

*Papa Stour  
Project*



*What the fathers started we continue*

# **Client Handbook**

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## Introduction

Papa Stour Project is a supported housing project that works with clients who have drug and/or alcohol issues. The project is part of a working croft – small farm – of 44 acres which rears sheep and has chickens. The project is located on a small island off the west coast of Shetland, 180 miles off the north east coast of Scotland. Papa Stour Project is a limited company by guarantee.

Papa Stour Project is a Christian project in ethos and practise. At the heart of the project are the managers and founders Andy and Sabina Holt-Brook. Andy and Sabina, along with all staff and volunteers, are committed Christians. The programme used at the project is based on a Christian rehabilitation therapy working hand in hand with eco therapy. The Christian based therapy uses a course called “Life Shapers”. The eco therapy entails working as part of the team on the upkeep of the croft and livestock.

As a service user you do not have to be a Christian, and there is no expectation on you to become a Christian. The project staff team will openly share their faith and part of the programme does include Christian worship. As a service user you will be expected to participate in this, as with all aspects of the programme, but **NO** pressure will be on you to take these beliefs on as your own.\*

The project has been running for 3 years and has already worked with a number of clients on a short or long term basis. At present the project has no more than three clients at any one time. Clients are worked with in a less clinical way than some other projects. They become part of the small community within the project and the island as a whole.

*\*It may be worth considering if you will be comfortable living in an openly Christian community.*

## **Mission Statement**

Using a holistic approach Papa Stour Project demonstrates God's love and grace through Jesus Christ to young men struggling with drug and alcohol dependency, providing the resources needed to achieve a sustained recovery.

## **Aim and Objectives**

### **Aim**

Papa Stour Project aims to bring about long term change in the lives of young men with drug and alcohol dependency issues. The project, through a holistic programme – physical, emotional and spiritual – will provide clients with the resources needed to lead them to a life free from dependency on substances, along with helping clients draw closer to God through faith in Jesus Christ. This will support clients in becoming fully accepted in, and useful members of, society.

### **Objectives**

- To celebrate and value the individual, encouraging and supporting the development of that which makes them unique.
- To provide accommodation in a supported housing community dedicated to working with service users who have issues with alcohol and substance misuse.
- To provide a structured and adaptable programme for 12 months.
- To provide a safe and secure environment that will support change and growth within all service users, incorporating the use of comprehensive risk and needs assessments.
- To provide a healthy lifestyle for mind, body and spirit through healthy eating, exercise, work and worship.
- To provide a therapeutic programme that leads clients out of substance dependency based on Eco Therapy, Christian beliefs and teachings delivered through professional staff with the relevant skills.

- To provide service users with the resources needed to lead to a life of sustained recovery through re-education and personal development based on personal, agreed support plans.
- To provide service users with life skills that will enable them to become positive integrated members of society, using internal and external resources and agencies.
- To provide resettlement into mainstream society through personal exit strategies worked towards for no less than 6 weeks including housing, work and training advice and options.
- To provide support and development of a service users Christian beliefs, where existing.
- To provide an equal and inclusive provision to all service users with no bias on the grounds of; religion, race, nationality, sexuality, disability, or any other grounds.

The core values and beliefs of the organisation are outlined in our Mission Statement, Aims and Objectives. They are meant to give a detailed, honest overview of Papa Stour Project, but are not exclusive. Any additions do and will fall within the general ethos of the organisation.

