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Creating Opportunities with Disabled People

## **ADULT SERVICE**

### **QUALITY ASSURANCE DOCUMENT**

#### **Contents**

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**Addendum: Policy for Outdoor Education and Trips**



**Patrons- Roger Jefcoate CBE & County Councillor Saxon Spence CBE**  
Registered in England and Wales as Community, Equality Disability Action Ltd No.4693500  
Registered Charity No 1096528  
Registered Office as above



## **1. General Statement**

### **What is CEDA?**

CEDA is a registered charity (registration no. 1096528) and a charitable company limited by guarantee no.4693500, the aims of which are:

- ❖ To aid disabled people to access training, creative pursuits and other facilities to equip them with independent living skills in order to empower them and their families to access greater choice and quality of life;
- ❖ To ensure that all students attending the centre achieve maximum personal achievement;
- ❖ We work in partnership with other organisations to fulfil these aims.

### **Your guarantee of quality**

- ❖ Our aim is to deliver a high standard of service to all our clients and partners;
- ❖ Our clients can expect to be advised of the types of activities they are able to undertake and be given clear guidelines to ensure that they fulfil their potential.

### **Day Opportunities**

#### **What is the service for?**

- ❖ To offer a wide range of opportunities, tailor-made to each individual's ability and choice;
- ❖ To offer interesting and fulfilling opportunities for a variety of community projects;
- ❖ To raise awareness of disability and promote a more positive attitude towards people with disabilities in society.

#### **What should it achieve?**

The service should:

- ❖ Provide a level of tuition in all fields offered consistent with the needs and capabilities of each client;
- ❖ Help each client to maintain a degree of independence and fulfilment;
- ❖ Help to reduce social isolation and provide support within the centre;

- ❖ Help each client improve your quality of life and self-esteem;
- ❖ Enrich the level and range of experiences in daily life.

## **What can you expect to receive from this service?**

### Good information

- ❖ Basic information about the service - where it is, opening and closing times, methods of access, transport arrangements;
- ❖ A copy of the aims and objectives of the service;
- ❖ Information on what the service is likely to cost;
- ❖ A good personal service which
  - is based upon your assessed needs and which takes into account your wishes and preferences where this is possible;
  - is responsive, comprehensive and flexible;
  - provides staff who have skills and experience in working with people with disabilities;
  - encourages a partnership with carers which acknowledges the needs of both clients and carers;
  - actively promotes independence and the development of personal strengths;

### Competent staff who:

- ❖ Seek to provide a service that is an integral part of normal community living and that is not stigmatising;
- ❖ Have been trained and are competent to deliver the service offered;
- ❖ Work effectively with the other agencies and organisations that clients might need to use in connection with attendance at the centre;
- ❖ Are confident about the service and who encourage its use.

## **REGULAR CONTACT AND MONITORING**

### **The service should provide:**

- ❖ The name, telephone number of the Care Manager and contact point in case of emergency;

- ❖ A monitoring and review process in which each client and carer are encouraged to participate regularly;
- ❖ Information about how to make a complaint and how complaints will be dealt with;
- ❖ An independent and effective means of evaluating the service.

## **2. Policy for the Safe Guarding of Vulnerable Persons**

### **General Introduction**

It is recognised that tutors play an important role in identifying potential cases of abuse. It is also important that all relevant agencies involved in abuse of vulnerable persons cooperate together for the benefit of that person. All centres have a designated staff member for safe guarding vulnerable persons, who liaises with Social Services departments and with tutors in the centre. For this procedure to work, it relies on the skills and expertise of every staff member within the centre to recognise and report concerns.

At CEDA, the manager is the designated staff member for the safe guarding of vulnerable persons. All staff have a total commitment to the protection of our clients. They raise the clients's awareness about themselves through Personal and Social Education, Health Education, and develop a trusting climate so that clients feel able to talk and share their thoughts and feelings.

CEDA has a policy of partnership between home and day centres, but with abuse, or suspicion of abuse, our first and only responsibility is to the young person. This may mean that parents are not informed or consulted in some instances. We may not be able to prevent abuse, but by following protection procedures, we are trying our best to protect all our students and this is our first and only responsibility.

### **Aims**

By following the safe guarding of vulnerable persons procedures we:

- Care for the clients;
- Care for our centre;
- Care for the community we serve;
- Respond to the guidelines and procedures of other agencies.

### **Guidelines**

In reporting concern or suspicion, all staff members must follow CEDA's Safe Guarding procedures. The designated staff member will then follow the Devon County Council Safe Guarding of Vulnerable Persons procedure.

