SHIVA TRUST

OUR POLICIES



shivā TRUST

2026 - 2027

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Anti Bullying Policy

The purpose of this policy statement is:
• to prevent bullying from happening between children, young people and adults who are a part of our organisation or take part in our activities
• to make sure bullying is stopped as soon as possible if it does happen and that those involved receive the support they need
• to provide information to all staff, subcontractors, volunteers, children, adults and their families about what we should all do to prevent and deal with bullying.

This policy statement applies to anyone working on behalf of The Shiva Trust, including senior managers and the board of trustees, paid staff, subcontractors and volunteers.

Separate documents set out:
• our code of behaviour for children, young people and adults
• our policies and procedures for preventing and responding to bullying and harassment that takes place between adults involved with our organisation.

What is bullying?
Bullying includes a range of abusive behaviour that is
• repeated
• intended to hurt someone either physically or emotionally.

This policy has been drawn up on the basis of legislation, policy and guidance that seeks to protect children in the UK.

We believe that:
• children, young and adults people should never experience abuse of any kind
• we have a responsibility to promote the welfare of all children, young people and vulnerable adults to keep them safe and to practise in a way that protects them.

We recognise that:
• bullying causes real distress. It can affect a person's health and development and, at the extreme, can cause significant harm
• all children and adults, regardless of age, disability, gender reassignment, race, religion or belief, sex or sexual orientation, have the right to equal protection from all types of harm or abuse
• everyone has a role to play in preventing all forms of bullying (including online) and putting a stop to bullying.

We will seek to prevent bullying by:
• developing a code of behaviour that sets out how everyone involved in our organisation is expected to behave, in face-to-face contact and online, and within and outside of our activities
• holding regular discussions with staff, volunteers, children, young people and adults who use our organisation about bullying and how to prevent it. These discussions will focus on:
 - group members' responsibilities to look after one another and uphold the behaviour code
 - practising skills such as listening to each other
 - respecting the fact that we are all different
 - making sure that no one is without friends
 - dealing with problems in a positive way
 - checking that our anti-bullying measures are working well

• providing support and training for all staff and volunteers on dealing with all forms of bullying, including racial, sexist, homophobic and sexual bullying
• putting clear and robust anti-bullying procedures in place
• making sure our response to incidents of bullying takes into account: - the needs of the person being bullied - the needs of the person displaying bullying behaviour - needs of any bystanders - our organisation as a whole.
• reviewing the plan developed to address any incidents of bullying at regular intervals, in order to ensure that the problem has been resolved in the long term.

We recognise that bullying is closely related to how we respect and recognise the value of diversity.

We will be proactive about:
• seeking opportunities to learn about and celebrate difference
• increasing diversity within our staff, volunteers, children, young people and adults
• welcoming new members to our organisation.

This policy statement should be read alongside our organisational policies and procedures including:

• Child protection/safeguarding policy statement
• Procedures for responding to concerns about a child or young person's wellbeing
• Dealing with allegations made against a child or young person
• Managing allegations against staff and volunteers
• Code of conduct for staff and volunteers
• Online safety policy and procedures for responding to concerns about online abuse
• Equality and diversity policies.

Contact Details Anti Bullying Person / Designated Safeguarding Lead
Ramana Ennis-Cole
ramana@shivatrust.org

Reviewed Date: 13/03/2026

Review date: 13/03/2027

Signed: Tracy Parker Print Name: Tracy Parker

Behaviour Code for Children and Young People

Purpose
This code of behaviour was written in consultation with children and young people. It aims to make sure everyone who participates in The Shiva Trust's services knows what is expected of them and feels safe, respected and valued.

The Shiva Trust must make sure that everyone taking part in our services has seen, understood and agreed to follow the code of behaviour, and that they understand the consequences of inappropriate behaviour.

We expect people who take part in our services to display appropriate behaviour at all times. This includes behaviour that takes place outside our organisation and behaviour that takes place online.

This code of behaviour aims to:
•Identify acceptable and unacceptable behaviour
•Encourage cooperation, honesty, fairness and respect
•Create an environment where your self-esteem, self-respect and self-confidence will grow
•Encourage you to recognise and respect the rights of others
•Encourage you to take responsibility for your own behaviour
•Help resolve conflicts and make it clear what will happen if you decide not to follow the code.

Dos and don'ts

You should:
•cooperate with others
•Be friendly
•Listen to others
•Be helpful
•Have good manners
•Treat everyone with respect
•Take responsibility for your own behaviour
•Talk to The Shiva Trust about anything that worries or concerns you
•Follow this code of behaviour and other rules (including the law)
•Join in and have fun!