## Daily Programme – Weekday Time Table

*The weekday timetable is not rigid and does vary depending on the time of year. Weekends vary.*

<b>Time</b>	<b>Event</b>
07.30 – 08.00	BREAKFAST – including washing dishes and cleaning up
08.00 – 08.30	Morning Worship
08.30 – 09.30	Animal and House Duties
09.30 – 10.15	Tea and Toast - including washing dishes and cleaning up
10.15 – 12.00	Eco Therapy
12.00 – 13.30	LUNCH – including preparing lunch and washing dishes and cleaning up
13.30 – 15.00	Personal Study Time
15.00 – 16.00	Personal Development
16.00 – 17.00	Gym/Shower Time
17.00 – 19.00	DINNER - including preparing meal and washing dishes and cleaning up
19.00 – 19.30	Evening Reflection
19.30 – 23.00	Recreation/ Free Time – including TV and Telephone.
23.00	Lounge Closed

## **House Rules**

- 1. NO ALCOHOL OR ILLEGAL DRUGS TO BE BROUGHT INTO THE PROJECT OR USED OR SUPPLIED WITHIN THE PROJECT.**
- 2. CONSIDERATION FOR OTHERS AT ALL TIMES.**
  - No intrusion of others personal space.
  - No comments or jokes of a racial, sexual, religious or discriminatory nature.
  - No swearing at or with others.
  - No obscene gestures.
  - No incitement to or threats of violence.
  - No violence.
  - No intimidating behaviour – physical or verbal.
  - No use of others property without prior consent.
  - No theft of others property.
  - No wilful destruction or damage to others property.
- 3. MUSIC OR FILMS WITH LYRICS OR CONTENT THAT PROMOTES OR SUPPORTS ANY SUBJECT FOUND TO BE OFFENSIVE OR UNHELPFUL TO OTHERS WILL NOT BE PERMITTED.**
- 4. THE TV MAY ONLY BE USED AT THE DESIGNATED TIMES AND THEN ONLY IF IT IS NOT GOING TO DISTURB OTHERS.**
- 5. FOOD WILL ONLY BE CONSUMED IN THE KITCHEN OR DINING AREA. IF DRINKS ARE TAKEN TO THE LOUNGE THEN CUPS MUST BE RETURNED TO THE KITCHEN, CLEANED AND PUT AWAY. ANY SPILLAGES WILL BE CLEANED UP IMMEDIATELY.**
- 6. NO FOOD OTHER THAN FRUIT (THAT IS PROVIDED BY PAPA STOUR PROJECT) MAY BE EATEN BETWEEN MEALS.**
- 7. PERSONAL ROOMS**
  - Rooms must be kept clean and tidy.
  - Only personal stereos to be used to listen to music in rooms.
  - Be aware of health and safety issues.
- 8. YOU WILL BE EXPECTED TO HAVE GOOD PERSONAL HYGIENE.**
- 9. YOU ARE EXPECTED TO COOPERATE WITH ALL HEALTH AND SAFETY POLICIES AND PROCEDURES.**

**10. ALL MAIL WILL BE OPENED IN FRONT OF A STAFF MEMBER.**

**11. ALL MONEY WILL BE KEPT FOR YOU IN THE PROJECT'S BANK ACCOUNT AND WILL ONLY BE RETURNED WITH 3 DAYS NOTICE AND AGREEMENT. SMALL AMOUNTS WILL BE ADVANCED BY THE PROJECT WITH A MAXIMUM OF £10.00 BEING AVAILABLE WITHOUT THE 3 DAYS NOTICE.**

**12. ANY OTHER ACT OR OMISSION THAT WAS FELT TO BE A RISK TO SELF OR OTHERS OR BE IN CONFLICT WITH THE ETHOS OF PAPA STOUR PROJECT COULD RESULT IN DISCIPLINARY ACTION.**

*A breach of any of the above rules may be taken very seriously and could lead to disciplinary action being taken and in some instances lead to immediate termination of Licence. Please see Client Disciplinary Policy.*

## Client Contract

This contract is between \_\_\_\_\_ and the Papa Stour Project signed on \_\_\_\_\_

I the undersigned have received all the information that I need to make an informed choice in entering into this contract with Papa Stour Project.

I have received with enough time to read;

- Client Handbook
- Project Brochure
- Licence Agreement
- Additional Information Requested

I have had all questions answered and have no outstanding questions.

I agree to cooperate with Papa Stour Project and engage fully with all aspects of the program and house rules.