### **Reasons for following procedures**

- It protects the clients to the best of our ability;
- It avoids delay;
- It provides consistency;
- It protects all staff;
- It ensures that, if further action is taken by another agency, then the centre has followed the safe guarding procedures.

If a client discloses abuse or staff are suspicious, there are three things to do:

- Report immediately to the designated staff member;
- Do not speak to parents;
- Do not promise the student that it will be kept a secret.

It is very important in these cases that prompt and correct procedures are followed under Devon County Council Safe Guarding Procedures.

The reporting tutor will be told of any further action taken i.e. Social Service referral. monitor etc. If the reported case is taken up and investigated by an external agency, then any meetings, case conferences or action taken will be followed through and the tutor concerned informed.

Staff have an important role in hearing what clients have to say. The centre can provide a neutral place where the student feels it is safe to talk. Sensitivity to the disclosure is vital. Staff must listen carefully to what the client is saying, treat it seriously, and value what they say.

Vulnerable persons may feel they will not be believed, or that they will be punished. Staff will need to say that whatever has happened it is not their fault. Fear of the consequences of telling is very common. It can be very tempting to offer a promise of confidentiality to the client. This is not realistic. The vulnerable person needs to hear the truth about what will happen, together with a commitment to support them. It is crucial not to ask leading questions. Our role is to enable the vulnerable person to speak and then know what to do next.

## **Signs and Symptoms**

This is intended as a guide. Please remember that the presence of one or more factors does not necessarily give proof that abuse has occurred. It may, however, indicate that investigation should take place.

- Unexplained delay in seeking treatment that is needed
- Incompatible explanations
- Constant minor injuries
- Unexplained bruising:

- Bruise marks in or around the mouth
  - Black eyes, especially if both eyes are black and there are no marks to forehead or nose
  - Grasp marks
  - Finger marks
  - Bruising of the ears
  - Linear bruising (particularly buttocks or back)
  - Differing age bruising
- Bite marks
  - Burns and scalds
  - Cigarette burns
  - General physical disability
  - Unresponsiveness of the vulnerable person
  - Soiling and wetting
  - Change in behavioural patterns
  - 'Frozen look'
  - Attention seeking
  - Apprehension
  - Antisocial behaviour
  - Unkempt appearance
  - Sexually precocious behaviour
  - Sexualised drawings and play
  - Sudden poor performance in centre
  - Poor self esteem
  - Self mutilation
  - Withdrawal
  - Running away
  - Reluctance to return home
  - Difficulty in forming relationships
  - Confusing affectionate displays
  - Poor attendance
  - Repeated infections etc

### **Definitions of abuse to vulnerable persons**

An abused 'vulnerable person' is male or female, who has suffered from physical injury, physical neglect, failure to thrive, emotional or sexual abuse, which the person who has

custody, charge or care of the person either caused or knowingly failed to prevent. Having custody, charge or care includes any person, in whatever setting, who, at the time, is responsible for the vulnerable person.

### **Physical Abuse**

Physical injury to a vulnerable person, including deliberate poisoning, where there is definite knowledge, or a reasonable suspicion that the injury was inflicted or knowingly not prevented.

### **Sexual Abuse**

The involvement of dependent, vulnerable persons in sexual activities that they do not truly comprehend, and to which they are unable to give informed consent; or they violate the social taboos of family roles.

### **Neglect**

The persistent or severe neglect of a person (for example by exposure to any kind of danger including cold or starvation) that results in serious impairment of the vulnerable person's health or development, including non-organic failure to thrive.

### **Emotional Abuse**

The severe adverse effect on the behaviour and emotional development of a vulnerable person by persistent or severe emotional ill-treatment or rejection. All abuse involves some emotional ill-treatment; this category should be used where it is the main sole form of abuse.

**SAFE GUARDING VULNERABLE PERSONS**  
**Concern Slip**

Name..... **[PLEASE PRINT]**

Date.....

Nature of concern:

Write exactly what happened / what was said:  
[use a separate sheet if necessary]

Action taken:

informed another member of staff

informed designated staff member

informed parent

informed manager

any other person

What next?

Observe/Monitor without consulting anyone else

Concern - talk to colleagues but take no action (pass on slip)

Grave concern - inform designated staff member immediately (pass on slip)

Monitor date.....

Name of person reporting .....

Signed .....

