



HANDBOOK

Approved by Trustees

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Version 1.1

A Charitable Incorporated Organisation

[Charity Commission Number 1163220]

CONTENTS

Shiloh Rotherham: Past, Present, and Future	page 3
--	---------------

ADMINISTRATION

1	Nature and Scope of Handbook	page 4
2	Information Management	page 5

FINANCE

3	Financial Regulations	page 8
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GOVERNANCE

4	Charitable Incorporated Organisation (CIO)	page 11
5	Organisational Aspects	page 13
6	Public Relations and Social Media	page 14

PEOPLE

7	Accidents and First Aid	page 16
8	Bullying, Harassment & Physical Assault	page 18
9	Complaints Procedures	page 20
10	Disciplinary Processes	page 21
11	Employment Policy	page 23
12	Equality and Diversity	page 25
13	Safeguarding	page 26
14	Volunteering	page 27

RESOURCES

15	Buildings, Equipment and Facilities	page 29
16	Health and Safety	page 30

STRATEGY

17	Organisational Development	page 32
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Appendices

A	Shiloh Rotherham 'Consent to Publish' Forms	page 33
B	Shiloh Rotherham Risk Assessment Form	page 34

Change History

Shiloh Rotherham: Past, Present, and Future

The word 'Shiloh' is a Biblical one meaning place of refuge. The Rotherham based charity which uses this name is described on the Charity Commission website as a

Christian charity that offers warmth, practical support and pathways to a meaningful, self-reliant life for adults in need, regardless of their beliefs. We provide hot meals, compassion and dignity including facilities for washing, showering and laundry. We work with people one to one to connect guests to support services enabling them to make better choices for an independent life.

The area covered is listed as South Yorkshire, mainly Barnsley, Doncaster, Rotherham and Sheffield City.

Shiloh Rotherham has its roots in work started in 1992 by two local people, Ann Todd and Sue Savage. Seeing homeless people trying to keep warm in shop doorways at night, they began regularly walking round the town centre with drinks, sandwiches, and soup to give to those in need. Word spread, their activities grew, and the venture moved into two little rooms on Vicarage Lane; the rent was paid by an anonymous donor who continues to contribute.

Seven and a half years later Shiloh Rotherham moved to a larger base on Westgate where the work developed further. In September 2010 fire officials said that the premises no longer met fire regulations. Fortunately, Rotherham Metropolitan Borough Council offered use of an adjacent disused gymnasium, one of its empty properties; the contractor, Morrison, helped to refurbish it at no labour charge; and CRASH, a charity representing the property industry, facilitated materials and supplies, as well as donating additional funding and skills.

In less than a year, the premises were transformed by building new rooms, decorating, and installing bathroom and laundry facilities, a catering kitchen, and a new heating system. The new premises were officially opened by Canon David Bliss, Vicar of Rotherham, in August 2012.

The extra space has meant more services and wider support by the Centre which is open for 3 days a week. Each day the Centre is open, up to 100 hot meals – breakfast and lunch – are served, sometimes more; in all, around 200 visitors are catered for each week. Staff and volunteers work with local agencies and others to help a variety of people in differing circumstances move forward in their lives.

In 2015 the Council gave notice of its intention to sell the Westgate site subsequently offering a larger site, with grounds, nearby. Plans are now being drawn up to fundraise and partner with others to develop and refurbish that site in readiness for the next stage of the charity's journey.

Shiloh Rotherham has come a long way in 23 years and the future promises no let-up. The Biblically-named place of refuge will be needed in Rotherham and South Yorkshire for some time to come.

ADMINISTRATION

I Nature and Scope of Handbook

I.1 Overall Purpose

This Handbook brings together in one place a number of documents essential to the running of Shiloh Rotherham. It is not a definitive or exhaustive selection, nor a substitute for professional advice on specific issues, but a collation of policies existing in Shiloh with other examples of best practice. The format goes beyond mere statements to focus on individual and collective actions to meet legal requirements and professional standards. It is intended to review and update the Handbook, at least annually. Copies will be available in the Administration Office, the Staff Room, and as computerised versions. It may be useful too, not only to those involved with the charity, but also to those, (e.g. grant-making bodies and potential donors), interested in learning more about how Shiloh Rotherham operates.

I.2 Various Sections

The Handbook is divided into six inter-related sections. The first, **Administration**, explains the Handbook's rationale and sets out important requirements in respect of information management. The second, **Finance**, contains the financial regulations necessary for the proper running of the charity. A third section, **Governance**, refers to the functions, powers, and responsibilities of Shiloh Rotherham's Trustees. Section Four, **People**, outlines personnel policies and processes in respect of dealing with guests, staff, visitors, and volunteers. The fifth section, **Resources**, is about the charity's physical assets, (buildings, equipment, and facilities), and draws attention to the crucial significance of health and safety policy and procedures. The Handbook's final section, **Strategy**, highlights commitments in respect of organisational development.

2 Information Management

2.1 Core Principles

Information is a key asset for the support and welfare of guests and in the effective management of resources and services. It is also often sensitive and deserving of confidentiality and protection. Shiloh Rotherham supports statutory principles of information management and places importance on safeguarding data gathered from guests, volunteers, and staff, (as well as that related to commercial dealings). In these respects, it notes that the Information Commissioner states that 'personal information' means any detail about a living individual that can be used on its own, or with other data, to identify them. Shiloh Rotherham further notes that the Information Commissioner regards 'processing of information' as doing one or more of the following: (a) obtaining it; (b) recording it; (c) storing it; (d) updating it; and (e) sharing it.

2.3 Recording Information

Personal information will be processed fairly and lawfully and be necessary for processing of legitimate organisational purposes or consent given for its collection and retention. All information will be accurate, adequate, not excessive, and relevant. Personal data relating to race or ethnic origin, political opinions and trade union membership, religious or other beliefs, physical or mental health or condition, sexuality, and alleged or committed criminal offences, will not be recorded, (except, in the case of crime, as allowed by Disclosure and Barring Service protocols),

2.2 Data Protection Act 1998

The 1998 Data Protection Act requires eight data protection principles to be followed in the handling of personal data: fairly and lawfully processed; collected for limited purposes and not in any manner incompatible with those purposes; be adequate, relevant and not excessive; be accurate; kept no longer than necessary; processed in accordance with individuals' rights; be secure; and not be transferred to countries without adequate protection. Information protected by the Act includes both electronically held information and also certain manual records containing personal data (e.g. volunteer personnel files that form part of a structured filing system).