I agree to comply with the terms and conditions laid out in the Licence Agreement.

I agree to commit to 1month  3months  6months  9months  12 months  support.

I agree to make a claim for housing benefit for the whole period of time that I am supported by the Papa Stour Project. And to pay £25.00 from my personal benefits as a compulsory service charge. If I am not eligible for benefits I agree to pay the full amount of rent and service charge at £169.62 two weeks in advance.

Client Sign:

Date:

Client Name:

Staff/Representative Sign:

Date:

Staff/Representative Name:

## Acknowledgement and Consent Form

I understand that as part of my support by the Papa Stour Project it will be necessary for the project to keep a file containing personal and confidential information on myself. I agree for this information to be kept in line with the **Data Protection Act '98**. I understand that I have the right to access this information and this can be done in line with Papa Stour Project's File Viewing Policy.

I have received a copy of Papa Stour Project's Confidentiality Policy for Service Users. I have had it explained to me and understand it.

I understand that it will be necessary for Papa Stour Project to contact external agencies on my behalf and sometimes represent me. These agencies will include; Department of Works and Pensions, Housing Benefit, Housing Department, GP's Surgery, Probation Service, Social Services, Drug and Alcohol Services, Police, Solicitors and others.

I give consent for the Papa Stour Project to be given confidential information about myself, and to be kept informed of business relating to me in all areas. I also give consent for Papa Stour Project to share information about me that may be relevant to my well being, or services that I am receiving whilst in their care.

**Clients Name:**

**Date:**

**DOB:**

**NINO:**

**Clients Sign:**

**Witness Name:**

**Date:**

**Position:**

**Witness Sign:**

## Health and Safety Agreement/Disclaimer

**This Agreement is between the Papa Stour Project and the undersigned client and is for the duration of the clients support by the project. This agreement applies whether or not the client is on the property or grounds of the project, and whether or not the client is supervised by a member of the projects staff.**

**Project/Client:** We agree to work together in a safe and healthy manner at all times, in line with national health and safety standards and the projects own health and safety policies and procedures.

**Project:** The Papa Stour Project will make every effort to ensure your personal safety and carry out appropriate risk assessments. It will have appropriate legal cover and provide appropriate safety clothing and equipment.

**Client:** I understand and accept that I am responsible for my own well being whilst being supported by the project. I understand that during my support I am a member of the project, family and its wider community.

**Client:** I shall conduct myself in a responsible manner at all times and take appropriate precautions when required by wearing suitable clothing for the task, using equipment as directed and using safety protection as appropriate.

*I understand the above details and agree with them in full. I understand that the projects environment can be dangerous and some of the activities that I may participate in could be dangerous. I understand that I will only participate in these activities on a voluntary basis with full health and safety instruction and support.*

*I agree, with no coercion, that if I am to injure myself during any activity after receiving health and safety instructions I will not hold the Papa Stour Project or any individual representing the project, staff or agent responsible, and agree to make no claim against them..*

**Client Name:**

**Client Sign:**

**Date:**

**Staff Name:**

**Staff Sign:**

**Date:**

# Disciplinary Policy

- Preamble Papa Stour Project aims to operate a safe and supportive service. It recognises to do this it must operate with a disciplinary system in place for the service users.
- Policy Papa Stour Project recognizes with the difficult client group that it needs to have a strict and simplistic disciplinary system in place that is easy for all to understand and operate.
- The policy is a two tier offence system, serious and non serious offences.
- Non serious offences will be treated through the warning system, which has three levels before a client's license would be terminated. The first warning is verbal the next written and the final written.
- Serious offences can skip the warning process and the client's license terminated immediately.
- Procedure Decisions on what offence is:
- If offence is felt to be serious a decision on its severity will be made at a staff team meeting where a manager will be present. All factors surrounding the offence will be considered including the clients previous conduct.
- Warning system
- Verbal Warning – the verbal warning can be given to a client from any member of staff, but only after the client has been told on two occasions that if their behaviour or pattern of behaviour continues they will receive a verbal warning.
- Once the verbal warning has been given the member of staff will report the incident to the manager, if the manager is in agreement the client's file will then be updated and the incident book updated.
- Verbal warnings should only be given to a client as a last resort, and can be overturned by a manager.*
- First written warning – if a member of staff wishes to issue a written warning then they must first consult with the manager without threatening the client with a written warning. If the manager decides that it is appropriate to give the client a written warning all paperwork will be prepared and client file updated and incident book updated. Then the client will be informed of the decision.

