and formulate plans to address them, ensuring fairness of treatment at work under the 2010 Equality Act and our cultural values.

## The Legal Framework

A number of different pieces of legislation have sought to address discrimination. They have included the Sex Discrimination Act (1975), the Race Relations Act (1976) and the Disability Discrimination Act (1995). They have been supplemented by various amendments, many of which originate in European Union (EU) law.

The key UK law is now the Equality Act 2010 which has harmonised and brought together many previous pieces of legislation while at the same time extending protection. The Equality Act defines direct discrimination as less favourable treatment because of a protected characteristic. There are nine protected characteristics and these are:

- a) Age
- b) Disability
- c) Gender re-assignment
- d) Marriage and civil partnership
- e) Pregnancy and maternity
- f) Race
- g) Religion or belief
- h) Sex
- i) Sexual orientation

UK equality legislation now extends considerably beyond the area of employment and into the wider supply of goods and/or services, including the provision of education and training.

Age UK Bath & North East Somerset recognises the three key ‘limbs’ of the general equality duty, a central provision of the Equality Act 2010, and is committed to ensuring that all Age UK Bath & North East Somerset operations and activities meet the general duty to:

- a) Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act;
- b) Advance equality of opportunity between people who share a protected characteristic and for those who do not;
- c) Foster good relations between people who share a protected characteristic and those who do not.

Also relevant is the Human Rights Act (1998) which came into force in the UK in October 2000, and which incorporates the European Convention on Human Rights (1952) into UK domestic law. Article 14 of the European Convention on Human Rights refers specifically to the prohibition of discrimination on grounds such as gender, race, colour, language, religion, political or other opinion, national or social origin, association with a national minority, property, birth or other status.

The Human Rights Act primarily provides the UK courts and employment tribunal service with the ability to take account of judgements made by the European Commission and Court of Human Rights where these are relevant to proceedings.

Age UK Bath & North East Somerset is fully committed to all agreements, regulations and legislation which have implications for our role as an employer and as a provider of goods and services, including education and training, and therefore will comply fully.

For further information on the provisions of the Equality Act 2010 and the Human Rights Act, see the document “Guide to Equality and Diversity Legislation”.

### **Age UK Bath & North East Somerset approach to delivering the equality vision**

Age UK Bath & North East Somerset aim is that the Equality, Diversity and Inclusion policy is fully incorporated into all our operations, systems and procedures across the organisation. Enactment of the Equality, Diversity and Inclusion policy is the responsibility of all managers across Age UK Bath & North East Somerset. All staff, volunteers, consultants and contractors are responsible for complying with the ED&I policy.

Age UK Bath & North East Somerset vision of Equality, Diversity and Inclusion extends to all our interactions with the outside world, including our communications, media, public relations, research, campaigning and policy influencing, and through the range of goods and services provided by Age UK Bath & North East Somerset .

Age UK Bath & North East Somerset approach to delivering on our equality vision includes all our interactions with members of the public, with older people as customers and service users, with partner organisations, and with suppliers and providers.

## Recruitment & Selection

Equality of opportunity is an important part of Age UK Bath & North East Somerset' recruitment and selection policies and procedures. All recruiting managers must ensure that they are familiar with this Equality, Diversity and Inclusion policy, and that they have accessed appropriate guidance and training on recruitment and selection.

Advertisements, whether internal or external (this includes all media – e.g. printed and online – leaflets, posters and other aids, visual or non-visual) must not indicate, or appear to indicate, an intention to unjustifiably discriminate on any of the grounds identified within this ED&I policy.

Age UK Bath & North East Somerset must not confine our advertising to areas or publications which would unjustifiably exclude or disproportionately reduce the number of applicants of a particular age, gender, marital/civil partnership status, sexual orientation, religion or belief, political opinion, race, ethnic or national origin, disability, pregnancy or maternity, or carer status.

All advertisements for Age UK Bath & North East Somerset jobs or placements should reflect our commitment to Equality, Diversity and Inclusion through use of the following statements:

- a) Age UK Bath & North East Somerset is an Equal Opportunities employer and positively encourages applications from suitably qualified and eligible candidates, regardless of age, sex, race, disability, sexual orientation, gender reassignment, religion or belief, marital/civil partnership status, or pregnancy and maternity.
- b) We guarantee an interview to disabled candidates who meet the essential criteria.
- c) We welcome requests for flexible working

As a key element in beginning to embed Equality, Diversity and Inclusion in Age UK Bath & North East Somerset' day-to-day operations, staff monitoring profile information will be regularly compiled and provided as key information for senior management teams. Senior management teams will be encouraged to use this data to develop recruitment strategies to improve the diversity of the overall staff profile in Age UK Bath & North East Somerset, for example, through positive action initiatives to address under-representation in specific areas.