2.4 Security Measures

Shiloh Rotherham is a Data Controller and, to meet the requirements of the Act, will maintain measures to prevent (a) unauthorised or unlawful processing of data, (b) accidental damage, destruction, or loss of data, and (c) unreasonable retention of data. In particular, it will store confidential files, and any data on removable media, in locked filing cabinets or cupboards to which only authorised persons will have access. Nor will it permit such material to be removed from storage areas without reasonable grounds authorised by management. Computerised data will also be protected by secure passwords, encryption, or coding, and firewalls; only authorised persons will have access. Different categories of data will be retained for different time periods depending on legal, financial, and operational needs but any data that is not needed

will be destroyed. The charity will review confidential files on an annual basis to ensure that they are accurate, contain up-to-date information, and there is a legitimate reason to continue holding the information.

2.5 Disclosure of Information

Shiloh Rotherham will not normally share confidential information, including photograph(s), unless the subject(s) of that information provide(s) explicit consent, where practicable in writing. A record of this consent should be lodged on the individual's confidential file except in the case of public relations and social media activities where specific procedures apply, (see section 6.4 of this Handbook). Otherwise, the organisation will only permit disclosure of information on an exceptional 'need to know' basis where a failure to do so would breach the law, or where there is a definable threat or risk of harm to, or need to safeguard an individual or individuals, or where inaction poses a serious threat to provision of services. In all other instances any individuals involved with the charity must treat as confidential any personal information about people involved with Shiloh Rotherham, including names, addresses, or any other biographical or circumstantial detail which could result in identification or put a person or persons at risk. Any doubt about what information can or cannot be used or released must be referred to senior management. Shiloh Rotherham will ensure that the organisation becomes aware of and implements changes to data protection legislation. It will also supervise and train staff in their respective responsibilities.

2.6 Rights of Access

All involved with Shiloh Rotherham have the right, on written request, to be told within 40 calendar days whether and for what purpose personal data about them is being processed, to be given a description of that data and the recipients to whom it has been or may be disclosed, to have communicated in an intelligible form the personal data concerned, (except for those parts where a third party may be identified or identifiable), and any allowable information available as to the source of the data, and to be informed of reasoning behind any automated decisions. They may also insist that any factually incorrect data be corrected or removed. Any failure to comply with the provisions of the Act or Shiloh Rotherham policy should be raised informally with management. If the matter is not satisfactorily resolved it can be raised as a formal complaint or grievance as set out in section 9 of this Handbook.

2.6 Lines of Responsibility

It is the collective responsibility of the Trustees to monitor and, if necessary, revise Shiloh Rotherham's data collection processes, and to ensure that all involved are aware of, and implement, information management policy and practice. It is the responsibility of managers and supervisors to ensure that they and other staff and volunteers are provided with appropriate training and knowledge, including at induction. It is the responsibility of all staff and volunteers to adhere to this policy and to report to management any suspected breach or breaches of it. Any breach of data protection, e.g. accessing confidential data without authority or unauthorised

disclosure of information, constitutes misconduct and will be dealt with through appropriate disciplinary processes which will likely result in an employee's dismissal, or termination of any volunteering, or a ban on access to Shiloh Rotherham provision. Individuals may also be criminally liable if they knowingly or recklessly disclose personal data in breach of the Data Protection Act 1998.

FINANCE

3 Financial Regulations

3.1 Income

Incoming cash and cheques must be recorded immediately on receipt, kept secure, and banked as soon as possible without deductions of costs or expenses – these latter, if any, must be separately transacted. Records must be kept for Gift Aid claims in accordance with HMRC requirements. Legacies must be recorded as such and correctly identified in the accounts. Bank loans may only be incurred with the prior approval of the Trustees.

3.2 Expenditure

Only senior managers and authorised trustees may sign cheques, and/or use authorised debit or credit cards, and/or institute recurring bank payments such as direct debits and standing orders. All expenditure and methods of payment must be within limits set by the Trustees and any restrictions on the use of donations, grants, legacies, or other restricted income must be observed. All invoices and comparable documentation must be checked for accuracy prior to payment. Cash payments must be kept to a minimum and normally paid from a cash float. Records of all expenditure must be kept, including any relevant cheque number and/or debit/credit card voucher or invoice or other payment document. Expenses may only be reimbursed within authorised limits when incurred in the course of carrying out Shiloh Rotherham business.

3.3 Financial Records

Adequate accounting records must be securely kept for all financial transactions. Arrangements should be in place to regularly 'double-check' financial transactions, including regularly reconciling the charity's records with its bank account(s) and other relevant statements. Wherever practicable, no single individual should have sole responsibility for any single transaction from authorisation to completion, recording, and review. All accounting records must be kept for at least six years in accordance with statutory requirements.

3.4 Fixed Assets

Shiloh Rotherham will maintain and regularly update a register of all fixed assets worth more than £100, including land, buildings, equipment, fixtures and fittings, vehicles, etc. The register should show each asset's cost or value and main location and be reviewed annually to ensure that all assets exist, are in good repair, put to best use, and serve the charity's interests. A financial threshold should be set by the Trustees for the capitalisation of expenditure on fixed assets within accounting records. Boundaries of any land(s) and building(s) owned by Shiloh Rotherham should be maintained and secure, with title recorded at the Land Registry. The disposal or scrapping of fixed assets must be authorised within limits collectively set by Trustees, noted in accounting records, and entered in the fixed assets register.

3.5 Insurances

Shiloh Rotherham will ensure that it holds and renews appropriate levels of insurance to minimise risks to its solvency, to meet legal requirements, to protect all involved in its work, and to safeguard its assets.

3.6 Probity Matters

As with any other charity, Shiloh Rotherham is required to take steps to detect or prevent bribery, fraud, financial abuse, or any other financial irregularity. Financial controls and regulations are an important part of this. Shiloh Rotherham also requires anyone with a direct or indirect interest in any financial matter to withdraw from decision-making associated with that matter. Additionally, the charity will not accept, or permit anyone involved with Shiloh Rotherham to accept, donations or hospitality which compromise the charity's financial integrity.

3.7

Trustees' Financial Responsibilities

The Trustees are collectively responsible in law for the implementation of financial controls, including the Financial Regulations in section 3 of this Handbook. They will also effect financial control through other appropriate measures, including:

- (a) complying with financial rules for Charitable Incorporated Organisations as determined by the Charity Commission as the regulatory body;
- (b) approving an annual budget for income and expenditure;
- (c) maintaining a financial reserve each year equivalent to three months routine expenditure plus provision for potential redundancy payments of any paid staff;
- (d) receiving 'real-time' budget variance reports and cash flow forecasts at their regular meetings;
- (e) authorising the opening and closing of all bank and debit/credit card accounts and periodically having them reviewed to see that there is no third party use;
- (f) regularly reviewing costs, benefits, and risks of the charity's current and deposit accounts;
- (g) arranging, where required or desired, an Annual Audit or Independent Examination of the charity's annual accounts: (currently, the Charity Commission requires an Independent Examination if gross income is between £25,000 and £500,000 and an Audit where the gross income exceeds £500,000; an Audit will also be needed if total assets (before liabilities) exceed £3.26 million, and the charity's gross income is more than £25,000; below these thresholds an external scrutiny of accounts is only needed if required by the charity's governing document – see *Charity reporting and accounting: the essentials* Charity Commission: 1 January 2013, section 1.4);
- (h) formally approving an Annual Report and Accounts as required by law and to punctually file them with the Charity Commission;
- (i) acting in accordance with regulatory advice; the Charity Commission in their guidance *Internal Financial Controls for Charities* (May 2012) states: 'Trustees should report any incidents of financial crime and abuse that takes place in their charity to the police and the commission. The commission may consider any failure to report these incidents to us to be mismanagement and take regulatory action' (page 11);
- (i) reviewing Shiloh Rotherham's controls and regulations at least yearly against the yardsticks of legal requirements, good practice, and operational feasibility; they will seek to maintain a relevant and rigorous approach, but one that is not disproportionate or unduly onerous.