Final Warning – the procedure for the final warning will be the same as the first written warning.

Any further incidents may result in the client's license being terminated either immediately or with notice of 24 hours, 72 hours, 7 days, 14 days or 28 days.

The client has the right to appeal any decision and/or contact the client advocate.

### Serious Offences

If an offence is decided to be serious the staff team can decide to give the client a warning at any level of the warning system, or terminate the client's license.

If a warning is decided then the procedures for warnings apply.

If it is decided to terminate the license then this may be either immediately or with notice of 24 hours, 72 hours, 7 days, 14 days or 28 days.

The client has the right to appeal any decision and/or contact the client advocate.

### Appeals

The client has the right to appeal any disciplinary decision the request for the appeal will be made in writing to the manager within 24 hours of the disciplinary action taking place.

The manager will then interview the client within 24 hours of receiving the appeal request.

A decision will be given to the client within 24 hours of the interview.

Where possible the appeal will be heard by a manager not involved with the original decision. The client will never be told the decision at the interview stage. The manager may choose to consult other managers or staff before making a decision.

# Confidentiality

**Preamble** Clients have a right to expect their dealings with Papa Stour Project to be confidential. There are circumstances, though, where we may or must divulge information to others and clients should be aware of these from the outset.

Where we work in partnership with another agency or care management is undertaken in partnership, information may be shared with partners, where there is knowledge of a serious offence or risk to the public or self information may be shared.

**Definition** Confidentiality is the protection of information from those who have no right of access to it.

**Policy** All information held on clients is confidential to Papa Stour Project. It cannot be disclosed to third parties without the permission of the client subject to the specific exceptions of this procedure.

The relationship of a client is with Papa Stour Project and not an individual staff member. Line Managers and members of the Executive Team have a right of access to all information on clients. Information should be shared with other staff on a need to know basis. All staff are required to respect client confidentiality in accordance with this procedure and a failure to do so may result in disciplinary action.

Service managers and other officers of purchasing authorities should normally have access to all information that we hold on a client other than medical information headed 'Confidential'.

Information must be divulged or access to records given when required through an order from a court or through a legitimate search warrant.

There are circumstances where information may be divulged to a third party without the permission of a client. These include: suspicion that a serious crime has been committed; when disclosures of physical or sexual abuse are made and others may still be at risk from the alleged perpetrator; when allegations are made of a gross breach of trust or misconduct of a professional worker; and in circumstances where withholding information might result in serious harm to self or another. In such circumstances the matter must be discussed with the Manager, who will have responsibility for the final decision.

Information on individual clients held electronically is subject of the Data Protection Act. Requests for electronically held information from third parties should be dealt with in accordance with these procedures but in addition, the staff member providing the information should confirm with the Manager that data protection requirements have not been breached.

Increasingly Papa Stour Project is working in partnership with other agencies. Sharing of information about clients is an inherent part of partnership working. It is not possible to be prescriptive about what boundaries, if any, should be put on disclosure of information to partner agencies because partnerships vary so much. Therefore in negotiating partnership

agreements or contracts, confidentiality should be covered in both contracts and service protocols, but information that is shared must be relevant. Clients should be made aware of the confidentiality policy on entry to the service.

