



OPERATIONAL POLICIES & PROCEDURES

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Complaints Policy and Procedure

Sorted Church feels that service users have the right to receive a high standard of services. The complaints procedure is in operation to enable service users to be listened to and ensure that any complaints are dealt with fairly, quickly and confidentially.

For further details about confidentiality contact a member of staff who will talk you through the appropriate policy.

We view complaints positively, so they give us the opportunity to improve the quality of our services. However, it is anticipated that complaints could be resolved before they reach the formal stage; if this is not possible, it is important that fair, accessible action is taken.

You may wish for a staff member or another organisation to support you in your complaint.

The process for complaints should follow the following stages:

- Informal, which can be verbal
- Formal, which involve a written complaint
- Review or appeal panel

Informal stage:

An informal complaint would be delivered verbally to a session leader. This complaint would be listened to and addressed by talking to relevant people and producing a solution which is agreeable to all parties (where possible).

Formal stage:

If you are not satisfied with the explanation and decision made or if you wish to involve a more senior person then you may make a formal complaint which should be in writing and addressed to the Lead Evangelist. Be as detailed as possible about the complaint, giving dates/times of the incident, any other persons involved and how you would like to see this complaint being resolved. You may use another person to write the complaint. These issues will be investigated in full and responded to in writing, outlining our response to the complaint within 5 working days.

If you are not satisfied with the response/decision made you may elect to have a review panel established to investigate the matter further.

Review Panel:

The review panel will consist of the Chair of Trustees and an additional Trustee. You will be invited to attend the review panel, with a friend/representative if required. The meeting shall be held as informally as possible. The Chair will explain the purpose of the meeting, introduce the members and discuss confidentiality. All members may make a written and verbal presentation to the panel. Proceedings will be minuted. People making presentations can be asked questions.

The panel will make recommendations on the complaint to the chairperson within 7 days. The chair person will then consult with the panel and a decision made. This decision will be made known in writing within 28 days of the panel meeting, outlining the reasons from the decision and any action proposed as a result of the panels review.

Conflict of Interest Policy

Trustees have a legal obligation to act in the best interests of Sorted Church, and in accordance with *the charity's* governing document, and to avoid situations where there may be a potential conflict of interest.

Conflicts of interests may arise where an individual's personal or family interests and/or loyalties conflict with those of Sorted Church. Such conflicts may create problems; they can:

- inhibit free discussion
- result in decisions or actions that are not in the interests of Sorted Church.
- risk the impression that Sorted Church has acted improperly.

The aim of this policy is to protect both the organisation and the individuals involved from any appearance of impropriety.

The declaration of interests

Accordingly, we are asking *trustees and senior staff* to declare their interests, and any gifts or hospitality offered and received in connection with their role in Sorted Church. A declaration of interests form is provided for this purpose, listing the types of interest you should declare.

To be effective, the declaration of interests needs to be updated at least annually, and when any material changes occur.

If you are not sure what to declare, or whether/when your declaration needs to be updated, please err on the side of caution. If you would like to discuss this issue, please contact the charity secretary or Administrator for confidential guidance.

This register of interests shall be used to record all gifts of a value over £25 and hospitality over £25 received by the trustees and staff.

Interests and gifts will be recorded on the charity's register of interests, which will be maintained by *the Administrator*. The register will be accessible by the leadership team or trustees.

What to do if you face a conflict of interest

If you believe you have a perceived or real conflict of interest you should:

- declare the interest at the earliest opportunity
- withdraw from discussions and decisions relating to the conflict

The charity secretary should take special care to ensure that minutes or other documents relating to the item presenting a conflict are appropriately redacted for the person facing the conflict. A balance needs to be made to ensure that the person still receives sufficient information about the activities of the charity generally without disclosing such sensitive information that could place the individual in an untenable position.

If you are user of Sorted Church's services, or the carer of someone who uses Sorted Church's services, you should not be involved in decisions that directly affect the service that you, or the person you care for, receive(s). You should declare your interest at the earliest opportunity and withdraw from any subsequent discussion, unless expressly invited to remain in order to provide information. In this case you may not participate in, or influence, the decision or any vote on the matter. You will not be counted in the quorum for that part of the meeting and must withdraw from the meeting during any vote on the conflicted item.