## Performance Management

Age UK Bath & North East Somerset Equality, Diversity and Inclusion policy applies to the performance management process. When evaluating and reporting on performance, managers should base their assessments solely on evidence, not on assumptions about staff (e.g. about women's potential career mobility or length of future service, or the suitability of staff of particular ethnic origin to undertake specific jobs etc.)

Age UK Bath & North East Somerset core competencies will be used to assist with reflecting staff behaviours in relation to equality, diversity and inclusion. For example, two competencies with a specific link are:

- a) Valuing Others - requires staff to seek to understand and empathise with the views and values of others and to act with integrity and see strength in diversity
- b) Flexibility – while focussing on change and personal development it is also vital for people to be able to value diversity in situations and in people.

Consideration of equalities, diversity and inclusion issues, relevant examples and discussion will be fully integrated into training provided for Age UK Bath & North East Somerset staff and managers on performance management and the performance review process, to support implementation and 'roll-out' of the Equality, Diversity and Inclusion policy.

## Pay & Reward

Age UK Bath & North East Somerset has a commitment to a pay system that is transparent and based on objective criteria. Equal pay, free from gender or other unjustified bias, for the same or broadly similar work (i.e. for work that rates as equivalent and for work of equal value) operates within Age UK Bath & North East Somerset and we are committed to regular Equal Pay Audits.

## Pension

With the introduction of auto enrolment and in keeping with Age UK Equality & Diversity Policy Bath & North East Somerset approach to Equality, Diversity and Inclusion, Age UK is committed to going beyond the statutory requirements. All staff between the ages of 16 and 74, regardless of their earnings, will be auto enrolled in the pension scheme from the introduction date of 1st April 2015.

## 5. Who is responsible for implementing the policy?

The **Board of Trustees** have formally approved this Equality & Diversity Policy and are responsible for its top level commitment.

**Senior Managers** are responsible for establishing a culture where the Equality & Diversity Policy is promoted. Senior Managers will ensure that all aspects of the Equality & Diversity Policy are applied appropriately and that their behaviours/actions demonstrate the commitment to the code.

**Employees and Volunteers** are responsible at all times for their own conduct, behaviour and ensuring that they work at all times legally and ethically. All staff members should ensure that they read, understand and act within the guidance set out in this Equality & Diversity Policy.

## 6. Equalities Statement

Age UK Bath & North East Somerset commits itself to fairness and equality for all, operating with professionalism, integrity and openness. Throughout our policies and practice, we aim to make sure we do not knowingly create an unfair disadvantage for anyone, directly or indirectly. Employees must embrace this commitment.

Volunteers/employees should ensure that no person or group of people receiving services from or applying for accommodation, employment or contracts with Age UK Bath & North East Somerset, will be treated less favourably than any other person or group of people because of their gender (and including gender reassignment), sexual orientation, marital or civil partnership status, race, colour, ethnic or national origin, nationality, religion or belief, political beliefs, disability, age, class, responsibility for dependents, part time or shift workers, unrelated criminal offences or any other matter which causes a person to be treated with injustice.

## 7. Where can I find further advice and guidance on this policy?

Please contact your Line Manager or HR Officer should you wish to discuss any matters relating to the policy or procedure

# Confidentiality & Data Protection Policy

Name of Policy:	Confidentiality & Data Protection Policy
Scope of Policy:	<p>Age UK Bath &amp; North East Somerset recognises that employees, volunteers, trustees &amp; others who work within our organisation gain information about individuals and organisations during the course of their work or activities. In most cases such information will not be stated as confidential and we may have to exercise common sense and discretion in identifying whether information is expected to be confidential.</p> <p>We are committed to ensuring that any personal information which is provided to us in the course of our work will be processed and stored in accordance with the Data Protection Act.</p>



Author:	Simon Allen
Applicable to:	All Trustees, Employees and Volunteers
Consultation Process:	Senior Leads
Approval Body:	Board of Trustees
Date of Approval:	10/09/2021
Reviewer:	Simon Allen
Review Date:	06/07/2021
Next Review Due:	31/12/2021
Version:	0.1

# CONFIDENTIALITY & DATA PROTECTION POLICY

## 1. Introduction

Age UK Bath & North East Somerset recognises that employees, volunteers, trustees & others who work within our organisation gain information about individuals and organisations during the course of their work or activities. In most cases such information will not be stated as confidential and we may have to exercise common sense and discretion in identifying whether information is expected to be confidential.