### **3. HEALTH AND SAFETY POLICY**

#### **GENERAL POLICY STATEMENT**

##### **CEDA's Responsibilities**

- To provide adequate control of health and safety risks arising from our work activities;
- To consult with our employees on matters affecting their health and safety;
- To provide and maintain safe equipment
- To ensure safe handling and use of substances
- To provide information, instruction and supervision for employees;
- To ensure all employees are competent to do their tasks, and to give them adequate training
- To prevent accidents and cases of work related ill health;
- To maintain safe and healthy working conditions;
- To review and revise this policy as needed at regular intervals.

##### **Specific Responsibilities**

The overall and ultimate responsibility for Health and Safety within CEDA rests with the members of the Board of Trustees.

Day to day responsibility for ensuring this policy is implemented and properly adhered to rests with the management team.

##### **Staff Responsibilities**

All employees, whether paid or voluntary, have a responsibility for Health and Safety including the safety of others that may be affected by their acts or omissions. As such, they should familiarise themselves with the Health and Safety Policy of CEDA and the safe practices appropriate to their place of work.

All employees must -

- Take reasonable care of their own health and safety in the workplace
- Co - operate with supervisors and the management team on health and safety matters;
- Not interfere with anything provided to safeguard health and safety;
- Report all health and safety concerns to the management team;
- Report incidents that have led or may lead to injury or damage;

#### **ACCIDENTS**

##### **Prevention and Reporting**

Maintenance of property and equipment to ensure personal safety is the overall responsibility of the Management team. All employees, whether paid or voluntary, are responsible for the correct and safe use of all property and equipment in the Provision and for the reporting of any faults or hazards to their supervisor or the Management team

The aim of any policy relating to accidents must stress that in the first instance every effort should be made to avoid an accident happening. The following list provides an indication of areas that require special attention:

- Beware of wet floors;
- Equipment should not be left turned on when unattended and in such a position as to cause others to trip over it;
- Doors and drawers should be closed when not in use;
- Equipment should be stored in a safe manner in cupboards;
- Filing cabinets should not be overloaded;
- Climbing onto chairs or desks is not permitted. Appropriate equipment should be used to reach high levels;
- Step-ladders must be properly adjusted and secured. If more than the three lower steps are to be used it needs to be supported by a second person;
- Correct methods must be employed when lifting or moving heavy objects;
- Working areas must be kept tidy and clear of obstruction;
- Fire doors must not be wedged open.
- Wheelchair safety guidelines should be adhered to at all times (see attached guidelines)

*This list is not exhaustive!*

In the event of an accident, employees, paid or voluntary, have a duty to report to their immediate supervisor any such incidents; to assist in determining the cause and to help in any subsequent investigation with the aim of preventing a recurrence. A report of all accidents should be brought to the attention of the Management team.

## **Accident Record Books**

- All accidents resulting in personal injury must be recorded in the relevant accident book. The accident book is kept in the filing cabinet in the upstairs filing system.

## **RIDDOR**

### **(The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995.)**

In brief you must report certain work-related incidents to the Health and Safety Executive. They have an Incident Contact Centre – telephone 0845 300 9923. They can advise you if you do need to report specific incidents and about what records you should keep.

You should report any of the following that happens to a member of the public, including a parent or child, or an employee on your premises:

- A death or major injury, which includes a fracture (but not of fingers, thumbs or toes), an amputation, dislocation, permanent or temporary loss of sight, and an injury from an electric shock;
- A reportable disease;
- A dangerous occurrence, which didn't but could have resulted in a reportable injury;
- An injury resulting in hospital admission.

## **First Aid Boxes**

There are three first aid boxes. They are kept in the kitchen, the main office and the children's room. It is the responsibility of the designated first aider to ensure directly, or by delegation, that the box is properly stocked.

## **CLEANLINESS OF PREMISES**

CEDA recognises that it has a duty to set appropriate standards of cleanliness throughout its premises and to maintain these by:

- Investigating and acting upon any accidents/incidents that have occurred due to lack of cleanliness;
- Providing enough funding to achieve and maintain a good standard of cleanliness;
- Providing facilities for the safe and convenient storage of cleaning equipment and materials;
- Promoting good housekeeping practices amongst employees and other users of the premises.

All employees, whether paid or voluntary, have a responsibility to maintain a good standard of cleanliness by:

- Observing good personal and environmental hygiene practices;
- Carefully disposing of rubbish into appropriate bags/containers provided, particularly where broken glass or dangerous waste is concerned;
- Tidying up and putting away equipment and materials after use;
- Cleaning up spillages, debris, litter etc., as soon after the occurrence as possible;
- Reporting any shortfalls in standards to the appropriate person.