GOVERNANCE

4 Charitable Incorporated Organisation (CIO)

4.1 Charity Registration

Shiloh Rotherham is a Charitable Incorporated Organisation (CIO), a legal form designed for those charities which seek to integrate actual or potential trading activities with their charitable purposes. It was registered with the Charity Commission as a CIO on 20th August 2015. This registration supersedes the charity, (number 1066577), first registered on 2nd December 1997 which was also listed as a company limited by guarantee (number 4209520). The Charity Commission remains the regulatory body.

4.2 Charitable Objects

The Charity Commission website notes that South Yorkshire is the area of benefit, principally Barnsley, Doncaster, Rotherham, and Sheffield City. The charitable objects are listed as

(1) The relief of the poor and needy of South Yorkshire by the enhancement of their physical, emotional, social and spiritual well-being; (2) The relief of persons who suffer addiction by the provision of counselling and education.

Shiloh Rotherham's Mission Statement states that it

is a Christian charity that offers warmth, practical support and pathways to a meaningful, self-reliant life for adults in need, regardless of their beliefs. We serve and respect all people regardless of gender, race, ethnic origin, religion, age, marital status, sexual orientation or physical and mental ability. We affirm that the Christian faith is at the heart of the values and motivation of Shiloh Rotherham and remains the central reason that we offer the services we do. We believe that Jesus cared for those in need, and we want to do the same.

4.3 Governing Document

Governance is essentially the process of decision-making and implementation and review in accordance with legal requirements and organisational priorities. The functions and powers of Shiloh Rotherham are set out in its Governing Document dated 27 July 2015. This supersedes the constitution first adopted for the previous charity, (number 1066577), on 13 October 1997 and includes rules for the appointment and tenure of Trustees, and the conduct of business, decision-making, and the recording of minutes.

4.4 Trustees Responsibilities

Trustees have independent control over, and equal legal responsibility for Shiloh Rotherham's administration and management. Their responsibilities include, but are not limited to: (a) acting in the charity's best interests, declaring and, if necessary, withdrawing from decision-making where there is a conflict of interest; (b) not receiving any direct or indirect benefit from the charity unless it is properly authorised and in the charity's interest; (c) acting with reasonable care, diligence and skill, taking specialist advice when appropriate; (d) managing the charity's resources prudently and responsibly, implementing appropriate financial controls, and assessing and managing risks; (e) ensuring that the charity is carrying out its purposes for the public benefit and no other purpose; (f) maintaining proper lines of delegated accountability throughout the charity; and (g) complying with charity law and the charity's Governing Document, including statutory accounting and reporting requirements. Provided that they do their best to fulfil their duties, charity law generally protects trustees who act honestly and reasonably.

4.5 Annual Reports

The Trustees will approve and publish (a) Annual Accounts and Financial Statements in the form required by law, (b) an Annual Report for public dissemination, and (c) an Annual Compliance Audit for its own review purposes setting out how each of the Trustees' policies have been carried out in the preceding year and what steps will be taken to improve or revise policies and procedures to foster best and better practice. The Trustees will also promptly fulfil their obligations to annually file information at and with the Charity Commission, including material for dissemination on open access websites. Additionally, they will comply with requests from the public for copies of the charity's most recent Trustees' Annual Report and Accounts.

5 Organisational Aspects

5.1 Interlocking Network

At the heart of Shiloh Rotherham's activities are its guests – members of the local community and beyond who accept its offer of hospitality. Some come frequently, some less so, but all are entitled to use its facilities and services free of charge. These include catering, counselling, clothing, computing, games and sports, laundry, rest areas, showers, telephone, and training. They are all facilitated by a large and growing team of volunteers who operate under the guidance of managers and supervisors accountable to Shiloh Rotherham's Trustees. Considerable help and support is also given externally by local churches and other faith communities, commercial providers, maintenance contractors, and many individuals and groups within the town's civic and voluntary sectors. Together they add up to a constantly evolving interlocking network which daily interacts with the formal control framework and systems collectively authorised by the Trustees.

6 Public Relations and Social Media

6.1 Openness and Transparency

Public relations, through both emerging and traditional media, is crucial to the work of Shiloh Rotherham. It is an important route for communicating with the wider public so as to promote understanding and support for the charity's work as well as being an important means of fundraising and other forms of financial help. Public relations is also important in the management of information especially with regard to contentious and sensitive issues of social policy and practice. With these points in mind, Shiloh Rotherham commits to openness and transparency in the dissemination of its decisions and decision-making, subject to commercial confidentiality, employment law, and data protection requirements. It will also respect the privacy of people and take steps intended to avoid any unwitting distress caused by publication of material.

6.2 Website and Social Media

Shiloh Rotherham has a good track record in its use of Internet and social media to communicate with the wide public:

- (a) the website www.shilohrotherham.org.uk regularly contains stories about the charity's work. These are viewed across the world and represent an important avenue for demonstrating the necessity for, and effectiveness of, its work;
- (b) Shiloh Rotherham also maintains a *Facebook* presence www.facebook.com/ShilohRotherham which also attracts a significant and increasing number of 'likes' and viewings;
- (c) additionally, the charity uses a *Twitter* account [@ShilohRotherham](https://twitter.com/ShilohRotherham) to publicise events and stories about its activities. This too has an increasing number of followers, including many who 're-tweet' messages.

6.3 Public Relations Profile

Shiloh Rotherham hopes to raise its public relations profile further and invites guests, staff, volunteers, and others with relevant stories to tell, to contact them in order to publicise their material, including on the website and via social media. It will also encourage nominated staff and volunteers to initiate or respond to invitations to make presentations about the charity's works, particularly to those active in local community life. Additionally, the charity will designate one or more person(s) to represent it in all dealings with local, national, regional, and specialist media, (whether audio, print, or visual), and to be responsible for its website and postings on social media.