Age UK Bath & North East Somerset is committed to ensuring that any personal information which is provided to us in the course of our work will be processed and stored in accordance with the Data Protection Act.

Confidentiality is a broader concept than data protection but there is overlap between the two areas.

- **Confidentiality** refers to all forms of information including personal information about people using services or employees or volunteers, information about the organisation, for example, its plans or finances and information about other organisations, whether the information is recorded or not.
- **Data Protection** concerns only personal information which is recorded, whether this be in electronic or manual format.

## 2. Associated Documents/Legal Requirements

- Data Protection Act 1998
- Safeguarding policy and procedure
- Code of Conduct

## 3. Who does the policy apply to?

Confidentiality & Data Protection applies to all trustees, employees, volunteers and people who use our services, including:

- **All** records and information about trustees, employees, volunteers and people who use our services.
- Any information exchanged in a formal or informal setting.
- Information about the internal affairs of the organisation.

#### 4. What is the Age UK Bath & North East Somerset policy?

Information received by [Age UK Bath & North East Somerset](#), as part of the services it provides, will be considered to be information for Age UK Bath & North East Somerset to share with colleagues and use to deliver its aims and objectives.

All employees and volunteers should inform groups, organisation's or individuals why they are requesting information and explain the purpose of storing and using this information. They should ask permission to keep and use this information to record on Charity Log that permission has been obtained.

Employees and volunteers are able to share information with their Line Manager in order to discuss issues and seek advice but **should not** disclose to anyone, other than their line manager, any information considered sensitive, personal, financial or private without the knowledge or consent of the individual, or an officer, in the case of an organisation.

Employees and volunteers should avoid exchanging personal information or comments (gossip) about individuals with whom they have a professional relationship.

Employees and volunteers should avoid talking about organisation's or individuals in social settings.

There may be circumstances where it would be appropriate for colleagues to discuss difficult situations with each other to gain a wider perspective on how to approach a problem.

If employees and volunteers receive information from individuals outside [Age UK Bath & North East Somerset](#) regarding the conduct of a colleague or group, then this should be dealt with sensitively. The appropriate colleague should tell the individual about the Complaint Procedure and advise them accordingly.

If employees are dissatisfied with the conduct of a colleague, and have sensitive information that could be evidenced through investigation, they should discuss it with the appropriate line manager. Any allegation, which is found to be malicious, or ill-founded, will be dealt with by [Age UK Bath & North East Somerset](#) action under the Disciplinary Procedure.

Where there is a legal duty on [Age UK Bath & North East Somerset](#) to disclose information, the person that is affected will be informed that disclosure has or will be made.

## WHY INFORMATION IS HELD

Most information held by **Age UK Bath & North East Somerset** relates to trustees, employees, volunteers and people who use our services.

Information is kept enabling **Age UK Bath & North East Somerset** employees to understand the needs of individuals in order to deliver the most appropriate services.

Information about people may be kept for the purposes of monitoring our equal opportunities policy and for reporting back to funders.

## DATA PROTECTION ACT

The 1998 Data Protection Act came into force on 1 March 2000. The purpose of the Act is to protect the rights of individuals about whom data (information) is obtained, stored, processed and disclosed.

## WHAT IS DATA PROTECTION?

Data protection is essentially that area of the law that governs what may, and what may not, be done with personal information. Such personal information may be in electronic (e.g. stored on computer hard drive) or manual form (in a manual filing system).

## THE LAW

The Data Protection Act is **mandatory** and **Age UK Bath & North East Somerset** is required under law to comply with the Act. This means that we must:

- Notify and register with the Information Commissioner's (IC) Offices
- Adhere to the eight data protection principles below
- Educate and train employees in the correct use of data

## CONSEQUENCES OF BREACHING THE DATA PROTECTION ACT:

Employees can be criminally liable if they knowingly or recklessly disclose personal data in breach of the Act.