## **The Control of Substances Hazardous to Health Regulations (COSHH)**

Chemicals are widely used for a variety of processes in office work and cleaning, and some are extremely hazardous. To comply with these regulations a list will be kept by the management team of all hazardous or potentially hazardous substances that are used at CEDA. A copy of this list will be kept at the setting.

In addition to chemicals, all body fluids are to be treated as substances hazardous to health and should be carefully dealt with using protective gloves and materials that can be safely disposed of in the clinical waste bins located in the downstairs and upstairs bathrooms.

The management team is to be informed of any hazardous substances which it proposes to bring onto the premises for use by employees, paid or voluntary or other users.

Any person(s) using such chemicals must observe the following guidelines:

- all substances, which are included on the COSHH list, including bleach and general household chemicals, are to be stored in a safe place preferably under lock and key;
- all hazardous substances eg bleach, solvents, glues containing solvents are to be used with care;

- always read the label before use and follow the manufacturer's instructions;
- avoid inhalation, ingestion and skin contact of all chemical substances;
- always wear the appropriate protective clothing eg gloves etc;
- products must never be mixed as this could give rise to hazardous by-products eg bleach will give off chlorine gas if mixed with an acidic cleanser such as Harpic;
- Those using the substance must be familiar with the First Aid procedures to be used in the event of an accident.

In the interests of Health and Safety, substances hazardous to health should only be used if there is no less harmful or harmless alternative.

## **DRIVING SAFETY**

CEDA has a responsibility to ensure that where any of our services arrange transport for their users, those people who do the driving are aware of the Driving Safety Policy.

All persons driving on behalf of CEDA have a responsibility for their own safety and to ensure that their acts or omissions do not endanger the safety of others. They also have a responsibility to adhere to the principles laid out in this Policy.

If on occasions, a person uses their own vehicle for transporting service users, it is their responsibility to ensure that their vehicle is properly insured, taxed, has a current MOT and is roadworthy.

CEDA's own vehicles should only be driven by those who are authorised by the management team to do so.

## **Principles of Safe Driving**

- All drivers must hold a current and relevant licence;
- All drivers must read and observe the Highway Code;
- Speed limits must be observed;
- Seat belts must be worn at all times and approved clamping systems should be used for wheelchairs;
- The authorised number of passengers must not be exceeded;
- Passengers must not be allowed to alight until it is safe for them to do so;
- Vehicles must not be left with the engine running when parked or being refuelled;
- Drivers must not be under the influence of alcohol during the Provision's business;
- Drivers are reminded that smoking or other distracting actions whilst driving is not safe practice;
- The safety of the unborn child must be considered in the case of pregnant female drivers and medical advice in relation to pregnancy and driving must be respected;
- Drivers may need to be aware that they may need to notify their insurance companies to ensure that they are adequately covered;
- Mobile phones must not be used unless there is a hands free application in the vehicle.

## **ELECTRICAL SAFETY**

It is the responsibility of all users to inspect appliances for loose wiring, faulty plugs etc, BEFORE using them. Electrical faults must be reported immediately. Faulty equipment must be removed from usage and clearly labelled as such. No-one should attempt to repair the equipment themselves.

The following list shows examples of electrical faults:

- Equipment not working;
- Loose wiring;
- Broken casing around wires or applications;
- Electrical arcing (sparks);
- Plugs becoming warm...etc.

All employees, whether paid or voluntary, have a responsibility to observe basic principles of electrical safety as well as inspecting appliances before use, ie:

- Ensure that hands are dry before using an electrical appliance;
- Ensure that adequate instructions are obtained before using unfamiliar electrical equipment and comply with the manufacturer's instructions;
- Leads should never be pulled to remove a plug or to lift or move an appliance;
- Switch off at the mains, unplug and put away all electrical equipment (where appropriate) when not in use;
- Sockets must not be overloaded by the use of adaptors (when in doubt err on the side of safety/seek qualified advice);
- If extension cables are used then these must be placed in such a way so not to cause a hazard to anybody else.

All electrical equipment will be maintained on a routine basis.

## **ENVIRONMENT AND THE WORKPLACE**

CEDA is legally obliged to maintain a safe and acceptable working environment in as far as is reasonable and practicable. Employees, paid or voluntary, have a responsibility to co-operate to maintain this environment.

### **Lighting**

Must be suitable and sufficient in every part of the Provision through which people either pass or work. Doorways and potential hazards like steps must be well lit. Artificial lighting apparatus must be properly maintained and fluorescent lights must be flicker free.

### **Noise at work Regulations 1989**

Apply to all workplaces requiring assessment of noise levels and the taking of appropriate preventative action where excessive.