There are situations where you may participate in discussions from which you could indirectly benefit, for example where the benefits are universal to all users, or where your benefit is minimal. This action will be agreed by the chair and minuted accordingly.

If you fail to declare an interest that is known to *the charity secretary* and/or *the chair of the board*, the *charity secretary* or *chair* will declare that interest.

Decisions taken where a trustee or member of staff has an interest

In the event of the board having to decide upon a question in which a trustee or member of staff has an interest, all decisions will be made by vote, with a *simple majority* required. A quorum must be present for the discussion and decision; interested parties will not be counted when deciding whether the meeting is quorate. Interested board members may not vote on matters affecting their own interests. All decisions under a conflict of interest will be recorded by *the charity secretary* and reported in the minutes of the meeting. The report will record:

- the nature and extent of the conflict
- an outline of the discussion
- the actions taken to manage the conflict.

Where a trustee benefits from the decision, this will be reported in the annual report and accounts in accordance with the current Charities SORP.



All payments or benefits in kind to trustees will be reported in the charity's accounts and annual report, with amounts for each trustee listed for the year in question.

Where a member of Sorted church's staff are connected to a party involved in the supply of a service or product to the charity, this information will be fully disclosed in the annual report and accounts

Independent external moderation will be used where conflicts cannot be resolved through the usual procedures.

Managing contracts

If you have a conflict of interest, you must not be involved in managing or monitoring a contract in which you have an interest. Monitoring arrangements for such contracts will include provisions for an independent challenge of bills and invoices, and termination of the contract if the relationship is unsatisfactory.

Financial Management Policy

Objectives of the Policy

1. To ensure the on-going financial viability of Sorted Church
2. To implement systems and controls that:
 - i. Protect the organisation against loss and misappropriation of funds
 - ii. Protect individuals from unsubstantiated accusations of financial misconduct
 - iii. Provide regular, relevant and reasonable management information
 - iv. Provide transparency in the accounting systems for inspection purposes and for information retrieval
3. To produce End of Year Financial Statements that satisfy the Charity Commission.

OBJECTIVE 1 - To Ensure the On-Going Financial Viability of Sorted Church

In line with the Development Plan a projected expenditure budget is produced for the next financial year which is rolled out over the following two years. This rolling out is reviewed annually and the projected budget is revised. This expenditure budget forms the benchmark against which income is sought and actual expenditure is compared.

OBJECTIVE 2 – Implementation of Systems and Controls

This section should be read in conjunction with the Financial Systems Document which form Appendix 1 of this policy.

Handling of Receipts

This may be by:

Cash – Fees for activities are sometimes paid by cash, which is counted by the lead worker at the time of receipt. All cash received is then reconciled weekly by the Administrator with the Lead Evangelist or Manager. Cash will be banked within one week of receipt.

Cheques coming into the organisation are banked generally within one week of receipt by the Treasurer.

Standing Orders are directed to the bank and bank statements confirm the transaction.

BACS transfers occur for incoming and outgoing payments and bank statements confirm the transaction.

The safety of personnel carrying monies and the security of passage of those monies to and from the Bank deserve particular scrutiny. In most cases the amounts will be small and people involved with such deposits are reminded of the potential risk to themselves and are advised:

- To be watchful,
- To visit bank during daylight hours
- To vary route and times of the visit
- To invite assistance from other associates when required
- To carry a personal protection alarm.

Handling of Payments.

This may be by:

Cash for petty cash accounts is requested on float / expense forms accompanied by receipts. Cash is then requested by electronic payment from the bank. Cash payments for float / expenses are acknowledged by the signature of the recipient. BACS payments for float / expenses are not normally acknowledged by the signature of the recipient.

Cheques are written to order weekly, and presented to a Trustee counter signatory together with relevant explanatory paperwork for expenses and invoices etc. Invoices and expenses are authorised by the Lead Evangelist.

BACS transfers for salaries, HMRC, and other invoices are made directly with the bank via on-line banking. The monthly bank statements are channelled via the Treasurer for scrutiny.