A serious breach of data protection is also a disciplinary offence and will be dealt with under the **Age UK Bath & North East Somerset's** disciplinary procedures. If an employee accesses another employee's personnel records without authority this constitutes a gross misconduct offence and could lead to dismissal.

## NOTIFICATION

The Information Commissioner maintains a public register of data controllers who process data (information) and who are required to notify their details to the Commissioner.

## THE EIGHT DATA PROTECTION PRINCIPLES

There are eight principles of data (information) processing with which the data controller must ensure compliance.

In this instance **Age UK Bath & North East Somerset** is the '**data controller**'.

Personal data shall be:

<b>Principle 1</b>	processed fairly and lawfully
<b>Principle 2</b>	obtained only for the purpose stated
<b>Principle 3</b>	adequate, relevant and not excessive
<b>Principle 4</b>	accurate and, where necessary, kept up-to-date
<b>Principle 5</b>	not be kept for longer than is necessary for that purpose
<b>Principle 6</b>	processed in accordance with the rights of data subjects under the Act
<b>Principle 7</b>	appropriate technical and organisational measures shall be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to personal data
<b>Principle 8</b>	not transferred to countries without adequate protection

## ACCESS TO INFORMATION

Information is confidential to **Age UK Bath & North East Somerset** as an organisation and may be passed to colleagues, line managers or trustees to ensure the best quality service for our beneficiaries.

Sensitive information involving disputes or legal issues, it will be confidential to the employee dealing with the case and their line manager.

Employees and volunteers will not withhold information from their line manager unless it is purely personal to them and not business related.

## BENEFICIARIES ACCESS TO FILES

Beneficiaries may see **Age UK Bath & North East Somerset** records which relate to them, but only the information about themselves. The information request must be signed by the individual or by someone acting legally on their behalf.

The records must be provided 'promptly' and in any event within 40 days.

## EMPLOYEE ACCESS TO RECORDS

Employees may see all of their personnel records by giving 14days' notice in writing to the Chief Executive. The request must be signed by the individual or by someone acting legally on their behalf.

## STORING INFORMATION

The majority of personal information stored on people using our services will be kept on Age UK Bath & North East Somerset's secure database, Charity Log.

Additional confidential information will be kept in locked cabinets and in the case of electronic records, password protected.

**Age UK Bath & North East Somerset** will ensure that only authorised people have access to confidential records

## DUTY TO DISCLOSE INFORMATION

Age UK Bath & North East Somerset has a legal duty to disclose some information including:

- Child abuse
- Drug trafficking, money laundering, acts of terrorism or treason and other criminal activities.

**Note:** If the information relates to an adult safeguarding issue there is no duty to disclose unless the consent of the person at risk has been obtained except where:

- The person at risk lacks the mental capacity to make a decision, and a risk assessment indicates that referral would be in their best interests.
- Others may be at risk.
- A crime has been committed

## DISCLOSURES

Age UK Bath & North East Somerset will request pre-employment Disclosure and Barring Service (DBS) checks for new employees and volunteers whose posts involve contact with vulnerable adults and will comply fully with the DBS Code of Practice regarding the correct handling, use, storage, retention and disposal of Disclosures and Disclosure information.

## BREACH OF CONFIDENTIALITY

Employees and volunteers who are dissatisfied with the conduct or actions of other colleagues or Age UK Bath & North East Somerset should raise this with their line manager as a grievance if necessary, and not discuss their dissatisfaction outside Age UK Bath & North East Somerset.

Employees accessing unauthorised files or breaching confidentially may face disciplinary action. Ex-employees breaching confidentiality may face legal action.

## FURTHER INFORMATION

The Information Commissioner's Office has a guide to Data Protection: [www.ico.org.uk/for\\_organisations/data\\_protection/the\\_guide](http://www.ico.org.uk/for_organisations/data_protection/the_guide)

## 5. Who is responsible for implementing the policy?

The **Board of Trustees** have formally approved the Confidentiality & Data Protection Policy and are responsible for its top level commitment.

**Senior Managers** are responsible for establishing a culture where the Confidentiality & Data Protection Policy is promoted, understood and put into practice. Senior Managers will ensure that all aspects of the Confidentiality & Data Protection Policy is applied appropriately and that their behaviours/actions demonstrate the commitment to the policy.