- Procedure
1. When a new client signs agreements and licence there should be discussion on confidentiality. This should include the circumstances when information may be divulged without permission.
  2. Staff access to client records should be limited to staff who have a legitimate need to know and managers.
  3. All client records must be stored in lockable cabinets in areas where clients or the public do not have access unless accompanied by a staff member. All electronically held information must be protected by passwords in accordance with the Papa Stour Project IT Policy.
  5. All partnership agreements must include confidentiality both in the contracts and the service protocols. Confidentiality clauses must be consistent with this Papa Stour Project policy. If there is any doubt the Manager must be consulted.

#### Practice Guidance

The need to know principle is an important one for staff. By and large, members of the support team should have access to all information held on a client which may be relevant to their day to day work with the client or group of clients.

When a client moves from one part of a Papa Stour Project service to another, all information on that client should be transferred. This includes moving from a Housing Support service to a community service and vice versa.

Family members often seek information on clients or want to discuss their progress. It is legitimate to give very general information but more detailed information should not be discussed without the client's permission. The whereabouts of clients should not be given although it is legitimate to say that we know where the client is and will pass on a message.

The Police often seek information on the whereabouts of a client or confirmation of residence in one of our properties or on activities taking place in services. All police enquiries should be directed to the manager or acting manager if the manager will be unavailable for 12 hours or more.

Disclosure of physical or sexual abuse by clients is a regular feature of our work with them. Staff should note the separate policy on Disclosure of Physical and Sexual Abuse.

There may be circumstances where we hold information that we believe is not known by the family but which may directly expose them to a risk from the client or others. In these circumstances the matter should be discussed with the Manager.

## Access to Personal Files

- Preamble** Clients have a right of access to their personal files held by Papa Stour Project, with very limited and specific exceptions, no information relating to a client should be withheld. See also the operational procedures on **Confidentiality** and **Record Keeping**
- Definition** All clients have a personal file which contains assessment information, correspondence, reviews and records of their progress/whilst receiving a service from Papa Stour Project. As defined in the **Data Protection Act 1998 PART 1 S1**. Amended by **the Freedom of Information Act 2000 PART VII S68**.
- Policy** Clients have a right of access to their personal files at any reasonable time, in line with their legal rights under the **Data Protection Act 1998 PART II S7**. Where it is not in a clients best interests or where it will prejudice the safety of others or where certain conditions of confidentiality are attached to information, it may be withheld from the client. When information is withheld, the client must be advised of the reasons and given the opportunity of either using the complaints procedure to obtain the information or contacting a third party to get confidentiality waived in line with the **Data Protection Act 1998 PART II S7**.
- Procedure** A client may seek access to a file at any reasonable time (which would normally be during weekday office hours) in writing. The request must be made to the manager.
- When a request for access to a file is received, the manager has 24 hours to make the file available. The file should be checked for information that should be removed from the file before passing it to the client. The client should be advised that information has been removed and how to request access to it.
- The client should be supervised by a staff member whilst looking at the file. Access should normally be in an office where no other clients or staff are present.
- The client should not be allowed to remove any material from the file. Copies of the whole file or specific documents must be provided if requested.
- Material which should be removed from the file before allowing client access is as follows:- any medical reports or records marked Confidential': any other records or reports where it expressly states the information is confidential and should be withheld from the client: any statutory or contractual provision that precludes client access: any information or allegations which, if known by the client, might prejudice a criminal or child protection investigation; any other information which, if known by the client, might lead to self harm or prejudice the safety of others.
- The decision to withhold access to information should be made when the information is placed on the client file. The relevant document or entry should be clearly distinguished, preferably with an adhesive tab or colour coded paper. Managers should always be consulted before tagging a file entry.

When a client has finished with a file, the staff member should check that the file is intact and return it to secure storage.

#### Practice Guidance

Information should only be withheld from a client in exceptional circumstances as defined above and in accordance with the **Data Protection Act 1998 PART II S7**. This places a duty on staff to ensure records are factually correct, accurate, up to date and well organised.

It should be made clear to third parties that our policy is open client access to records unless it is clearly indicated that material should be withheld.