Direct Debits for Utility payments, etc. are set up by the Administrator with the approval of the Treasurer.

Segregation of Duties

We aim to ensure that no one person is responsible for the initiating, recording, authorising and settling of a transaction that commits Sorted Church to what may be significant expenditure.

We also aim to organise the above chain of events such that different people provide a check on each other to prevent fraud and innocent error.

To achieve these aims we separate the spending approval or authorisation from the making or recording of payments. Besides requiring two signatures on all cheques the following additional safeguards are applied:

Authorisation for spending on items up to £1000 – Lead Evangelist

Authorisation for spending on items £1000 – £3000 - Lead Evangelist and 1 Trustee

Authorisation for spending on items over £3000 – Lead Evangelist, Chair & 1 Trustee

Provide regular, relevant and reasonable management information

After the end of month bank reconciliation has been completed, figures are provided of monthly income, expenditure and cash in bank. In addition, quarterly cumulative figures are given for income and expenditure for the year to date to compare with the budgeted income and expenditure. With this Information, the Lead Evangelist and Trustees will be able to spot areas which are needing attention and are veering away from the plan.

Provide transparency in the accounting systems for inspection purposes and for information retrieval.

The use of West Yorkshire Community Accountancy Services (WYCAS) accounting software provides an appropriate means for the recording of all Sorted Church's financial matters. The system is run by our Finance Worker, overseen by the Treasurer. This ensures that information is readily at hand at any period end and at the year-end where accounts can be finalised, audited and published. This system lends itself well to the compartmentation of the different areas of work with Sorted Church and the reconciliation of monies donated for restricted purposes and the subsequent spending of those monies.

To produce End of Year Financial Statements.

The use of WYCAS accounting software provides the accountant and Independent Examiner the information required to produce the end of year financial reports.

This policy will be periodically reviewed and updated as necessary.

Financial Management Policy Appendices

Income & Expenditure Process

Golden Rules are:

- **'No Paperwork – No Money'**
- Separation of the **'One Who Spends' From The 'One Who Authorises'**
- **Cheques to be Signed and Countersigned Only After Writing**

INCOME

Income will come from various sources. They can be categorised as follows:

BACS payments are most preferred for security reasons.

Cheques - usually accompanied by some paperwork. This should be dated and kept. Cheques should be paid in as soon as practically possible.

Cash Receipts – these are kept in the safe and paid into the bank as soon as practically possible.

EXPENDITURE

Requests for expenditure will come from various sources. They can be categorised as follows:

Petty Cash

There is a central cash float from which day to day expenses are met.

This money is reimbursed when the staff member submits a completed expenses sheet with receipts attached which is authorised by the Lead Evangelist or a Trustee.

Cash receipts should be signed as received when moneys are handed over.

Recognition should be made of health and safety considerations when visiting the bank.

Expenses

Expenses work similarly. This money is reimbursed when the staff member submits an expenses sheet with receipts attached which is authorised by the Lead Evangelist or authorised manager.

Invoices

Incoming invoices should be checked against work done / services provided and signed as being valid and OK for payment by the Lead Evangelist. This is crucial to avoid scam invoices that may appear. Invoices are then passed for payment to the Administrator.

Other Receipts and Invoices

For some exceptional cases, paperwork may need to be 'invented'. This is so that a record is provided for the accounting procedure and the payment can be logged against a specific cost area and is traceable. This may take the form of a 'Receipt of Payment' which would need to be signed. For some contractors who struggle with paperwork, an Invoice for work done may need to be designed.

Bank Reconciliation

Bank statements are sent to the Treasurers home address from the bank after close of business of the last day of the calendar month. The bank account in operation is with Yorkshire Bank. The account is reconciled monthly by the Administrator overseen by the Treasurer.

Management Information

Management Information should be prepared monthly, emailed where possible to the Lead Evangelist and Chair and a hardcopy prepared for the file. Having reconciled the balances, the Book Balance for each account for the appropriate month end should be added to Excel Spreadsheet. More detailed information will then be provided on Spreadsheet:

Month End Balance will be as the above figure. Monthly Income will come from totalled column on bank statement with adjustments for deposit transfers, outstanding transactions from previous month end and adjustments for current month end.