**Employees and Volunteers** are always responsible for their own conduct, behaviour and ensuring that they work at all times legally and ethically. All employees members should ensure that they read, understand and act within the guidance set out in this Confidentiality & Data Protection Policy.

## 6. Equalities Statement

**Age UK Bath & North East Somerset** commits itself to fairness and equality for all, operating with professionalism, integrity and openness. Throughout our policies and practice, we aim to make sure we do not knowingly create an unfair disadvantage for anyone, directly or indirectly. Employees must embrace this commitment.

Volunteers/employees should ensure that no person or group of people receiving services from or applying for accommodation, employment or contracts with **Age UK Bath & North East Somerset**, will be treated less favourably than any other person or group of people because of their gender (and including gender reassignment), sexual orientation, marital or civil partnership status, race, colour, ethnic or national origin, nationality, religion or belief, political beliefs, disability, age, class, responsibility for dependents, part time or shift workers, unrelated criminal offences or any other matter which causes a person to be treated with injustice.

## 7. Where can I find further advice and guidance on this policy?

Please contact your Line Manager or HR Officer should you wish to discuss any matters relating to the policy or procedure





# Code of Conduct

Name of Policy:	Code of Conduct
Scope of Policy:	Age UK Bath & North East Somerset (B&NES) is very much in the public eye and it is important that members of the public are confident that volunteers and its employees will behave properly and with integrity. To protect its integrity, Age UK Bath & North East Somerset expects employees to fully comply with the Code.
Author:	Janet Dabbs
Applicable to:	All Board Members, Staff and Volunteers of <b>Age UK Bath &amp; North East Somerset</b>
Consultation Process:	Senior Leads
Approval Body:	Board of Trustees
Date of Approval:	10/09/2021
Reviewer:	Simon Allen
Review Date:	05/07/2021
Next Review Due:	31/12/2021
Version:	0.2

# Code of Conduct

## 1. Introduction

Age UK Bath & North East Somerset is very much in the public eye and it is important that members of the public are confident that volunteers and its employees will behave properly and with integrity. To protect its integrity, Age UK Bath & North East Somerset expects employees to fully comply with the Code.

The Code is supported by Age UK Bath & North East Somersets' policies and procedures and all employees should be aware of, and follow, these. They can be accessed via the Staff Handbook and Volunteer Handbook. Managers must bring this Code to the attention of new volunteers/employees and arrange access to it for existing volunteers/employees and record that they have done so. Volunteers and employees are expected to carry out their duties in accordance with Age UK Bath & North East Somersets' policies and procedures.

## 2. Associated Documents/Legal Requirements

- Data Protection Act 1998
- Data Protection Policy
- Safeguarding policy and procedure
- Gifts and Hospitality Policy
- Confidentiality Policy

## 3. Who does the policy apply to?

The Age UK Bath & North East Somerset Code of Conduct applies to all Trustees, employees, and volunteers of Age UK Bath & North East Somerset and to temporary workers, consultants, contractors acting for, or on behalf of Age UK ("associated persons").

Every employee and associated person acting for, or on behalf of, Age UK Bath & North East Somerset is responsible for maintaining the highest standards of business conduct. Any breach of this policy is likely to constitute a serious disciplinary, contractual, and possibly criminal offence for the individual concerned and may cause considerable damage to the reputation and standing of the Age UK brand.

All employees and associated persons are required to familiarise themselves and comply with the Code of Conduct, including any future updates that may be issued.

## 4. What is the Age UK Bath & North East Somerset policy?

### General Conduct

Age UK Bath & North East Somerset expects high standards of personal conduct from its volunteers/employees at work and when representing our charity, who should show courtesy, efficiency, reliability, sobriety, and punctuality.

If employees oversee funds or resources, they must only use them for the purpose intended in a responsible and lawful manner. Employees should seek to protect such funds and resources from abuse, theft or waste and should strive to ensure value for money for Age UK Bath & North East Somerset, our beneficiaries and any public or charitable funds.

Employees must be aware that it is a serious and disciplinary offence to intend to receive or give any gift, loan, fee, reward, or showing favour (or disfavour) to any person or organisation. Any allegation of corrupt behaviour will be investigated.

Employees must not bring Age UK Bath & North East Somerset into disrepute by any means including using websites, social networking, or other social media in and outside work and must have regard to organizational guidance on the use of Email, the Internet, and the Use of Social Media.

