



# Policy Handbook

## Welcome

This document includes key information about The Courtney Foundation and how we do our work. It also lists our policies and documents that you can go over with your line manager.



### Understanding the Vision and Mission

Find out more about how we work towards our vision

### The basics



#### OUR PURPOSE

To promote social inclusion, and to prevent and relieve poverty.

#### OUR VISION

A society where everyone knows a sense of belonging, has the sustenance they need, and can fulfil their aspirations.

#### OUR MISSION

To promote social inclusion by relieving hardship, developing skills, facilitating social activities, and tackling stigma.

#### PRINCIPLES

**Participation:** We involve beneficiaries in developing and delivering our projects. This helps inform our work and facilitate leadership roles for the people we work with.

**Inclusion:** We always make efforts to be mindful of the different parts of people's identity and the different factors that make up their experiences. Our projects take into account an individual's context and needs

**Partnership:** We value working with different organisations and services including grassroots groups who know their communities best. We believe in working together to achieve mutual aims.

# Code of Conduct and Ethics



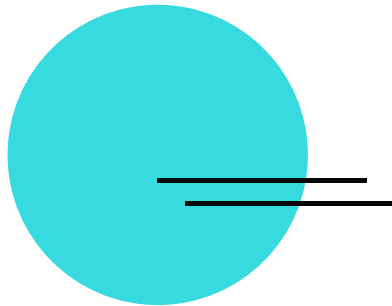
Our Code of Conduct and Ethics describes the principles that all paid and voluntary team members, beneficiaries and partners should expect the charity to uphold. This includes things like:

- Always practicing kindness and compassion, remembering that everyone has unique circumstances, vulnerabilities and experiences that can influence their behaviour
- Always striving to make people feel welcome, while respecting boundaries
- Maintaining professional curiosity in the interest of safeguarding
- Never taking photos or video of anyone involved in the charity without their knowledge
- Considerations in relation to social media behaviour



## Complaints Policy

What to do if something can't be resolved



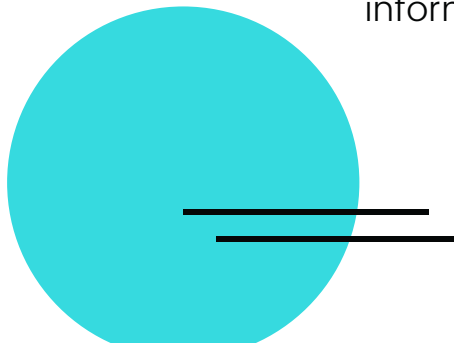
## Code of Conduct and Ethics

Read more about this in our policy

## Problems?

If you're unhappy or unsure about anything, please contact your line manager or let them know when they contact you. We want everyone to feel valued and happy in their role with us, so if anything isn't going right we want to know so we can support you.

If something serious has happened and can't be resolved, please read our Complaints Policy for more information about what to do



Code of  
conduct

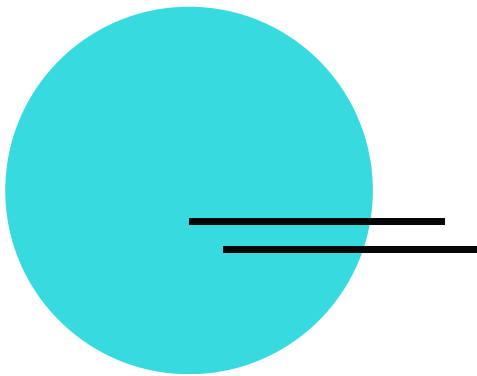


Complaints



# Reimbursements of expenses and purchases

All expenses and purchases must be agreed with your line manager beforehand. This might include travel expenses or any items needed to carry out your role.



## Reimbursements of Expenses and Purchases Policy

Read more about this in our policy

# Safeguarding



## Safeguarding Children and Vulnerable Adults Policy

Read more about this in our policy

It's important that everyone is safe during our activities and that any concerns or disclosures of abuse are managed appropriately. This involves:

- Ensuring staff and volunteers are appropriately trained
- Completing and implementing risk assessments
- Always working to create trusting, inclusive spaces that take into account individual needs
- Working with and signposting individuals and families to other services
- Informing individuals and families of what they can do if they are worried about abuse.

**Immediate risk of harm:** Call 999 and report the information you have, then record on the Safeguarding Form

**Concern or disclosure of abuse:** Discuss with the Designated Safeguarding Lead and complete the Safeguarding Form

Your line manager will talk you through all the relevant policies during your induction session



# Designated Safeguarding Lead

The Designated Safeguarding Lead (DSL) is Melissa Llewellyn. Contact on 07757081120 and email completed Safeguarding Forms to [melissa@thecourtneyfoundation.org](mailto:melissa@thecourtneyfoundation.org)



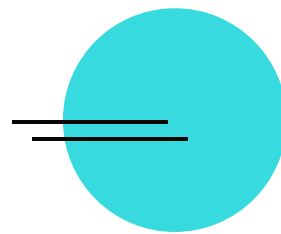
## Safeguarding Form

Complete this form if you have any safeguarding concerns and send to the DSL



## Reimbursement of Expenses and Purchases Claim Form

Complete this form and send to your line manager with receipts



# Keep in touch

## EMAIL

[info@thecourtneyfoundation.org](mailto:info@thecourtneyfoundation.org)

## WEBSITE

[thecourtneyfoundation.org](http://thecourtneyfoundation.org)

## PHONE

077311063676



## FACEBOOK

[/thecourtneyfoundation](https://www.facebook.com/thecourtneyfoundation)



## TWITTER

[@CourtneyFndn](https://twitter.com/CourtneyFndn)



## INSTAGRAM

[@thecourtneyfoundation](https://www.instagram.com/thecourtneyfoundation)



## LINKEDIN

[/company/thecourtneyfoundation](https://www.linkedin.com/company/thecourtneyfoundation)

Safeguarding Form

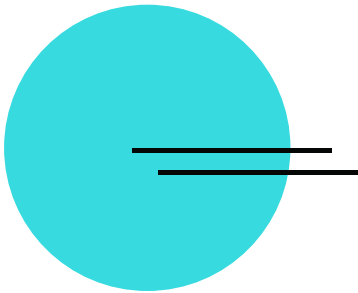


Expenses claim form



# Useful policies and documents

These policies and documents will help you understand how we operate and the practices that we implement throughout our work. They will help you know what to do in your role, and what to expect from us. We don't expect you to read them all at once, and some may not apply to your specific role. Your line manager will go through them with you as part of your induction process and will be able to answer any questions you have.



- Business Ethics and Anti-Bribery
- Challenging Behaviour
- Code of Conduct and Ethics
- Complaints
- Confidentiality
- Environmental and Sustainability
- Equality, Diversity and Meaningful Inclusion
- Hardship Projects
- Operational Statement
- Privacy
- Reimbursement of Expenses and Purchases
- Safeguarding Children and Vulnerable Adults
- Understanding the Vision and Mission
- Volunteer Disciplinary Procedures
- Whistleblowing