Monthly Expenditure will come from totalled column on bank statement with adjustments for deposit transfers, outstanding transactions from previous month end and adjustments for current month end.

Health and Safety Policy Statement

Sorted Church has established this health and safety policy to ensure the health, safety and welfare at work of all employees and others who may be affected by its activities. This policy will be implemented in all premises owned or controlled by the Charity.

In pursuance of this policy, the Charity will take action to:

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

Health and Safety Procedures

Responsibilities

Overall and final responsibility for health and safety rests with the Trustees.
Day to day responsibility for ensuring that this policy is put into practice is delegated to The Lead Evangelist.

All employees are required to:

- co-operate with supervisors and managers on health and safety matters;
- not interfere with anything provided to safeguard their health and safety;
- take reasonable care of their own health and safety; and
- report all health and safety concerns to an appropriate person (as detailed in this policy document).

Health and safety risks arising from work activities

- The project leaders will undertake risk assessments.
- The findings will be reported to the Lead Evangelist.
- Action required to remove/control risks will be approved by the Lead Evangelist.
- The project leaders will be responsible for the action required is implemented.
- The Lead Evangelist will check that the implemented actions have removed/reduced the risks.
- Assessments will be reviewed every year or when the work activity changes, whichever is the soonest.

Safe handling and use of substances:

- The Lead Evangelist will be responsible for identifying all substances which need a COSHH assessment and will arrange for them to be safety stored.
- The Lead Evangelist will be responsible for undertaking COSHH assessments.
- The Lead Evangelist will be responsible for ensuring that all actions identified in the assessments are implemented.
- The Lead Evangelist will be responsible for ensuring that all relevant employees are informed about COSHH assessments.
- The Lead Evangelist will check that new substances can be used safely before they are purchased.

Information, instruction and supervision:

- The Health and Safety Law poster is displayed in the office.
- Supervision of young workers/trainees will be arranged/undertaken/monitored by Lead Evangelist.
- The Lead Evangelist is responsible for ensuring that employees working at locations under the control of other employers are given relevant health and safety information.

Competency for tasks and training:

- Line manager will provide induction training for all employees.
- Line managers will provide Job specific training.
- Training records are kept at the office.
- Training will be identified, arranged and monitored by line managers.

Accidents, first aid and work-related health

- The first-aid box(es) are on each site, in staff vehicles and at the head office.
- The majority of project staff are first aiders, designated first aiders will be identified on session risk assessments.
- All accidents and cases of work-related ill health are to be recorded in the accident book. The book is kept with at the head office.
- The Chair of Trustees is responsible for ensuring that accidents, diseases and dangerous occurrences are reported to the enforcing authority.

Monitoring

- To check working conditions and ensure safe working practices are being followed we will have regular inspections.
- The Lead Evangelist is responsible for investigating accidents.
- The Lead Evangelist is responsible for investigating work-related causes of sickness absence.
- The Lead Evangelist is responsible for acting on investigation findings to prevent a recurrence.

Emergency procedures – fire and evacuation

- The Lead Evangelist is responsible for ensuring the fire risk assessment is undertaken and implemented, this will include annual PAT Testing.
- The project staff should check escape routes before each session, as part of the risk assessment.
- The Lead Evangelist should check that buildings (hirers) have maintained Fire Safety Plans, Fire extinguishers, and that alarms are tested regularly.
- Fire drills should be conducted at least annually, or more regularly if required by building hirers.

Privacy Notice - GDPR Compliance

Sorted Church are committed to protecting and respecting your privacy and this Privacy Notice sets out our commitment to processing the personal information entrusted to us lawfully and safely.

To reassure you, we will never sell, trade, or rent your details to a third party. We will not use your data to find out more about you or to profile our supporters in any way.

We want to make it clear why, what and how we handle your data. We will only use the data you have given us for the purposes you would expect.

Why we hold your information

- To ensure appropriate records are stored about your involvement and support of our charity.
- Supporting your access to our services i.e. registration form / consent form.
- To inform you of any training, events or volunteering activities where you can get involved.
- Administering your financial commitment and support.
- Promotion of our groups on Social media.
- Use of cookies – this is used to collect information on who visits our website to develop site content, layout and services. It does not compromise the security of your computer.