## **Space**

Space around machinery and equipment (including wheelchairs and hoisting/manual handling equipment) must be adequate to ensure that safe working practices are achievable.

## **Heating**

CEDA must ensure that a reasonable temperature (not less than 16 degrees centigrade) can be maintained in every room in which people are employed to work.

## **Ventilation**

Ventilation should be effective and suitable to ensure circulation of adequate supplies of either fresh or artificially purified air.

## **VDUs (visual display units)**

For safe operation the equipment needs to be properly installed and consideration given to the following points:

- Make sure that the screen is sharp, clean and individual characters can be easily read;
- The characters should not flicker or move;
- There should be no reflection on the screen;
- Ensure that there is adequate lighting to the desk surface adjacent to the machine;
- Ensure that the user's chair has an adjustable height and back support so that a proper sitting position can be maintained.

## **FOOD HANDLING**

The Provision has a responsibility to maintain acceptable levels of hygiene and health and safety with respect to food.

All employees, paid or voluntary, who handle food, have a responsibility to:

- Maintain a high standard of personal hygiene;
- Refrain from handling food when they or anyone at home are suffering from an infectious disease or have boils, ulcers, cuts or rashes, diarrhoea, eye, ear or throat infection or any untoward discharge;
- Report shortcomings to the appropriate person, eg faulty or damaged storage, preparation and service equipment.

## **Principles of Safely Handling Food**

- All foods must be checked to ensure that they are of the quality, substance and temperature required and that they are within their use-by-dates;
- All foods must be stored under conditions that will prevent their deterioration. Instructions on the label, if present, should be followed.

## **Keep it Clean – Keep it Cool – Keep it Covered**

- Food and food only, must be stored in areas designated specifically for that purpose (refrigerators, cupboards etc.);
- Any food or liquid spillage must be cleaned up immediately;
- When cooking food, recipes or packet instructions must always be followed;
- Food not eaten at the meal for which it was prepared/issued must not be kept or offered for service at a later time;
- Signs of any type of pest infection must be reported immediately.

## **Principles of Safely Using Equipment in Catering Areas**

- All electrical equipment must be switched off and the plug removed from the power source when it is being cleaned or not in use;
- Refrigerators, freezers and other types of temperature control equipment must be routinely checked to ensure their effectiveness;
- All equipment must be used according to manufacturer's instructions;
- Doors and lids of equipment in use should fit securely;
- Hob burners, grills, ovens etc., must always be turned off when not in use;
- All cooking equipment should be checked when in use to ensure that it is functioning correctly. Any slight electrical shocks received from the equipment must be reported immediately;
- All equipment and working surfaces must be kept in a clean and hygienic condition;
- Cleaning chemicals should be used at the prescribed dilution rate.
- Saucepan handles should not overhang stove or worktop edges;
- Ensure appropriate use of colour coded cloths and equipment

## **HEALTH AND HYGIENE**

The Provision recognises that hygiene is a basic part of any health and safety programme. As such, the Management Committee is responsible for ensuring that the premises are cleaned regularly and that a good standard of cleanliness is achieved overall. Washing and toilet facilities are provided and maintained. Any shortcomings should be reported immediately to the Management Committee who will ensure that the necessary action is undertaken.

Employees, paid or voluntary and other users, have a responsibility to ensure that their personal hygiene meets an acceptable standard and that they observe good environmental hygiene practices, eg by using the appropriate waste bin for the disposal of rubbish.

### **Contagious illnesses**

To minimise the spread of infectious diseases, service users, staff and visitors are asked to be responsible when entering the building. If you are unwell then please consult the spotty book for advice on whether or not your illness is contagious and if so how long you should refrain from entering the building.

## **Drug and alcohol misuse**

Any service user, visitor or staff member (paid or voluntary) will be refused admittance to the building if under the influence of alcohol or other substances.

Staff members will face disciplinary action under these circumstances.

***CEDA's premises are designated as No Smoking.***

## **INDUCTION AND TRAINING**

All employees, paid or voluntary, read through this policy as part of their induction programme. The Management committee has a duty to ensure they are aware of current legislation and that relevant information is disseminated to the appropriate person.

## **LIFTING AND MANUAL HANDLING**

CEDA has a moral and legal responsibility to its employees, paid or voluntary, to reduce the risk of work associated back problems and other lifting and carrying injuries.

It is important to note that the handling of loads applies to lifting, lowering, carrying, pushing, pulling, holding or moving by bodily force any discreet moveable object including a person.

For general guidance, all employees may from time to time have to lift or handle some objects. Firstly consider whether it is necessary to lift the object, consider if there are any alternatives and if you are at all unsure do not attempt to lift. You are responsible for your own safety and for the safety of those you work with.