Age UK Bath & North East Somerset is strictly non-political and should not be linked, directly or indirectly, with any political activity. Employees must ensure that Age UK Bath & North East Somersets' reputation or status is not damaged by their personal political activities.

### Conflict of Interest

Volunteers/employees must not put themselves in a position where their personal interests' conflict, or have the potential to conflict, with Age UK Bath & North East Somersets' business. Employees must disclose information about themselves, and any person or body closely connected to them. This includes family members as well as close friends and business colleagues.

Employees must disclose any business trading for profit with which they, their close relatives, friends, or business colleagues are connected by completing a 'Declaration of Interest.'

Employees must disclose a potential conflict of interest if a close relative applies to Age UK Bath & North East Somerset for employment. For the purposes of defining a close relative or close family connection, Age UK Bath & North East Somerset considers this would include someone's

husband, wife, partner, civil partner, parents, grandparents, children, grandchildren, brothers, sisters, and similar relations by marriage or by half-blood (i.e. step relations).

## Gifts & Hospitality

Please refer to the Gifts and Hospitality Policy and Procedure for full details

## Confidentiality & Data Protection

Volunteers/employees will, in the course of their duties, have access to information which is confidential. They must never pass on any information obtained through their employment to anyone who is not required to have that information. This includes information about the work of **Age UK Bath & North East Somerset**, its customers, contractors, consultants, suppliers, and employees. It is a breach of trust to disclose such information to any unauthorised person, or for information to be used by anyone for personal advantage.

Volunteers/employees may also have access to information which would be of commercial or beneficial interest to others. Equally they may operate software applications, computer programmes or other systems and procedures which are provided on a licensed basis under copyright protection. In such cases, employees may be asked by the suppliers to sign further declarations of confidence. Volunteers/employees are prohibited from disclosing this information to a third party or to use the information for any purposes other than those directed by **Age UK Bath & North East Somerset**.

Volunteers/employees should not abuse their position by seeking information which they do not need.

If there is any doubt about who should receive information, the employee should consult their manager. Any breach will be taken seriously and may result in the use of the Disciplinary Procedure.

Please refer to the Data Protection Policy for more information

## 5. Who is responsible for implementing the policy?

The **Age UK Bath & North East Somerset Board of Trustees** have formally approved Code of Conduct and are responsible for its top level commitment.

**Senior Managers** are responsible for establishing a culture where the Code of Conduct is promoted. Senior Managers will ensure that all aspects of the Code of Conduct are applied appropriately and that their behaviours/actions demonstrate the commitment to the code.

**Employees and Volunteers** are always responsible for their own conduct, behaviour and ensuring that they always work legally and ethically. All staff members should ensure that they read, understand, and act within the guidance set out in this Code of Conduct.

### **Failure to follow the Code**

Volunteers/employees should recognise that failure to follow the Code may damage **Age UK Bath & North East Somerset** and its work and so will be viewed as a disciplinary matter, to be investigated under our Disciplinary Procedure.

If the actions of a volunteer/employee, taking place outside of **Age UK Bath & North East Somerset**, should bring the Charity into disrepute, the Charity may carry out a disciplinary investigation which may include suspending the volunteer/employee.

## **6. Equalities Statement**

**Age UK Bath & North East Somerset** commits itself to fairness and equality for all, operating with professionalism, integrity, and openness. Throughout our policies and practice, we aim to make sure we do not knowingly create an unfair disadvantage for anyone, directly or indirectly. Employees must embrace this commitment.

Volunteers/employees should ensure that no person or group of people receiving services from or applying for accommodation, employment or contracts with **Age UK Bath & North East Somerset**, will be treated less favourably than any other person or group of people because of their gender (and including gender reassignment), sexual orientation, marital or civil partnership status, race, colour, ethnic or national origin, nationality, religion or belief, political beliefs, disability, age, class, responsibility for dependents, part time or shift workers, unrelated criminal offences or any other matter which causes a person to be treated with injustice.