What information we hold

- Basic contact information – including name and address, phone number, email address where you have consented to these having been given to us in the normal course of our work
- Financial supporters – a copy of your financial information and HMRC Gift Aid Declaration
- Personal data on your children may include your consent to attend an activity, details of allergies, special needs, dietary requirements

How we use your data

- To inform us of your wishes / consents
- To prepare and plan events, sessions and activities
- To comply with any lawful process with a relevant authority

We will be vigilant about safeguarding your data by keeping it stored in the following manner

- Digitally – on a computer system with a Password / Encrypted protection.
- Hardcopy paperwork – in a lockable filing cabinet in a secure office

It is your choice how we use your data

You have the right to ask to us to change, alter or remove completely any personal information or data whenever you choose. You have the right to be informed, to have access, to rectify and to be forgotten.

We will review the data we hold every 12 months and ensure we still need to keep it.

We encourage you to read this notice carefully and if you would like any further clarification or are concerned about the way we have handled or store your data please contact our Lead Evangelist, Tracy Milne, who will be happy to help.

Recruitment and Selection Policy

Aim

To set out the minimum requirements of a recruitment process that aims to:

- Attract and select the best possible applicants to vacancies
- Deter Identify and reject prospective applicants who are unsuitable for work with children or young people
- Meet statutory requirements of the Equality Act 2010
- Treat all applicants fairly and clearly.

Procedures

We are vigilant in our recruitment procedures.

We follow this procedure every time we recruit a new member to our team.

Identification of recruiting panel

- We have a minimum of two people on our recruiting panel. The same two people are involved at each step of the recruitment process.
- At least one member of the panel will have attended training in safe recruitment procedures.

Advertising

- We use use local reputable newspapers and websites.
- All our adverts include a 'recruitment and selection policy statement' which gives details of our equal opportunities policy and safe recruitment procedures "Sorted Church is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. All applicants are subject to a satisfactory enhanced Criminal Records Bureau disclosure and at least two independent references.

Job application pack / recruitment materials

- Any person enquiring about the post will be supplied with a job application pack which as a minimum, will include:
 - o Job description and person specification
 - o An application form
 - o An outline of our recruitment and selection process
 - o A copy of our recruitment and selection policy (this document)
- All applicants must complete, in full, an application form. At our setting CV's will not be accepted.

Short-listing

- We shortlist all candidates against the person specification for the post.
- We ensure all applicants receive correspondence regardless of whether they are successful in reaching the interview stage or not.
- We welcome applications from all sections of the community. Applicants will be considered on the basis of their suitability for the post, regardless of their marital status, age, gender, culture, religious belief, ethnic origin or sexual orientation.

Interview stage

- Interviews will usually be face to face.
- A minimum of two people, usually the manager and the deputy, will sit on the interview panel. Both will be involved in the overall decision making.
- At the interview, each candidate will be required to prove their identity against photo ID (for example a passport, birth certificate or driving licence) and also produce documents to prove they are eligible to work in the UK.
- At the interview, candidates will be questioned using the same set criteria and same questions. The questions will be formulated from the essential criteria listed in the person specification and specific areas of childcare.
- Candidates will be given a score for their answers
- Candidates will always be required
 - to explain satisfactorily any gaps in employment
 - to explain satisfactorily any anomalies or discrepancies in the information available
 - to declare any information that is likely to appear on a CRB disclosure
 - to demonstrate their capacity to safeguard and protect the welfare of children and young people
- The manager and deputy may then select the most suitable person for this position based on these scores and their knowledge and sometimes based on scoring from a practical/delivery element to the interview
- Each candidate will receive communication from us stating whether they have been successful or not.

SMOKING & ELECTRONIC-CIGARETTES IN THE WORKPLACE AND VEHICLES USED FOR WORK PURPOSES

Introduction

In the interests of the health, safety and comfort of employees and customers/service users, and to comply with legislation, Sorted Church operates a no smoking policy. Any employee found to be smoking on the premises will be subject to disciplinary action.