If you decide to proceed with the lifting activity the correct way to lift is as follows:

- Keep the back straight;
- Place the feet slightly apart;
- Bend the knees;
- Grip firmly (with palms not fingertips), then lift slowly holding the object as close to your body as possible;
- Do not twist the body during the lifting procedure.

## **Manual Handling of Service Users**

The manual handling of service users should only be attempted by those who have been trained to do so. No manual handling of service users should be attempted by voluntary staff or those on work experience placements at CEDA.

## **4 EQUAL OPPORTUNITIES POLICY**

The aims of an equal opportunities policy is to guide us to:

- resist and remedy explicit or implicit discrimination
- identify what is universal in our world and in ourselves

- enquire without prejudice into what is local and specific
- celebrate the extraordinary diversity of human identity

## **1 Statement of Intent**

Underpinned by the principles of Respect, Independence and Self-Esteem, CEDA's mission is to provide opportunities for training and development to young disabled adults and social play to disabled children in the south west of England. CEDA will ensure, through the code of practice detailed below, that none of its activities, services or practice will in any way reflect, endorse or advocate racist, sexist, homophobic, ageist or disablist attitudes or practice. CEDA recognises that access to services is not equal and that discrimination occurs on grounds of race, disability, linguistic and cultural preferences, gender, sexuality, age, class and religious beliefs.

CEDA recognises that disabled people represent a high percentage of the population in the UK and that disability crosses all the boundaries of cultural diversity. Many disabled people face multiple oppression (for example, black disabled people, gay disabled people). People are disabled by society through the built environment and communication systems as well as by discrimination and prejudice. CEDA's Equal Opportunities Policy reflects this understanding.

## **2 Code of Practice: Programme**

CEDA is committed to:

- 1 Ensuring all of its activities and services take place in fully accessible environment
- 2 Creating marketing, publicity, training materials and reports in accessible formats
- 3 Ensuring that trainers, artists and advisors for CEDA work to equality standards
- 4 Presenting and supporting art work that celebrates the diversity of the disabled community be it cultural, sexual, religious, generational or impairment based
- 5 Promoting achievements by students that is assessed against standards of creativity, innovation, technique and materials used

## **2 Code of Practice: Employment**

Procedures are established to ensure that fair and efficient employment decisions are achieved and that no existing or potential employees receive less favourable treatment due to personal circumstances.

## **A RECRUITMENT AND SELECTION**

### **i Advertising and Application**

1. All vacancies will be advertised publicly, except under specific circumstances
2. Advertisements should: state that CEDA is an equal opportunities employer; state offices are fully accessible; carry the Closing and Interview Dates; explain that information is available in accessible formats
3. Advertisements should take positive action to ensure disabled people or people from other under-represented ethnic backgrounds apply
4. Advertisements should be placed in local and national disability press.

5. All respondents will be sent an Application Form, Job Description, Person Specification, Equal Opportunities Monitoring Form and relevant information about CEDA.
6. Respondents will be given a minimum of 21 days between date of advertisement and Closing Date
7. All posts should be open to job-share or flexible working
8. Application Forms should not ask for information which is personal, such as 'age', 'marital status' or 'no. of children'.
9. All Recruitment material will be made available in accessible formats and candidates asked to state their own access requirements
- 10 Equal Opportunities Monitoring Forms will be separated from Application Forms on receipt

## ii Job Description/Person Specification

1. Before advertising any post, a detailed Job Description should be drawn up. Where a Job Description already exists, it should be reviewed to ensure it remains accurate
2. Job Descriptions should specify the purpose, duties, responsibilities and reporting structure of the post
3. Person Specifications will provide objective criteria relating to the attributes, experience and skills required for the post. Together with the Job Description, this paper will provide the criteria and context for shortlisting and interviewing

## iii Shortlisting and Interviewing

1. Selection will be made on the basis of the information contained in the application only, applying the criteria contained in the Person Specification
2. All disabled people who meet the essential criteria of the Person Specification will automatically be interviewed
3. All interviews will be conducted in fully accessible environments and candidates' specific access requirements (eg. BSLI) be met
4. Interview Panels will be briefed in equal opportunities procedures to avoid questions which may imply discriminatory attitudes
5. A list of questions should be agreed by the Panel in advance, relating directly to essential criteria
6. Feedback will be offered to unsuccessful candidates