6.4

Individual Safeguards

- (a) To comply with data protection requirements and best safeguarding practice, (see sections 2.4 and 13.1 of this Handbook), any material submitted for publication to Shiloh Rotherham, or on its behalf, must have received the explicit and informed consent of the person(s) who is (are) easily identifiable or recognisable by or from it. Normally this should be via a Shiloh Rotherham 'Consent to Publication' form, (see Appendix A of this Handbook).
- (b) Individuals can provide their consent for a specific item or linked items, or, if they wish, give ongoing permission for all future instances. Consent for Shiloh Rotherham to publish any material can be withdrawn at any time, including after publication. In the latter case, the charity will take all reasonable steps to withdraw the material, (where this is possible), and to prevent re-publication by destroying original sources.
- (c) Where individual(s) signed consent is not applicable, a signed reason, (e.g. voluntary photo-opportunity by a visiting dignitary), should be made on the form by the person submitting the material.
- (d) Completed forms must be kept in the Administration office and persons submitting material should confirm that this has been done.
- (e) Material which identifies or could identify individual(s) under the age of 18 years requires a Shiloh Rotherham 'Consent to Publication' form, (or other written confirmation from their parents or educational institution that appropriate permission has been obtained); children will never be named individually in any publication by Shiloh Rotherham;
- (f) Signed forms are only required for material to be published by or for Shiloh which contains identifiable or recognisable images and/or text but prior permission(s) should always be verbally obtained in other cases, e.g. when taking photographs, (for private, domestic, or household use), of people on Shiloh Rotherham premises.
- (g) Paragraphs (a) to (f) of this Section 6.4 relate to publications by, or on behalf of, Shiloh Rotherham. Other individuals or organisations producing materials or taking photographs on Shiloh Rotherham premises must observe data protection principles, including obtaining explicit and informed consent of person(s) easily identifiable or recognisable from their productions. Shiloh Rotherham does not accept liability for the production or publication of any such materials or for the failure to obtain such consent(s).

PEOPLE

7 Accidents and First Aid

7.1 Policy Parameters

This policy is designed to implement relevant Health and Safety legislation and to prevent or deal with accidents, including meeting legal requirements for their recording and reporting. (Incidents required to be reported to the Health and Safety Executive (HSE) must be made to their Incident Contact Centre (telephone 0845 300 9932) or via www.hse.gov.uk or via www.riddor.gov.uk). The policy applies to all guests, staff, volunteers, and all present on Shiloh Rotherham premises in whatever capacity. For the purposes of this policy any property let, leased, licensed to and/or managed by Shiloh Rotherham is regarded as premises. The policy must be read in conjunction with the Health and Safety policy set out in section 16 of this Handbook.

7.2 Accident Response

In the event of an accident, the priority is to get help from a site first aider or the emergency services. The line manager must then be notified whether or not there is any injury. A Shiloh Rotherham Accident Book will be maintained in the medical room and **all** accidents **must** be recorded in it as soon as possible but no later than within 24 hours of occurrence. **'Near misses'**, i.e. incidents which could have resulted in injury, must also be recorded. The responsibility for recording rests with the appropriate supervisor, first aider, or line manager. The supervisor or line manager must also investigate all accidents and file a factual account, draw conclusions, and make recommendations for future avoidance. In relatively minor accidents, a brief note may suffice but in more serious cases a fuller report will be necessary.

7.3 Major Injuries

Accidents resulting in one or more of the following must be reported as soon as possible by the relevant line manager to the appropriate authority: fracture of skull, spine or pelvis; fracture of any bone on the arm, wrist, leg, or ankle (not hand or foot); amputation of hand or foot; amputation of finger, thumb or toe, or any part of them; loss of sight or burn, chemical or penetrating injury to one or both eyes; any injury requiring immediate medical treatment or leading to loss of consciousness as the result of electric shock; loss of consciousness arising from lack of oxygen; decompression sickness; acute illness requiring medical treatment when believed to arise from exposure to a pathogen, (an organism or substance which causes disease), or infected material; any other injury causing admission to hospital for more than 24 hours.

7.4 Dangerous Occurrences

All dangerous occurrences must also be notified to the appropriate authority by the relevant line manager even if no injury has been caused. These include collapse of part of building or scaffolding, accidental ignition of explosives' release of large quantities of flammable liquid. The report should be as soon as possible followed by a written report within 10 days.

7.5 Other External Reporting

The relevant line manager must also report to the appropriate authority if anyone is killed or a member of the public taken to hospital as a result of an accident on Shiloh Rotherham premises. The time scale is as soon as possible. Incidences of violence must also be reported by the relevant line manager within 10 days if it results in absence from work, whether employed or voluntary, for more than 3 days subsequent to the incident. This is a requirement arising from the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 1995.

7.6 Other Steps

All staff and volunteers at Shiloh Rotherham will receive basic first aid awareness training as part of their induction. Other training, including mental health first aid, will also be arranged. Where practical, at least one first aider will be present when Shiloh Rotherham is open to guests and visitors. First aid boxes will be maintained in the medical room and in the kitchen. The relevant supervisor or line manager is responsible for seeing that each box is checked at least monthly, that any supplies needed are ordered and out-of-date items removed and replaced. To minimise the risk of accidents, risks assessments will be carried out at regular intervals by competent, designated, and trained individuals – a Shiloh Rotherham Risk Assessment Form has been developed for this purpose, (see Appendix B of this Handbook). Shiloh Rotherham will also ensure that those involved in accident reporting and investigation, recording, and reporting will be competent and receive adequate information, support, and training.

8 Bullying, Harassment, and Physical Assault

8.1 Policy Scope

Bullying and harassment has been defined as a deliberate act or acts which interfere with an individual or group's peace and comfort to the detriment of their well-being: it is the impact of the conduct, not the intention, which determines whether harassment has taken place. Behaviour or language which can be judged as bullying or harassment can fall into one or more categories, including, (but not limited to): aggressive, intimidating, threatening, or violent behaviour, (physical, verbal, or sexual). and/or negative language relating to age, race, nationality, gender, sexuality, dress, speech, (including accents or dialects), physical appearance, any kind of visible or invisible disability, marital status, organisational or social status, personal abilities or skills. As is clear from this definition, physical assault can be part of a pattern of bullying and harassment. Sometimes, though, it constitutes a separate, perhaps unforeseen, act of violence. This policy is designed to cover all forms of abuse, aggression, and violence.