For the purposes of this policy, smoking also incorporates the use of Electronic Cigarettes

The Purpose of this Policy

It is illegal under the Health Act 2006 (and regulations made under that Act) to expose a person in an enclosed or a substantially enclosed workplace or an enclosed company vehicle to second-hand smoke.

The purpose of this policy is to enable the employer to comply with the relevant legislation and to protect any person (eg employees, customers, contractors, or visitors) in the workplace or in a company vehicle from exposure to second-hand smoke.

Policy

It is the policy of Sorted Church that all of our workplaces, including our detached youth work sessions, are smoke-free. Smoking is prohibited in all parts of the workplace.

Smoking is also prohibited in any part of a vehicle used for work purposes, including minibuses and personal vehicles.

Implementing the Policy

The Lead Evangelist has overall responsibility for the implementation of this policy. Day-to-day responsibility for the implementation of this policy lies with all managers but all employees are obliged to adhere to, and facilitate the implementation of the policy in the workplace and vehicles used for work purposes.

Communicating the Policy

The employer will inform its employees and visitors/service users about the no-smoking policy in the following ways.

- No-smoking signs will be clearly displayed at the entrances to and within the workplace.
- A copy of this policy is easily accessible

All written correspondence inviting any person (eg a job applicant) to attend the workplace (eg for a job interview) must inform that person about the no-smoking policy.

Recruitment

All job advertisements must refer to the no-smoking policy.

All job applicants must be informed about the no-smoking policy during a job interview.

New employees

All new employees will be given a copy of the no-smoking policy, at induction.

Non-compliance with the Policy

In accordance with the employer's disciplinary procedure, disciplinary action will be taken against an employee who smokes in the workplace or in a vehicle used for work purposes at any time (unless the vehicle is only ever used by the smoker and passengers are never carried in that vehicle).

Visitor non-compliance

All employees are expected to inform visitors about the no-smoking policy in any part of the workplace. However, an employee is not expected to enter into any confrontation that may put his or her personal safety at risk.

Employees should take the following steps if their visitor smokes in any part of the workplace in their presence:

1. Politely ask them to stop smoking and inform them that smoking is only permitted outdoors in designated areas.
2. If the visitor does not stop smoking, politely inform the visitor that it is illegal to smoke and ask him or her to leave the premises.

3. If the visitor does not stop smoking or refuses to leave the premises, immediately inform an appropriate manager or the Lead Evangelist.

Passenger non-compliance

All employees are expected to inform passengers about the no-smoking policy in any part of a vehicle used for work purposes. However, an employee is not expected to enter into any confrontation that may put his or her personal safety at risk. The driver of a vehicle used for work purposes has a legal obligation to stop any passenger from smoking in that vehicle.

Such a driver should take the following steps if their passenger smokes in the vehicle in their presence.

1. Politely inform the passenger that it is illegal to smoke and ask him or her to stop smoking.
2. If the passenger does not stop smoking — politely inform the passenger that it is illegal to smoke and ask him or her to leave the vehicle (if it is possible to park the vehicle legally and safely).
3. If the passenger does not stop smoking, refuses to leave the vehicle or it is not possible to park the vehicle legally and safely, continue the journey and report the incident to an appropriate manager or the Lead Evangelist. Any report about such an incident will only be used for the purpose of monitoring the effectiveness of the no-smoking policy in vehicles used for work purposes.

Smoking Outside the Workplace

Smoking will only be permitted outdoors in designated areas.

All employees who smoke outdoors in a designated area must dispose of any ash or cigarette ends.

Smoking Breaks

An employee is only permitted to leave his or her workplace to smoke outdoors in a designated area during an official break (eg lunch break).

All employees must ensure that the length or frequency of their smoking breaks does not have an adverse effect on their performance or the business. An employee must make up the time they take for smoking breaks if doing so would prevent that time from having an adverse effect on their performance or the business. An employee should not take more than two smoking breaks in a day, in addition to their official breaks.

Disciplinary action will be taken against any employee whose performance is not satisfactory due to the length and/or frequency of their smoking breaks.

Help to Stop Smoking

Smokers who want to stop smoking may call the NHS smoking helpline on 0800 0224 332 or visit www.smokefree.nhs.uk.

