

Stockport Mencap

Policies and Procedures

The Executive Committee of Stockport Mencap has written policies and procedures that comply with the national organisation's minimum quality standard.

They are:

1. Mandatory on all Stockport Mencap Volunteers, Executive Committee members, Trustees, and Members whilst engaged on activities of the society.
2. Mandatory, insofar as the provisions relate to the use of Stockport Mencap's buildings or transport for all organisations making such use. However, groups that meet at Prospect House, may, if they wish, choose their own policies and procedures in other areas such as risk assessments, manual handling and personal care;
3. Optional, in other respects, for other groups that meet on Stockport Mencap's premises. Should such groups wish, they may resolve to adopt the whole or part of these policies and procedures, with or without amendment.

Summary of matters for the attention of all relevant parties

The following summarises the key issues covered within the full policies and procedures. It should be issued to and read by all Trustees, Committee Members, Volunteers, and representatives of organisations using Stockport Mencap's buildings and transport. The full text is available in hard copy in the office at Prospect House and on the website at <http://www.stockport-mencap.co.uk>.

Responsibilities of Volunteers

The law makes no allowance for the fact that you are a Volunteer or Stockport Mencap is a voluntary organisation. It imposes the same responsibilities that apply to a paid employee and employing organisation. It is therefore important that you understand your responsibilities, the support we can give you, and that you speak up if you are not happy about something.

What's in the policies and procedures

Section 4 sets out what we regard as acceptable behaviour (based on common courtesy and respect) and the consequences of any unacceptable behaviour;

Section 5 sets out our vision for helping those with learning disability and we hope you share that vision;

Section 6 sets out our equal opportunities policy – in short, we have no prejudice and do not discriminate;

Section 7 tells you how to raise a complaint or what will happen if someone complains about you;

Sections 8 & 9 contain information about the protection of vulnerable adults (POVA) and vulnerable children (POCA). You will be asked to undergo a Disclosure and Barring Service (DBS) check and checks against the POVA and POCA registers to ensure you are suitable to work with these vulnerable groups. During your work with us, you have a duty to report ANY concerns you may have concerning any seemingly suspicious or inappropriate behaviour or circumstances that might indicate a breakdown in the safeguarding arrangements for these vulnerable people. Further exhaustive guidance from National Mencap is given on our website.

Section 10 sets out our Health and Safety policy and your responsibilities to take reasonable care, familiarise yourself with safe working practices and report any incidents or safety concerns. Do not use ladders at Prospect House until you have been shown how to do so safely, and do not drive the society's minibuses unless you have complied with all the requirements and signed the Section 19 log.

Section 11 gives the general guidance that we do not undertake manual handling that could cause injury.

Section 12 sets out the principles you should be aware of in protecting clients' personal information.

Section 13 gives guidance on managing challenging behaviour, indicating circumstances when a risk assessment might be useful. Physical restraint is discouraged. Further exhaustive guidance from National Mencap is given on our website.

Section 14 notes that it is unusual for us to give intimate personal care, but notes the key principles of dignity, service user involvement, and where possible delivery by a volunteer of the same sex.

Section 15 notes the requirement for the society to verify the identity of any sources of income greater than £9,000. If you receive or are promised a sum in excess of this amount, whether in a single transaction or a series, you must refer the matter to the society's Treasurer.

Section 16 notes the procedures for coaching volunteers who may not be performing at the required level and the processes that determine whether they can continue to volunteer with the society.

Section 17 contains some basic information on the code of conduct expected of all volunteers.

Section 18 gives some good advice on dealing with emergencies (unplanned events that could result in danger).

Section 19 explains your duty of care over vulnerable people you work with and gives guidance on when and whether you should intervene.

Section 20 explains what you should do and what to expect should you have a grievance.

Section 21 explains about harassment, what to do if you are being harassed and what to expect if someone else makes a complaint against you.

Section 22 gives guidance on what to do if a service user goes missing.

Section 23 gives some advice and guidance to those planning holidays or trips away.

Section 24 explains the law behind the society's no smoking policy.

Section 25 gives guidance on your potential and very limited involvement with service users' medication.