8.2 Investigating Concerns

Shiloh Rotherham provides services designed to be free of intimidation for all those who come into contact with it. It will take sensitive but assertive action against all who do not respect this. Any person involved with Shiloh Rotherham may complain of attitudes or behaviour which they find offensive even if it is not directed at them. Such concerns will be promptly investigated in line with confidentiality and data protection requirements. An individual or individuals will be alerted to any issue involving them, an assessment made following separate interviews, and remedying actions insisted upon where a concern is, or concerns are, upheld. In severe cases the matter will be reported to the police. Where no evidence is found to sustain an allegation, the parties concerned will be informed of this outcome. Where an allegation is rejected, and it is clear that it was of a malicious nature, the person making it will be cautioned in writing by management that such allegations are not tolerated. In persistent or other serious cases, a relevant disciplinary process will be commenced and, if appropriate, the police will be informed.

8.3 Practical Measures

Shiloh Rotherham will take a number of steps to facilitate this policy:

(a) **preventative:** the charity will seek to promote a physical and psychological environment conducive to the safe management of actual or potential abusive behaviour and/or physical assault; as part of this, Risk Assessments, (using the Shiloh Rotherham Risk Assessment Form at Appendix B), must be regularly conducted by management with a view to identifying risks and taking appropriate precautionary measures, (e.g. controlling and supervising access to areas of special vulnerability, maintaining alarm and panic buttons, making equipment, furnishings and their layouts as safe as possible, providing staff and volunteers with appropriate information and training, setting minimum levels of personnel cover);

(a) **responsive:** wherever practicable, efforts to calm and control abusive and violent situations should be collective ones under the guidance of a manager or supervisor or other person with relevant skills and training; in the case of physical assault, individuals may take reasonable steps to constrain attackers and/or defend themselves, bearing in mind each person's civic responsibility to always act moderately and within the law; Shiloh Rotherham will always provide positive and practical support to victims including, if necessary, through referral to other agencies, (no person or persons subject to bullying, harassment, or physical assault, should feel that it is a failure on their part and/or they are not supported);

(c) **recorded:** a system will be maintained for recording incidents – in some instances the Shiloh Rotherham Accident Book referred to in section 7.2 of this Handbook will suffice but in other cases a separate written account will be necessary; all recorded incidents must be reviewed by management and, where appropriate, new Risk Assessments undertaken; as noted in section 7.5 of this Handbook, there is a legal duty to make a formal report to the Health and Safety Executive (HSE) Incident Contact Centre in the case of a physically violent incident which results in death, major injury, or absence from work for seven days or more.

8.4 Shared Responsibility

Seeking to prevent bullying, harassment, or physical assault, and dealing with it if it occurs, is a shared responsibility. The Trustees have a collective duty to monitor, oversee, and review this policy. Senior management are charged with its overall implementation and with ensuring that all at Shiloh Rotherham are made aware of it, including during induction. All others involved with the charity – guests, staff, volunteers, visitors, etc. – are expected to abide by and promote inclusive and non-threatening values. In particular, no person should engage in any activity liable to distress or harm another and all must comply with reasonable instructions given for their safety and security and/or that of others.

9 Complaints Procedures

9.1 Stage One

Any person – guest, member of the public, provider or potential provider of external services, staff, Trustee, visitor, or volunteer – may make a complaint to Shiloh Rotherham individually or with others. The complaint should be addressed to a senior manager or appropriate supervisor, who will arrange an informal discussion with the person concerned with the aim of resolving the matter informally. A complainant or complainants may be accompanied by a friend.

9.2 Stage Two

If a complainant or complainants remain unsatisfied, the issue(s) should be set out in writing and sent to a senior manager, (or, in a complaint against senior management, or against one or more Trustees, to the Chair or, if the Chair is involved, to another designated Trustee), who will carry out an investigation or appoint someone to do so unless they deem the complaint not serious enough. If the matter proceeds, a complainant or complainants may be accompanied by a friend. The results and any action which has or will be taken will be reported in writing to the complainant(s), and anyone complained about, within 21 days. If any party is unhappy with this result they can, within 7 days, refer the complaint in writing to Stage Three of these procedures.

9.3 Stage Three

The referral should be addressed to the Chair of Trustees, (or Vice Chair if the person specifically complained about is the Chair), who, unless she or he deems the complaint not serious enough, will nominate a local external assessor to meet the complainant(s) and any person complained about, (and any party's respective representative). The external assessor will report their decision and any recommendation to all parties within 21 days. Their decision will be final.

9.4 Variation of Procedures

In certain instances these Complaints Procedures may be varied by Shiloh Rotherham. For instance, concerns about conduct which come to light may be appropriately investigated through Disciplinary Processes set out in section 10 of this Handbook. Similarly, complaints which are in effect disciplinary appeals will also be dealt with in accordance with that section. Additionally, where a complaint appears likely to lead to a financial claim or litigation against Shiloh Rotherham, direct contact with complainant(s) will cease and future discussions conducted by Shiloh Rotherham's insurers.

10 Disciplinary Processes

10.1 Overall Framework

It is necessary for the proper operation of Shiloh Rotherham and the health and safety and general well-being of all involved in its operations that there is a disciplinary framework. The following processes will be applied fairly in all instances where disciplinary action is regarded as necessary by Shiloh Rotherham save to an extent where a verbal response is made for any minor act of misconduct. Excluded from consideration in this section are Trustees, (arrangements for their removal from office are set out in Shiloh Rotherham's Governing Document), and volunteers, (arrangements for termination of their roles are set out in section 14.5 of this Handbook).

10.2 Guests and Other Visitors

All guests and visitors are expected to uphold the ethos of Shiloh Rotherham, particularly its commitment to treating everyone with compassion, dignity and respect as befits a relationship of hospitality. Where this does not happen, informal dialogue will be initiated by staff or volunteer(s). Should such interventions not resolve the matter, or the behaviour and/or language be sufficiently serious, the individual concerned will be asked to leave by the duty manager. In extreme cases, the manager may impose a temporary ban on access to Shiloh Rotherham premises for a period of up to 3 months or, in the most severe incidents, impose a permanent ban. Where practicable, the manager will discuss reasons for any permanent ban with other managers and supervisors, and seek their views, before making such a decision. Guests who are temporarily excluded or permanently banned may appeal to another manager within 7 days who may vary, rescind, or uphold the initial decision and whose verdict will be final. Visitors who are temporarily or permanently excluded may appeal through the charity's Complaints Procedures.

10.3 Employed Staff

No disciplinary stage will normally be invoked until an investigation has taken place. The person(s) concerned will be informed as soon as possible of its commencement and conclusions and given reasonable notice of the date and time of any subsequent disciplinary stage. In some cases, suspension with pay will be necessary until the conclusion of any process: this is a neutral precautionary act and not a disciplinary one; if carried out it will be put in writing. Outcomes of any stage will be confirmed in writing, including timescales for any warning to remain on an individual's personal file at Shiloh Rotherham.