Third party access to client records is governed by the Confidentiality Policy.

**The whole of this policy is to operate along side and within line with the Data Protection Act 1998. Especially PART II S7. And protects all service users legal rights under this act.**



# Dealing with Complaints

**Preamble** Papa Stour Project is committed to providing an excellent level of service to its clients and the general public. As part of the Papa Stour Project commitment, we recognise the need for a complaints procedure for those individuals who are not totally satisfied with the service. Papa Stour Project will ensure that all clients, members of the public and other organisations are aware of and have access to our complaints procedures.

Papa Stour Project leaflet “How to make a Complaint” is available at our shops, office and hostel. Also contact details for the Care Commission will be available through Papa Stour Project.

Papa Stour Project believes all complaints should be resolved as quickly as possible and will respect all complaints and deal with them in a professional manner within the time scales laid out.

**Definition** A formal protest is to ‘express resentment or displeasure’.

**Procedure** Staff at any level can identify a complaint. All staff should aim to resolve any difficulties as soon as possible, but should make it clear that it might be necessary for the matter to be referred onto the formal complaints procedure. It should be noted that sometimes Papa Stour Project cannot always resolve the matter the way the client would hope. This is no reflection on the quality of service. It may be appropriate for the issues to be formally dealt with through the Complaints Procedure, and staff should inform clients that this cannot change the outcome of the issues.

## Stage One

The staff member receiving the complaint is responsible for sending out a copy of the relevant leaflet and completing a complaints form. The matter is then passed onto their line manager for investigation and resolution.

## Stage Two

When the client is not satisfied with the initial investigation of the complaint, it is then passed onto the next level, which in this case is; Gill Hession of the Community Drugs Team, for investigation.

## Stage Three

This will only happen with complaints that have been investigated. Where the client is still not satisfied the complaint will go to the local branch of the Care Commission.

## **Identifying a Complaint**

In the course of their work, the staff will hear detrimental comments regarding the actions of Papa Stour Project. Such feedback must always be taken seriously and staff should ask the person making the comments if they wish to make a formal complaint.

If the person does not wish to make a complaint and the problem can be resolved by explanation or apology, this is the best course of action. Where the person does wish to make a formal complaint, the procedure should be implemented immediately.

A telephone call or letter received, criticising or complaining about the project or staff, should be seen as a formal complaint. If there is any question about whether or not it is a formal complaint, a letter should be sent along with a “How to make a Complaint” leaflet.

If a complaint is about a member of staff, it has to be made in writing. Papa Stour Project cannot take forward complaints about particular members of staff without a written statement. If the complaint is not about a staff member, it can be recorded on the Complaints Form and an investigation started.

## **Stage One**

### **Dealing with a Formal Complaint**

Where a formal complaint has been identified, the manager dealing with it should take the following steps within 7 days:

A copy of the leaflet “How to make a Complaint” should be sent out to the client with a covering letter. The purpose of this letter is to explain the Complaints Procedure. It is important that the member of staff sending out this letter does not make any judgements in the correspondence.

### **Managers Investigation**

As early as possible but at least within 5 working days of receiving a complaint form, managers will:

Assess the nature of the complaint. If it appears to be a serious organisational matter, they will send copies to Gill Hession at the Community Drugs Team.

Investigating the complaint. This may involve speaking to, telephoning or writing to the client to seek further information and interviewing certain staff. Where a complaint is against a particular member of staff, it is imperative they are informed. Also they must be given support and advice as appropriate by their line manager.

Contact the client to inform them the complaint has been received and is/has been investigated and inform the client of when they can expect a final statement. In all cases this must be not more than 28 working days after receipt of the complaint. Within the statement should be;

outcome of the investigation and any action the Papa Stour Project intends to take to rectify the situation;

action that can be taken by the client if they are not completely satisfied with the outcome and, if relevant, contact details of the external body appropriate to the complaint, The Care Commission, if it seems likely that Papa Stour Project cannot resolve the complaint internally.