## **CONDITIONS OF SERVICE**

1. Full terms and conditions of employment should be laid out and new staff briefed on these at the point of contract
2. Employment Services (Disability Services Team – DST) should be approached immediately to assist in identifying any specific support requirements for disabled people in post (eg. personal reader, BSLI, electric wheelchair etc)
3. Any required adaptations or employment aids should be acquired as soon as possible

## **C INDUCTION, TRAINING AND APPRAISAL**

1. All appointments will be subject to a satisfactorily completed period of probation

2. Induction should provide the new employee with information about the organisation that relates to his or her own post and also about the wider picture ie. the staffing and reporting structure, the legal and financial status, activities and service
3. Induction should include a hand-over period where possible, unless the post is new
4. A Training budget should be made available each year to ensure staff receive appropriate training to perform their jobs effectively
5. Staff should be encouraged to identify and discuss their own training needs
6. Ongoing review meetings should be held, along with an in-depth annual appraisal
7. Appraisals should:
  - o take place in undisturbed environments
  - o ensure that roles, priorities and targets are clear
  - o provide a forum for individual achievements to be recognised and valued
2. Regular staff team meetings should be held to ensure the organisation is bonded by a common set of expectations and values

### **3 Code of Practice: Monitoring**

- 1 Equal Opportunities Forms used for Recruitment should be reviewed after interview to assess how effective the process has been at attracting disabled and other applicants
- 2 Ongoing review of staff profile, conditions of service and specific services should be maintained
- 3 The Code of Practice should relate to all involved with CEDA's work including Trustees, full, part-time and casual workers, students and volunteers

### **4 Code of Practice: Responsibilities**

- 1 It is the responsibility of all members of the CEDA community to comply with the Equal Opportunities Policy.
- 2 All members of the CEDA community should treat each other with fairness, dignity and respect.

You must not:

- use behaviour which is unwanted, inappropriate, unsolicited, causes distress or is unacceptable to others
- persecute others by intimidation, unfair, sarcastic or malicious behaviour threaten or undermine the safety of others
- illegally or unfairly discriminate against others
- You should report to your line manager any incident which infringes yours or other people's rights

### **5 Code of Practice: Definitions**

Direct Discrimination occurs when a person is treated less favourably than others in the same or similar circumstances on the grounds of age, class, colour, disability, marital status, national/ethnic origin, personal circumstances, political belief, race religious belief, sex or sexuality

Indirect Discrimination occurs when a condition or requirement is imposed which adversely affects particular groups or individuals more than others and cannot be strictly justified in terms of requirement for performing the task (see Positive Action below)

Affirmative Action – existing anti-discrimination laws permit employers to take positive action to overcome the heritage of past discrimination. They allow for direct encouragement in the recruitment process, particularly if it relates to essential experience eg. in order to be able to perform a certain job effectively, a personal experience and understanding of disability is essential (ie. a disabled person).

## **5. Complaints Procedures**

Students or Guardians who are unhappy with any aspect of the training they receive should immediately approach the Tutor or Manager. If the student/guardian's concern is not removed after the discussion or interview with the Tutor or Manager, then they can follow the formal procedure laid out below:

### **Complaint to the Board of Trustees**

If you want the complaint to be considered by the Board of Trustees, you should tell the Manager who will inform the Trustees of the complaint. In the event that the Trustees meet to consider your complaint, you may - attend in person, bring a friend or representative to the meeting and also outline your complaint to the meeting and question those present. Or - put your complaint in writing. It will be in order for you to submit a written complaint and to attend the Trustees meeting.

You will be told what the Trustees decide and if you remain dissatisfied you will be told about the next step you can take.

### **Complaint to the Devon County Social Services Department**

If, after the Trustees hearing, you are still unhappy you may ask the Devon County Social Services department to consider your complaint. You will need to state your complaint on a special form and send it to the Authority. The complaints committee of elected members of the County Council will look at this. Your rights at this meeting will be the same as those at the Trustees meeting.

You will be told of the committee's decision as soon as possible and advised of the next step if you remain dissatisfied

## **6. Confidentiality Policy**

Within CEDA there is a commitment that all personal information must be treated with confidentiality. In addition to this qualified staff are bound by codes of practice designed and held by their regulatory body.

All issues regarding client's relationships and sexuality should be approached in a sensitive and discreet manner. All staff have a duty to respect the confidentiality of service users, families, carers and providers of personal information. Mutual trust is essential for effective support in this important area.

There are occasions, however, when total confidentiality cannot be maintained. In general disclosures should only occur on a 'need to know' basis i.e. no more people should know about an individual than is absolutely necessary to guarantee that a person's needs and rights are fulfilled.