10.4 Management

Where a manager's conduct causes concern and cannot be dealt with adequately through dialogue, a designated Trustee will review the matter with the manager and, if the concern is upheld, issue a written warning. If the misconduct is repeated or is of sufficient seriousness, a formal hearing will take place with a designated Trustee to consider evidence and impose a final written warning. Should there be a repeat of this

misconduct or other serious misconduct, a Disciplinary Hearing will be held, by a Trustee not previously involved, to determine what action, including dismissal, should be implemented. In the case of dismissal, the manager will have the right of appeal to the Trustees not previously involved: their collective decision to uphold, vary, or rescind the dismissal will be final. The manager will be entitled to be accompanied by a friend at any of these stages and to be notified in writing of the alleged misconduct prior to any Hearing.

10.5 Other Staff

Many instances of misconduct are minor and will be dealt with through oral dialogue between the employee concerned and an appropriate supervisor or line manager. For more serious cases, a three stage process will apply although Shiloh Rotherham reserves the right to commence the process at any stage dependent upon the nature of the offence. In extreme cases of gross misconduct, summary dismissal will be implemented. Normally, however, where an employee's conduct causes concern, her or his supervisor or line manager will review the matter with the employee and, if upheld, issue a written warning. If the misconduct is repeated or is of sufficient seriousness, a formal hearing will take place with a manager to consider evidence and impose a final written warning. Should there be a repeat of this misconduct or other serious misconduct, a Disciplinary Hearing will be held with a member of management not previously involved to determine what action, including dismissal, should be implemented. In the case of dismissal, the employee will have the right of appeal to the Trustees whose collective decision to uphold, vary, or rescind the dismissal will be final. The employee will be entitled to be accompanied by a friend at any of these stages and to be notified in writing of the alleged misconduct. Unless dismissed for gross misconduct, a member of staff will receive an appropriate period of notice or payment in lieu of notice or such other provision stated in their contract of employment.

10.6 Summary Dismissal

In some instances, a manager or other member of staff may be dismissed summarily. This is without notice or pay in lieu of notice and arises in cases of clear evidence of gross misconduct. Examples include, but are not limited to abuse or exploitation; alcohol or drug-related use seriously affecting self or others; bullying, intimidation, or violence; damage, injury, or loss caused by malice or recklessness; discrimination against another person; embezzlement, fraud, or theft involving Shiloh Rotherham's resources; major act(s) of insubordination; serious breaches of data protection or health and safety; serious misuse of equipment and/or facilities.

11 Employment Policy

11.1 Appointment Process

Traditionally, the majority of Shiloh Rotherham's work has been carried out by volunteers and this is a tradition likely to continue. However, from time to time, it is necessary to employ paid staff and this may increase as the charity expands and accepts greater responsibilities as a Charitable Incorporated Organisation, (CIO). Whilst Shiloh Rotherham reserves the right to recruit in the manner it deems most appropriate, any employment offer will always be preceded by a formal interview, written references, and subject to the collective approval of Trustees.

11.2 Ex-Offenders

Where appropriate, successful applicants are required to complete and send, via confidential and separate cover to a designated person within Shiloh Rotherham, a Disclosure and Barring Service (DBS) form. The designated person will send it for external enhanced DBS checks through authorised processes whilst otherwise maintaining confidentiality. Having a criminal record does not automatically prevent a person from being employed. That depends on the nature of the job and the background to, and circumstances of, a person's offending. These will be discussed confidentially with the person concerned by suitably trained Shiloh Rotherham personnel. However, failure to reveal relevant information is likely to lead to the termination of employment with Shiloh Rotherham.

11.3 Pay and Conditions

Paid staff will be asked to sign, jointly with Shiloh Rotherham, a contract of employment setting out their pay, arrangements for its periodic review, holiday and sickness leave entitlements, occupational pension arrangements, and other basic conditions of service, as required by law. They will also be asked to accept the policies, procedures, and working arrangements of the charity, including those set out in this Handbook and any variations to the same that may be introduced from time to time. When on duty, they must sign in and out in the Attendance Book kept in the Staff Room. Employees will be offered support and training and consulted, individually or in groups, on matters affecting the performance of their role and the general development of the organisation's activities. Training will also be given, including induction covering accidents and first aid, fire safety, and dealing with people and situations. Opportunities for further appropriate training will be provided on subsequent occasions. Whilst on duty, employees may partake of meals and refreshments also available to guests. Basic travel to and from Shiloh Rotherham will not normally be paid but authorised expenses incurred directly on behalf of the organisation will be reimbursed on production of appropriate receipts. Employees should not give transport lifts to guests unless authorised by a senior manager.

11.4 Capability Procedures

Where an employee's attendance or work performance causes concern, her or his supervisor or line manager, (or, in the case of a manager, the Chair of Trustees), will

review the matter with the employee and set written standards and timescales for future improvements. Should this not lead to adequate progress, a further review meeting will be held and a revised set of standards and timescales identified. If this too fails to produce sufficient progress, the employee will be required to attend a Capability Hearing with a different member of management to determine what further action, including dismissal, should be implemented. In the case of dismissal, the employee will have the right of appeal to the Trustees whose decision to uphold, vary, or rescind the dismissal will be final. The employee will be entitled to be accompanied by a friend at either or both of the Capability Hearing or the Appeal. These capability procedures are not disciplinary processes and, in operating them, Shiloh Rotherham will fully accept statutory obligations in respect of non-discriminatory support for those with disability or ill-health.

11.5 Termination of Employment

Paid staff will be liable for dismissal for serious misconduct or other grave cause. Such dismissal will take place in accordance with the Disciplinary Processes set out in section 10 of this Handbook. Where a dismissal is non-disciplinary by reason of redundancy, statutory procedures will be followed. Termination of employment can also be by the employee's resignation or because of retirement. Whatever the reason, when an employee leaves, an exit interview will be sought in order for both parties to gain feedback about experiences, any problems, and suggestions for improvements.

12 Equality and Diversity

12.1 Policy Principles

Shiloh Rotherham opposes discrimination, including on grounds of age, class, gender, disability, marital status, race, sexual orientation, or religious beliefs and seeks to treat all people fairly so that they each have equality of access to and benefit equally from its opportunities, provisions, and services. It welcomes the cultural diversity and enrichment which follows from this, not least a mosaic of differing backgrounds, beliefs, experiences, knowledge, practices, and understandings. It accepts that implementation of this policy principle may on occasions require treating individuals and groups differently and/or making reasonable special adjustments for them.

12.2 Organisational Practice

Staff and volunteers should point out unacceptable behavior, including any belittling or demeaning language, whenever and wherever with it occurs. Shiloh Rotherham reserves the right to invoke disciplinary action and/or withdraw access or services from any person behaving in an abusive, discriminatory, or disruptive manner to another person or persons. Guests, visitors, and other members of the public who feel that they have been discriminated against or unfairly treated may use the Complaints Procedure set out in section 9 of this Handbook.