Client should be advised to contact the manager within 10 days of receiving the letter if they intend to take the complaint further.

A Complaint File for each individual case will be opened by the manager to contain all documents and evidence and letters sent out to the client. It is essential that all records, including hand written notes, phone calls are included in this file.

## **Stage Two**

### **Where a Complaint is not resolved**

Where a client is not satisfied and contacts the manager within 10 days of receiving the report, the letter and the file should be passed to the next level in the complaints procedure.

The next level will, within 5 working days of receiving the letter:

Review the contents of the complaints file and the actions already taken with the relevant line manager and staff.

Identify if any further investigation is necessary and carry this out.

Contact the client in writing and explain that further investigation has been carried out, and the results of previous investigations reviewed. In all cases the client should be informed within 28 working days, the outcome of this further investigation, the action that Papa Stour Project intend to take and how they can take the matter further if they are not satisfied.

## **Stage Three**

### **Where a Complaint is still not resolved after two investigations**

In the third investigation it will be passed onto the local office of The Care Commission.

### **Other Factors**

If during the proceedings, the client involves any external bodies; police, solicitor, media the complaint should be immediately passed to stage 3 regardless of the stage it is at.

Where the client has suffered a material loss as a result of any alleged negligence by Papa Stour Project, The Care Commission should be informed immediately.

## **Guidelines for Complaints**

The office holds a file of all complaints received and investigated. Where a new complaint is being investigated, it is important to be aware of any previous complaints from the same source.

The following information should be gathered at the time of receiving a complaint:

Nature and details of complaint.

Outcome being sought by the client.

Is any specific support needed by the client to enable them to make the complaint (language, disability).

Consider whether the complaints procedure is the most effective way of handling the complaint or if alternative or additional action may be required; police involvement, legal action.

Consider if there is any way of checking a practice or procedure that has been complained about by witnessing staff carry out the practice and/or seeking additional evidence.

Obtain the originals of all documents. Establish the relevant sequence of events and identify staff most directly involved.

Prepare questions for each person to be interviewed concerning the complaint. This may include the client as well as staff. When interviewing:

Use open, not leading questions.

Do not express your personal opinion.

Ask single questions.

Consider if you need an independent witness. At interview make notes to be recorded in the file later. Ask interviewees to back up their statements with fact, if possible.

Write up a formal report, a copy of which should be sent to the client and any staff members involved. A copy of the report must be included in the file.

If it is felt that the complaint should be referred to an external body, provide the client with contact details of the Care Commission.

**The Care Commission  
Charlotte House  
Commercial Road  
Lerwick  
Shetland  
ZE1 0FF**

# **EQUAL OPPORTUNITIES & DIVERSITY POLICY**

## **1 POLICY STATEMENT**

Papa Stour Project unreservedly accepts the spirit and intention of the various legislation, regulations and codes of practice which separately and collectively outlaw certain kinds of discrimination in employment and, in particular, discrimination on grounds of race, sex, marital status, disability, sexual orientation and religion or belief.

- Therefore in all its areas of work and responsibilities, Papa Stour Project recognises the need for and supports wholeheartedly the following policy of equal opportunities and diversity.

## **4 EQUAL OPPORTUNITIES & DIVERSITY POLICY**

This Equal Opportunities & Diversity Policy reflects both the Aims and Objectives of Papa Stour Project and the spirit and intentions of legislation that outlaws discrimination. Papa Stour Project recognises that people from different backgrounds can bring fresh ideas and skills and is committed to build and reinforce a culture where people value each other and treat each other with dignity and respect.

As an employer of paid staff and an organisation which has volunteers, Papa Stour Project aims to ensure that no individual receives less favourable treatment on the grounds of sex, marital status, race, colour, nationality, ethnic origin, disability, age, sexual orientation, religion, gender or responsibility for dependants or is in any way disadvantaged by conditions or requirements which cannot be shown to be justified.