## **7. Where can I find further advice and guidance on this policy?**

Please contact your Line Manager or HR Officer should you wish to discuss any matters relating to the policy or procedure

# Accessible Information Standard Policy and Procedure

Name of Policy:	ACCESSIBLE INFORMATION STANDARD POLICY AND PROCEDURE
Scope of Policy:	The Accessible Information Standard aims to ensure that people who have a disability or sensory loss receive information that they can access and understand, for example in large print, braille or via email, and professional communication support if they need it, such as from a British Sign Language Interpreter.
Author:	Janet Dabbs
Applicable to:	All Employees, Volunteers and Trustees of <b>Age UK Bath &amp; North East Somerset</b>
Consultation Process:	Senior Leads
Approval Body:	Board of Trustees
Date of Approval:	10/09/2021
Reviewer:	Simon Allen
Review Date:	11/08/2021
Next Review Date:	31/12/2021

# Accessible Information Standard Policy and Procedure

## 1. Introduction

Age UK Bath & North East Somerset (B&NES) is required to implement The Accessible Information Standard (AIS) known officially as SCC11605 Accessible Information.

The Accessible Information Standard aims to ensure that people who have a disability or sensory loss receive information that they can access and understand, for example in large print, braille or via email, and professional communication support if they need it, such as from a British Sign Language Interpreter.

Below are some examples of people who should be offered assisted communication; this list is not exhaustive:

- Dyslexia and print disabilities
- Learning disabilities
- Cognitive disabilities / decline
- Visual impairments
- Auditory Learners
- Low Literacy
- English as a second language

## 2. Associated Documents/Legal Requirements

- Data Protection Policy
- Confidentiality Policy
- Accessible Information Standard
- Induction
- Equality & Diversity Policy

## 3. Who does the policy apply to?

The **Age UK Bath & North East Somerset** Accessible Information Standard Policy applies to all paid employees, volunteers, and Trustees of Age UK Bath & North East Somerset and to temporary workers, consultants, contractors acting for, or on behalf of Age UK ("associated persons").

All employees and associated persons are required to familiarise themselves and comply with the Accessible Information Standard Policy, including any future updates that may be issued.



## 4. What is the Age UK Bath & North East Somerset policy?

### Our Policy

All services should identify and record information and communication needs with people who want to access our support or services either at the first interaction or assessment or as part of ongoing routine interaction.

### The Standard requires Age UK B&NES to:

1. Ask people if they have any information or communication needs and find out how to meet their needs
2. Record those needs clearly on their assessment form which is uploaded onto CharityLog
3. Highlight or flag the person's communication need onto CharityLog and how their communication needs are to be met
4. Share people's information and communication needs with other providers of relevant organisations when we have consent or permission to do so
5. Take steps to ensure that people receive information which they can access and understand, and receive communication support if they need it

### Procedure

1. Identify and record communication needs for existing people who use our services and ensure their needs are flagged up on CharityLog
2. Update existing assessments with communication needs
3. All staff and volunteers are made aware of the need to collect this information as part of their Induction Process
4. Staff and volunteers are aware that our website can become an audio version and instruction given on how this is achieved
5. Accessible Information Standard information is on the Age UK B&NES website offering support
6. Notices in Reception and I&A offices asking people if they have any communication preferences, in large print
7. Induction Loop should be checked regularly, and staff / volunteers are trained in its use
8. Offer large print leaflets
9. Amend assessment / registration forms so that they are more accessible and include a question or section about information and communication need
10. Ensure ongoing needs are checked of people using Age UK B&NES services as health can deteriorate

## 5. Who is responsible for implementing the policy?

The **Board of Trustees** have formally approved Accessible Information Standard and are responsible for its top-level commitment.

**Senior Managers** are responsible for establishing a culture where the Accessible Information Standard is promoted. Senior Managers will ensure that all aspects of the Accessible Information Standard are applied appropriately and that their behaviours/actions demonstrate the commitment to the code.

**Employees and Volunteers** are responsible at all times for their own conduct, behaviour and ensuring that they work at all times legally and ethically. All staff members should ensure that they read, understand and act within the guidance set out in this Accessible Information Standard Policy and Procedure.

## 6. Equalities Statement

**Age UK Bath & North East Somerset** commits itself to fairness and equality for all, operating with professionalism, integrity and openness. Throughout our policies and practice, we aim to make sure we do not knowingly create an unfair disadvantage for anyone, directly or indirectly. Employees must embrace this commitment.

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## 7. Where can I find further advice and guidance on this policy?

Please contact your Line Manager or HR Officer should you wish to discuss any matters relating to the policy or procedure