12.3 Positive Action

Shiloh Rotherham is committed to making reasonable adjustments and taking positive action to promote diversity and equality. It will take steps to ensure that all involved with the organisation and its activities are aware of this policy. Staff, volunteers, and Trustees are expected to participate in equal opportunities training. The organisation will also make efforts to see that the composition of its staff, Trustees, and volunteers is representative of age, class, disability, gender, language, race, sexuality, and religious demographics where practicable. Where this cannot be done the views of people from, or representing, such groups will be periodically sought in order to influence organisational policies, practices, and priorities.

13 Safeguarding

13.1 Vulnerable Adults

A vulnerable adult has been defined in law as a person aged 18 or over who has a substantial learning or physical disability, a physical or mental illness or disorder, (chronic or otherwise), including alcohol or drug-related addiction, and a significant reduction in physical or mental capacity. It is in the nature of Shiloh Rotherham's activities that many people it is involved with fall into this category. Therefore, apart from its legal obligations, the organisation has a strong moral commitment to support such adults in their day-to-day living and to foster dignity and respect for them.

13.2 Abuse or Suspected Abuse

Abuse is the violation of a person's human rights. It can be a single act or repeated ones, and may not be deliberate or intentional. It includes acts or omissions to act encompassing emotional, discriminatory, financial, material, physical, psychological, and sexual aspects of life. A duty to prevent and report any abuse or suspected abuse follows from Shiloh Rotherham's commitment to vulnerable adults.

13.3 Procedural Steps

Anyone involved with Shiloh who becomes aware that a vulnerable adult is, or at risk of, being abused must raise the matter immediately with the appropriate supervisor or line manager who, if satisfied that there is a case for investigation, must (a) take steps to ensure that the alleged victim is safe and supported, (b) inform appropriate agencies, (c) if the circumstances are extreme and urgent, (e.g. current assaults and violence), inform the police, and (d) inform and support the person who has brought the matter to attention, explaining also that he or she may be asked to respond to any external investigations. Shiloh Rotherham respects the rights of confidentiality and privacy enshrined in its Information Management policy set out in section 2 of this Handbook. However, as noted in that section, there is an over-riding duty to disclose abuse to appropriate authorities.

14 Volunteering

14.1 Recruitment and Selection

Volunteers are the lifeblood of Shiloh Rotherham and the organisation welcomes applications from all walks of life and a wide variety of abilities and skills. All who apply will be interviewed to assess whether a voluntary role might be mutually beneficial. The conduct of such arrangements will be in accordance with the provisions of this Handbook, especially its Information Management and Diversity and Equality commitments set out in sections 2 and 12 respectively of this Handbook. At the end of this process, applicants will be told whether or not they have been successful, save that all successful applicants must have their references checked and undergo criminal records checks where applicable before final confirmation at the end of their probation period.

14.2 Criminal Records

All successful applicants are required to complete and send, via confidential and separate cover to a designated person within Shiloh Rotherham, a Disclosure and Barring Service (DBS) form. The designated person will send it for external enhanced DBS checks through authorised processes whilst otherwise maintaining confidentiality. Having a criminal record does not automatically prevent a person from volunteering. That depends on the nature of the role and the background to, and circumstances of, a person's offending. These will be discussed confidentially with the person concerned by suitably trained Shiloh Rotherham personnel. However, failure to reveal relevant information is likely to lead to the termination of any voluntary role.

14.3 Designated Role

The primary factor in assigning duties to a volunteer is the person's ability and suitability to carry out the role description specified. Volunteer roles will initially be for a period of 4 weeks. At the end of this period either party may request a re-assignment of role or decide not to continue with a volunteering relationship. Otherwise the role will be confirmed, subject to satisfactory Disclosure and Barring Service (DBS) checks. Volunteers should only work within the terms of their designated role. In doing so, they are required at all times to treat all whom they meet with compassion, dignity and respect, follow the ethos of Shiloh Rotherham and adhere to its policies, procedures, and working arrangements. Volunteers should not give transport lifts to guests unless authorised by a senior manager. They should notify Shiloh Rotherham if they are unable to attend a volunteering shift which they are timetabled for, or of any circumstances which may affect the performance of their role. When on duty, volunteers should also sign in and out in the Attendance Book kept in the Staff Room.

14.4 Support and Training

Volunteers will be offered support and training by an appointed line manager or supervisor. They will also be consulted, individually or in groups, on matters affecting the performance of their role and the general development of the organisation's

activities. Training will also be given, including induction covering accidents and first aid, fire safety, and dealing with people and situations. Opportunities for further appropriate training will be provided on subsequent occasions. Whilst on duty, volunteers may partake of meals and refreshments also available to guests. Basic travel to and from Shiloh Rotherham will not normally be paid but authorised expenses incurred directly on behalf of the organisation will be reimbursed on production of appropriate receipts.

14.5 Termination of Placement

Volunteering is a gift relationship and not an employment one. Shiloh Rotherham or a volunteer can withdraw this relationship at any time and there is no contractual obligation between them. If there is a problem with the behaviour or performance of a volunteer this will be dealt with informally. If the issue remains unresolved, a formal meeting will take place with the supervisor or line manager which may result in steps and timescales required for improvements. If a similar or other serious problem subsequently occurs, the volunteer will be asked to leave. In the event of gross misconduct, the placement will be terminated immediately without notice. In all cases of termination, the volunteer will have the right of appeal to a manager not previously involved with the process. This must be exercised in writing within 7 days and will be responded to within a further 14 days. An appeal decision will be final. Possible grounds for termination of a voluntary role may include, but not be limited to, abuse or mistreatment of others, acting in hazardous manner, being under the influence of alcohol or drugs, failure to follow Shiloh Rotherham's policies or procedures, failure to satisfactorily perform assigned duties, misuse or theft of property, or repeated smoking on site in non-designated areas. When a volunteer leaves, or is asked to leave, an exit interview will be sought in order for both parties to gain feedback about experiences, any problems, and suggestions for improvements.

RESOURCES

15 Buildings, Equipment and Facilities

15.1 Planned Monitoring and Evaluation

As part of its overall commitment to best practice, the charity will maintain and regularly update a Shiloh Rotherham Buildings, Equipment, and Facilities Plan which will:

- (a) evaluate the environmental and social impact of the charity's physical resources and operational practices and consider possible improvements in energy conservation, use of 'green' appliances and fittings, and implementation of solar approaches;
- (b) design schedules for buildings and plant maintenance, including preventative maintenance, and set out approaches to dealing with unexpected maintenance, vandalism and theft, and site security;
- (c) inventorise equipment for the Fixed Assets Register and draw up repairs and replacement arrangements, including portable appliances testing where required;
- (d) review useage of facilities and services and, where necessary, introduce and monitor rules to enhance inclusive access, fair useage, and better security.