Papa Stour Project aims to ensure that people with disabilities are given equal opportunity to enter employment or to become Volunteers. In so doing, it will fully consider making reasonable adjustments to operating practices, equipment and premises to ensure that disabled persons are not put at a substantial disadvantage due to their disability. In addition, where someone becomes disabled, every effort will be made through reasonable adjustment, retraining or redeployment as appropriate to enable them to remain in the service of Papa Stour Project.

Entry to employment and promotion or change of post for paid staff, or the equivalent for volunteers, within Papa Stour Project is determined by personal merit and ability relevant to the Aims and Objectives of Papa Stour Project.

Papa Stour Project is committed to keep requirements and practices under review and to take action where necessary in order to facilitate the recruitment, involvement and development of paid staff, and Volunteers from all sections from the community. It welcomes difference and recognises that action may be needed to give everyone a chance to contribute on equal terms within the aims and Objectives of Papa Stour Project.

The Aims and Objectives of Papa Stour Project express its ethos as an Christian project. Accordingly all those in roles which are assessed to be central in promoting the projects Christian ethos and enabling people to experience, explore and express the faith-based motivation of its work, are

required to demonstrate a commitment to the Christian faith. People in all other roles are expected to respect the projects faith-based ethos and uphold its values. For these roles we welcome people of all faiths and none.

It is the responsibility of every individual, both staff and volunteer, to eliminate discrimination by ensuring the practical application of the equal opportunities policy and reporting incidents of discrimination to an appropriate senior person.

All allegations of discrimination will be treated seriously. Any discrimination is totally unacceptable to Papa Stour Project and anyone found to be discriminating would face disciplinary action.

Harassment on the grounds of sex, race, sexual orientation and religion or belief is a form of discrimination. This and any other harassment are totally unacceptable to Papa Stour Project and any such behaviour is considered a disciplinary offence. All allegations of harassment are treated seriously and all practicable steps will be taken to prevent the behaviour continuing.

## **B. POLICY IMPLEMENTATION**

The success of an Equal Opportunities and Diversity policy depends on the commitment of all those who have responsibility for staff members and of staff members themselves. As expressed in the policy statement, it is the responsibility of every individual to eliminate discrimination and to ensure the practical application of this policy.

It is one of the prime tasks of the Executive Committee and all staff to promote and encourage effective and ongoing implementation of the Equal Opportunities and Diversity policy.

Implementation is principally about two things – making the policy known and understood and ensuring that the principles are applied in all areas of work.

To this end Papa Stour Project recognises that successful implementation means adherence to the following aspects:-

- the designation of responsibility for the oversight of the policy.
- the communication of the policy to make it known and understood; the provision of training for all.
- the implementation of procedures to ensure that discrimination, however slight, does not occur – harassment, employment of the disabled.
- the implementation of a procedure for handling complaints of discrimination, including harassment, and ensuring that people are aware of it, how it works and how to use it.
- giving proactive consideration to ways of promoting and facilitating the employment, development and contribution of staff\* from all sections of the community.
- keeping requirements and practices under review and to take action where necessary in order to facilitate the recruitment, involvement and development of staff\* from all sections of the community.
- the collation of statistics and analysis of them in order to monitor the effectiveness of the policy and to determine the nature of any corrective action.

It is recognised that embracing diversity is primarily about examining and changing attitudes and organisational culture; policies and procedures alone will not address the issues involved. Staff and employers need to be aware of the less obvious types of discrimination which result from general assumptions and pre-conceptions about the capabilities, interests and characteristics of individuals.

*\*the policy implementation principles apply equally to the treatment of volunteers.*

## **Complaints Notice**

**If you have a complaint about a member of staff, service, or other service user please speak to a member of staff.**

**If you are not satisfied with the response you receive from the member of staff, or feel that it is not appropriate to complain to the staff member or if advised to my staff, please complete a complaints form and return it to the project manager.**

**Please see complaints policy which is displayed on the centre notice board or can be found in your client handbook for what happens next.**