

NEW FOREST MENCAP

HANDBOOK FOR STAFF AND VOLUNTEERS

Summarising main points

Of

POLICIES AND PROCEDURES

1.

DEFINITIONS:-

CHAIRPERSON

For most club activities this refers to the Chairperson of the relevant club management committee. Other issues can be raised with the Chairperson of New Forest Mencap

The Chairperson of NF Gateway Club/Brockenhurst Gateway is:

TEAM LEADER

A Team Leader will be identified for each volunteer for staff it is the person next in seniority to the person reading this handbook.

My Team Leader is:

STAFF

Staff means paid employee.

OFFICE ADMINISTRATOR

The office administrator is based at the New Forest Mencap office at the Nedderman Centre, New Milton BH25 5NY. Tel no 01425 621893 or Email: office@newforestmencap.org

NEW FOREST MENCAP FUNDRAISER

This is the person based at The Nedderman Centre who organises all the fundraising for New Forest Mencap

2.

ACCEPTABLE BEHAVIOUR AT GATEWAY CLUBS AND ANY ASSOCIATED CLUB OR MEETING ACCORDING TO THE BEHAVIOUR MANAGEMENT POLICY.

- Courtesy and consideration must be given to members, staff and volunteers at all times
- Any concerns must be raised with Team Leader
- Abide by health and safety advice given by staff
- Incidents and accidents must be recorded which are caused by challenging behaviour; Challenging behaviour is likely to be a means of communicating a person's problem or distress.
- Encourage positive behaviour. Never humiliate or carry out physical punishments.
- If a member's behaviour becomes unacceptable, report immediately to Team Leader. Parents and carers must be involved at all stages.
- Do not give members money without speaking to parents, carers and Team Leader.
- Do not give/buy members food or sweets without speaking to parents, carers and Team Leader. You don't know of the members diets/allergies and giving them some foods may prove dangerous to the member.
- Do not make promises to members that cannot be fulfilled. Always liaise with parents, carers and Team Leader.

3.

ANTI BULLYING AND HARRASSMENT POLICY

Harassment and bullying is unwanted behaviour by anyone involved with New Forest Mencap. It violates a person's dignity or creates an intimidating, hostile, degrading or humiliating environment. It can be physical or psychological.

If harassment or bullying takes place then you have the opportunity to:-

- Deal with the situation informally and confront the person yourself.
- Contact your Team Leader who will advise
- Make a formal written complaint (see page 5 section 7 of the anti-bullying and harassment policy)

If harassment is by a third party undertaking work for New Forest Mencap you must contact your Team Leader or make a formal written complaint.

4.

MANAGING CHALLENGING BEHAVIOUR WHEN DEALING WITH ADULTS WITH LEARNING DIFFICULTIES

Challenging behaviour means that the physical safety of the person or others is likely to be placed in jeopardy by the person exhibiting the challenging behaviour.

When faced with challenging behaviour, please take the following advice:-

- Keep calm and assertive. Speak in a quiet, calm voice. Do not ask questions.
- Move around the person slowly and identify a safe exit if necessary. Keep a safe distance.
- Ensure your body language is non aggressive. Keep your hands by your side.
- Maintain eye contact but do not stare or show anger or irritation.
- Ignore the behaviour but not the person. Try distraction. Talk to the person about something else entirely. Only use humour if it is appropriate to the person. Some people may not understand humour and the challenging behaviour may escalate.
- Physical intervention may be necessary but is only permitted by specifically trained staff. It should be avoided if at all possible and should only occur if it is considered the person may endanger himself or others.
- Make a written report using information on page 7 of the challenging behaviour procedure document

5.

COMPLAINTS POLICY

Please try and deal with any complaints from parents, carers, members informally via the Club leader. If this does not settle the complaint then please contact the Office Administrator on 01425 621893 and then put the complaint in writing and send to:-

The Office Administrator
New Forest Mencap
The Nedderman Centre
Marryat Road
New Milton
BH23 5NY

If the matter is still not resolved and you are unhappy about the situation please contact the New Forest Mencap Chairperson in writing to discuss the matter at the above address.

6.

RECRUITMENT POLICY

This policy refers to paid staff as opposed to Volunteers. Many of the procedures relating to staff also apply to volunteers.

Internal recruitment.

The committee may decide that there is a suitable candidate for the vacancy amongst current staff or volunteers. In this case, an agreed number from the committee including club leader can agree to interview the candidate.

External recruitment.

- Advertising. This would normally be an advertisement in the local paper or similar organisation.
- Interviews. All applicants will be sent the approved application form together with a brief job description. Once application forms have been received a suitable date and time for interviews can be arranged. Club Committee to decide who should be on the interviewing panel.

7.

VOLUNTEER CHARTER & POLICY

Volunteers are given a copy of the volunteer charter & policy. Prospective volunteers are encouraged to ask questions about the work of New Forest Mencap before they undertake the role. References will be asked for.

Due to the fact that the work is with vulnerable adults, the volunteer will be advised that a DBS (Disclosure and Barring Service) will be carried out and the volunteers will be asked for proof of identity and other relevant information. Volunteers must inform New Forest Mencap if they at any stage of their volunteering with the organisation they receive a conviction or are subject to adverse child protection proceedings or any other circumstances, which could impinge on the credibility of the organisation.

The volunteer will undertake a trial period and the length of time will be agreed according to the time commitment of the volunteer.

8.

HEALTH AND SAFETY

New Forest Mencap recognises its duty to:-

- Provide and maintain a safe and healthy environment.
- Provide instruction and training where appropriate
- Provide adequate first aid facilities.
- The Safety Officer is the Office Administrator

New Forest Mencap recognises that staff and volunteers have a duty to exercise personal responsibility and do everything practical to prevent injury to themselves and others by working safely, using appropriate protective equipment provided, immediately reporting any incident that have led or may lead to injury or damage to persons or property, assisting investigations of accidents, fulfilling the duty to refrain from the wilful misuse or interference with protective equipment which has been provided.

RISK ASSESSMENT

All activities within each club (including visits off site) should be assessed by the Club Leader and graded low, medium or high in severity and likelihood

9.

VULNERABLE ADULT PROTECTION POLICY (POVA)

(A vulnerable adult is 18+)

No abuse is acceptable. If you have a suspicion or disclosure of abuse which you consider an emergency you must contact Social Services during office hours 0845 603 5630 or Social Services out of office hours 0845 600 4555.

If it is not considered an emergency then discuss with your Line Manager or New Forest Mencap Chairman on 01425 621893. Be prepared to make a report giving details of the abused and back ground to the incident.

SAFEGUARDING CHILDREN POLICY

(A child up to the age of 18 years)

Staff and Volunteers should ensure the relationship with children is appropriate to their ability, age and gender. If a child makes a claim that they have suffered abuse from a staff member or volunteer then the incident should be reported direct to New Forest Mencap Chairman on 01425 621893. If a staff member or Volunteer believes a child has suffered abuse or is at risk outside club time it needs to be reported to the Line Manager or Club Leader.

10.

IF YOU HAVE ANY QUESTIONS OR QUERIES ABOUT ANYTHING IN THIS BOOKLET, PLEASE DO NOT HESITATE TO CONTACT:-

- **Your Team Leader**
- **Your Club Leader**
Brockenhurst Gateway - Pauline French 07756257241
New Forest Gateway – Christine Eyles 07775742155
- **Your Club Chairperson**
Brockenhurst Gateway – Rod Rook
New Forest Gateway – Jane Sykes
- **The Office Administrator 01425 621893**
- **The New Forest Mencap Chairperson – Liz Rolfs**