16 Health and Safety

16.1 Organisational Commitment

To comply with health and safety legislation and associated standards of best practice, Shiloh Rotherham will display a written, signed and dated Health and Safety policy and take reasonably practicable steps to ensure the health, safety, and welfare of all involved with its activities, including guests, staff, volunteers, visitors, and the general public. In particular it will ensure that it maintains safe premises and safe systems of work, safe equipment and safe arrangements for handling and transporting equipment and materials, and a safe and healthy environment with adequate welfare facilities for all. The specific needs of new mothers, pregnant women, visitors, and vulnerable adults will be part of this remit.

16.2 Accident Reporting and First Aid

Shiloh Rotherham will maintain and publicise first aid boxes at all times and ensure one or more qualified and trained first aider is on duty when its site is open to guests or the general public. It expects all at its premises to follow the Accidents and First Aid provisions set out in Section 7 of this Handbook. Any accident or experience of an untoward incident **must** be immediately reported so that appropriate action can be taken and proper records kept.

16.3 Equipment and Machinery

Shiloh Rotherham will regularly take steps to (a) control any work-related substances potentially hazardous to health, (b) inspect and, if necessary, repair all electrical appliances, (c) regulate levels of equipment and machinery noise to an acceptable level, and (d) train those required to lift and transport awkward and/or heavy weights in correct handling techniques. It requires staff and volunteers not to use specialised equipment or machinery for which they have not been authorised and trained. Guests and visitors are only authorised to use any equipment or facility provided by Shiloh Rotherham whilst under the supervision of a designated staff member or volunteer.

16.4 Fire and Emergencies

Proper fire procedures and emergency assembly places will be displayed throughout Shiloh Rotherham premises and appropriate regular training given to staff and volunteers on induction and at regular intervals thereafter, including by fire drills. Cooperation with others in neighbouring premises, and with emergency services, will be integral to this. For safety purposes, all staff and volunteers are required to sign in and out in an Attendance Book in the Staff Room. Guests must be signed in to the daily register at the reception desk. A separate attendance book will also be maintained at the reception desk for visitors to sign in and out. Panic buttons for use in emergency situations will be maintained in areas where personal safety might especially be at risk. Regular recorded testing will be done of them and of emergency fire alarms. The charity will also display 'No Smoking' and emergency 'Exit' signs.

16.5 Risk Assessments

Assessments will be periodically carried out at Shiloh Rotherham in order to assess potential hazards arising from its activities and those carried out on its behalf. Similar assessments will also be undertaken when new activities are considered, (e.g. fundraising), or new equipment or machinery utilised. A Shiloh Rotherham Risk Assessment Form has been developed for this purpose and, when completed, will confirm that a proper check has been done, note who might be affected by any identified hazard, stipulate any action and timescales to eliminate or reduce risk, and state the person(s) responsible for implementation. The Form is in accordance with Health and Safety Executive (HSE) published advice and will be regularly reviewed.

16.6 Other Measures

The responsibility for ensuring the development, implementation and monitoring of this Health and Safety policy rests with the Trustees who may take external specialist advice. In carrying out this duty they will designate a senior manager to carry out operational management of the policy: she or he may delegate parts of this task whilst remaining managerially responsible. However, Shiloh Rotherham stresses that health and safety is everyone's obligation: all involved at or with Shiloh Rotherham are required to read this policy, familiarise themselves with its provisions, and carry out relevant responsibilities. This includes ensuring that doors, corridors, fire exits and stairways are kept free from obstruction. It also means following good practice in matters of personal and environmental hygiene – e.g. handwashing, and use of disposable gloves and designated waste containers. With this in mind, it will regularly display and update relevant notices so that premises will be maintained in a clean, orderly, safe, and tidy manner.

16.7 Training and Support

Shiloh Rotherham will provide all involved in its activities with information, training, and equipment to enable them to remain safe whilst at the charity's premises. This will include developing protocols for lone working, protection of vulnerable adults, and relevant training for staff, volunteers, and others in dealing with challenging behaviour, first aid, food hygiene, and personal safety. It will continually reiterate individual and collective responsibilities and everyone's duty of care to people around them, explaining that both individuals and groups can be held responsible in law for accidents and incidents.

STRATEGY

17 Organisational Development

17.1 General Principles

Research has highlighted a number of core principles for good governance and management of organisations. These can be summarised as strategic vision with a high standards of ethics, openness and transparency; collective leadership based on operational clarity, clear delegation and accountability; good levels of participation by all stakeholders; and periodic monitoring and review processes to improve performance, manage risks, and promote quality and responsiveness.

17.2 Rolling Plan

Management will formulate for the consideration of Trustees a Development Plan stating the aims and objectives of Shiloh Rotherham, how they are presently carried out, how it is intended that they will be changed and/or enhanced in the future, how this will be financed, and how implementation will be monitored and evaluated. This plan will be maintained on a rolling basis and therefore revised and approved at least annually.

17.3 External Liaison

Shiloh Rotherham will collectively foster and maintain contacts and links with a range of individuals, groups, networks and organisations at local, regional, and national levels in order to become aware of good practice in efficiency, effectiveness, and quality development.

Appendix A Shiloh Rotherham ‘Consent to Publish’ Forms

CONSENT TO PUBLISH FORM		
Can be used for individual or group permissions and for single or linked events		
Date:	Title or Brief Description:	
Type of Material:		
<p>I CONSENT to Shiloh Rotherham publishing, including in news media and/or on their Facebook, Twitter, and Website pages, THE ABOVE MATERIAL in which I may be identifiable or recognisable. I understand I can withdraw my consent at any time. (A parent or guardian must sign for those under 18 years of age).</p>		
Name	Signature	Date
When completed and signed, this form should be filed in Shiloh Rotherham’s Administration office		

CONSENT TO PUBLISH FORM		
To be used for giving ongoing permission to publish		
<p>I give ONGOING CONSENT to Shiloh Rotherham publishing, including in news media and/or on their Facebook, Twitter, and Website pages, ANY materials in which I may be identifiable or recognisable. I understand I can withdraw my consent at any time. (A parent or guardian must sign for those under 18 years of age).</p>		
Name	Signature	Date
When completed and signed, this form should be filed in Shiloh Rotherham’s Administration office		

Appendix B Shiloh Rotherham Risk Assessment Form

SHILOH ROTHERHAM RISK ASSESSMENT FORM				Date:		
What are the hazards? - e.g. vulnerable to abuse or attack, slips and trips, manual handling	Who might be harmed and how?	What are you already doing?	What further action is necessary?	Action by who?	Action by when?	Date done
Review date:			Signed:			

Change History

Date	Author	Purpose	Notes
11 th January 2016	David Bunch	Initial version	Signed off by Trustees
9 th March 2016	Chris Woods	Formatting changes to pagination only.	Reviewed by John McDonnell and Len Wilson.