Situations where information will need to be disclosed are:

- a) In the interest of an individual's safety or well-being
- b) In the interests of the general public's safety or wellbeing
- c) If exploitation or abuse is suspected
- d) If legal issues are a concern

Prior to disclosure, the person's consent should be sought if at all possible. If for any reason this is not possible, advice should be taken from your line manager. When safety, abuse or legality is a concern, information may need to be disclosed without consent. It may not be necessary to reveal names initially.

### **SOME DOS AND DON'TS FOR STAFF**

1. Do respect confidentiality to the highest degree possible.
  2. Do seek the permission of the individual/s concerned before passing on personal information, if at all possible.
  3. Do seek advice from your manager or other appropriate person if you are concerned about safety, abuse or legal issues.
- 
1. Don't 'gossip' or allow general discussion about service users' personal matters.
  2. Don't pass on information without careful thought (seeking advice where necessary).
  3. Don't promise total confidentiality 'come what may', but you can promise discretion and respect.

Refer to other resources:

- e.g. CEDA Vulnerable person's policy.
- CEDA Protection of Adults at Risk
- Lord Chancellor's Department – Making Decisions

These policies were adopted at a meeting of the Board of Trustees on

**23<sup>rd</sup> May 2001**

Signed \_\_\_\_\_

Date \_\_\_\_\_

Chairman of the Board of Trustees

## **ADDENDUM**

### **Outdoor Education & Trips**

**Resources** Ensure that all resources are available, ie minibus/transport, staff to cover duties, parent/guardian permission (if appropriate), insurance, medication, mobile telephone.

**Approval** All excursions and trips must be approved by the Manager

**Information** Students should be given written details of the trip. This must include details of its purpose, dates and times, the programme, destination and location. Students must give their consent in writing.

**Risk Assessment** Prior to each excursion a risk assessment form should be completed, providing as much information as possible about the nature of the excursion and the resources available.

**Staff Responsibilities** Each member of staff should be clear about their area of responsibility. The senior member of staff on the expedition retains ultimate responsibility. Each trip should have a designated first aider.

***On outdoor excursions for children*** staff should ensure that the children are not allowed to go off on their own. Whilst detailed regulations would be inappropriate, as much will depend upon the age of the child and local circumstances, it is recommended that the following general rule should apply. Where clients are allowed 'free time' they must be in groups of not less than four and they should keep together. They should inform the party leader where they intend to go and their time of return. They should be told where and how a member of staff can be contacted at all times in the event of an emergency. Clients should not be allowed 'free time' for prolonged periods without regular checks or 'reporting in'.

**Contact:** Organisers should take the centre mobile telephone. When two minibuses are used for the trip they must follow exactly the same route and the mobile phone must always in the following vehicle.

**Supervision:** The supervision level should reflect the needs of the group. There should be a minimum of one member of staff : 5 clients and a minimum of two members of staff per trip.

### **IN THE EVENT OF AN EMERGENCY**

The following guidelines may be adapted to suit the situation. Each adult member of the party should carry a copy of the emergency guidelines for each outdoor activity.

1. Establish the nature and extent of the emergency.
2. Make sure all other members of the party are accounted for and are safe.
3. If there are injuries, establish their extent and administer appropriate first aid if you have been trained and feel capable. Be aware of consequences that might follow were you to give incorrect treatment. Have regard for your own safety, avoiding in particular blood contact.
4. Call the appropriate emergency services.
5. Advise other staff of the incident and of actions taken. Decide, if appropriate, who is in charge and responsibilities to be undertaken by each adult member of the group.

6. Ensure that an adult accompanies any casualties to hospital.
7. Ensure that remaining clients are adequately supervised and arrange for an early return to base.
8. Arrange for one adult to remain at the site of the incident to liaise with the emergency services until the incident is over and all students are accounted for.
9. Contact the senior member of staff.
10. Control access to the telephone until the senior member of staff has contacted parents/guardians directly involved. Give full details of the incident including:
  11. The nature, date, location and time of the incident
  12. Details of injuries etc
  13. Names and home telephone numbers of those involved
  14. Action taken so far
  15. Telephone numbers for future communication
  16. Do not discuss the matter with the media.
  17. The senior member of staff should contact the Manager and establish who will take charge of the situation and what immediate action will be taken.
  18. The party leader should, at the first opportunity, make notes of the incident, as should other people involved. A record should be kept of the names and addresses of any witnesses or people involved.
  19. Do not discuss legal liability
  20. Ensure accident forms are completed as soon as possible.
  21. Inform parents/guardians/carers of any delays that will be necessitated.