Monitoring and Reviewing the Policy

The no-smoking policy in the workplace and vehicles used for work purposes will be reviewed once a year.

Volunteer Policy

Our vision and mission for volunteering

Volunteering is a great way to share your enthusiasm, skills and ideas whilst having fun and meeting like-minded people. By volunteering for Sorted Church you will be making a positive contribution to community development in our area. Volunteers are vital to our work.

Attracting volunteers and volunteer agreement

We have a range of opportunities for volunteers to get involved in. From our team you can access our volunteer role profiles. All you need to do then is to complete our short Volunteer Registration Form.

Once we receive a copy of your completed registration form, a member of our team will get in touch with more information on specific opportunities and we can decide together which option best matches your interests and time availability and also our needs. Your help will be greatly appreciated and really will make a difference.

DBS Checks

Some volunteer roles will require DBS check to inform Sorted Church of any criminal convictions that a person wishing to volunteer may have. For example, any volunteer position which involves regulated activity with children or vulnerable adults will be subject to a DBS check.

Induction and training

It does not matter how much you already know, as there will be opportunities to learn, and we have roles to suit every level of expertise.

There will be an induction prepared and delivered by one of our staff. This will include:

- some information about Sorted Church, our vision, mission and our future plans;
- the role of the volunteer;
- introduction to some volunteers;
- tour around our facilities and see some of our initiatives;

- copy of all the relevant policies including this volunteer policy and also our Health and Safety, Expenses and Equality and Diversity;
- information about training and ongoing learning opportunities

There will be a trial period of 3-months to give Sorted Church and you time to discover if you are suited to each other. A review will be made midway through the trial period and also at the end. This is not an assessment, it is just so that we can be sure that you benefit the most from the volunteering experience and maximise the time you are giving freely.

Supervision and Support

Our team will offer support to you (designated contact will be introduced at induction). They will remain your key contact throughout your volunteering with us. This will include regular meetings with you to discuss how you are getting on, discuss any training needs and deal with issues arising. This will also ensure that Sorted Church are doing all we can to make your volunteering experience an enjoyable and meaningful one.

Recognition and reward

We could not do the work we do without our volunteers. To acknowledge this we will always say thank you and show appreciation for a job well done. There will always be a listening ear or shoulder to lean on. We also have thank you events, including an annual volunteer celebration event.

Expenses

We value our volunteers and want to ensure that there are no barriers to volunteer involvement. All reasonable out of pocket expenses, if approved by the Lead Evangelist, will be reimbursed including expenses for travel and meals. In order to claim expenses, an Expenses Form must be completed, a valid receipt provided and this should be handed in to a manager.

Insurance, health and safety, accidents and risk assessment

Sorted Church has a valid insurance policy so that volunteers are covered by public liability insurance, which you are advised to read. It covers the volunteering activities you will be doing. We will keep reminding you of our Health and Safety Policy and give simple instructions on how to perform each task safely. We have clear

procedures for accidents and emergencies and will always have a first aider on field sites.

Smoking Policy

Volunteers will be made aware of our policy, which applies to volunteers as well as paid employees: "Smoking & Electronic-Cigarettes In The Workplace And Vehicles Used For Work Purposes"

Resolving problems

We hope that you will have a very enjoyable experience volunteering with us. However, if your role as a volunteer does not meet with your expectations or with the commitments we have made to you, we want you to feel comfortable about letting us know. First of all, talk to the person who leads the team where you volunteer and he or she should be able to sort it out with you before it becomes a problem. If you do not feel this will resolve things you can speak to the Lead Evangelist.

You can also refer to our Complaints Policy and Procedure.

Confidentiality

We expect all volunteers to adhere to confidentiality guidelines which will be explained to you before you begin volunteering with us and this also includes use of social media and contact with any press.

Equality, Diversity and Inclusion

Sorted Church is committed to embracing diversity and promoting equality and inclusion. When representing Sorted Church as a volunteer we expect you to support our commitment to promoting equality.

Volunteering whilst on benefit

You can still volunteer with us if you are receiving benefits provided that you follow the legal guidelines.