You shouldn't:
•Be disrespectful to anyone else
•Bully other people (online or offline)
•Behave in a way that could be intimidating
•Be abusive towards anyone

What happens if I decide not to follow the code of behaviour?
This code of behaviour is part of our process for making sure everyone who takes part in our services receives the support they need.

Minor or first-time incident
If you behave in a way that doesn't follow our behaviour code, our staff or volunteers will remind you about it and ask you to comply with it.

They will give you an opportunity to change your behaviour. This gives you the chance to think and to plan how you could behave differently, with support from staff and/or volunteers.

Formal warning
If you continue not to follow the code of behaviour after your first reminder, or if your behaviour is more serious, you will be given a formal warning by the person running your activity. They will make a record about what happened and inform your parents or carers if this is appropriate. They will also talk with you about what happened and agree what support you need to improve your behaviour in the future. We may also decide that a sanction is appropriate such as restricting you from taking part in some activities

Final warning
If the support we have put in place isn't helping you to change your behaviour, we may need to give you a final warning. Again, this will be recorded and we'll inform your parents or carers as appropriate. At this point, we may need to talk with you and your parents or carers about other services that might be more able to give you the support you need.

Child protection procedures
If any member of staff or volunteer becomes concerned that your behaviour suggests you may be in need of protection or that you may present a risk of harm to other children and young people, they will follow our child protection procedures. This may involve making a referral to the local authority. If child protection procedures are necessary we will talk this through with you and your parents as soon as possible, unless doing so would put you in danger or interfere with a police investigation.

The role of parents and carers
We see parents and carers as valuable partners in promoting positive behaviour and will involve them as appropriate. We will always inform and involve your parents or carers if you receive a formal warning about your behaviour, unless doing so would put you in danger.

Review Date: 13/03/2026
This policy will be reviewed: 13/03/2027

Signed:  Print Name: Tracy Parker

Behaviour Code for Vulnerable Adults

Purpose
This code of behaviour was written in consultation with vulnerable adults. It aims to make sure everyone who participates in The Shiva Trust's services knows what is expected of them and feels safe, respected and valued.

The Shiva Trust must make sure that everyone taking part in our services has seen, understood and agreed to follow the code of behaviour, and that they understand the consequences of inappropriate behaviour.

We expect people who take part in our services to display appropriate behaviour at all times. This includes behaviour that takes place outside our organisation and behaviour that takes place online.

This code of behaviour aims to:
•Identify acceptable and unacceptable behaviour
•Encourage cooperation, honesty, fairness and respect
•Create an environment where your self-esteem, self-respect and self-confidence will grow
•Encourage you to recognise and respect the rights of others
•Encourage you to take responsibility for your own behaviour
•Help resolve conflicts and make it clear what will happen if you decide not to follow the code.

Dos and don'ts

You should:
•Cooperate with others
•Be friendly
•Listen to others
•Be helpful
•Have good manners
•Treat everyone with respect
•Take responsibility for your own behaviour
•Talk to The Shiva Trust about anything that worries or concerns you
•Follow this code of behaviour and other rules (including the law)
•Join in and have fun!

You shouldn't:
•Be disrespectful to anyone else
•Bully other people (online or offline)
•Behave in a way that could be intimidating
•Be abusive towards anyone

What happens if I decide not to follow the code of behaviour?
This code of behaviour is part of our process for making sure everyone who takes part in our services receives the support they need.

Minor or first-time incident
If you behave in a way that doesn't follow our behaviour code, our staff or volunteers will remind you about it and ask you to comply with it. They will give you an opportunity to change your

behaviour. This gives you the chance to think and to plan how you could behave differently, with support from staff and/or volunteers.

Formal warning

If you continue not to follow the code of behaviour after your first reminder, or if your behaviour is more serious, you will be given a formal warning by the person running your activity. They will make a record about what happened. They will also talk with you about what happened and agree what support you need to improve your behaviour in the future. We may also decide that a sanction is appropriate such as restricting you from taking part in some activities

Final warning

If the support we have put in place isn't helping you to change your behaviour, we may need to give you a final warning. Again, this will be recorded. At this point, we may need to talk with you about other services that might be more able to give you the support you need.

Safeguarding procedures

If any member of staff or volunteer becomes concerned that your behaviour suggests you may be in need of protection or that you may present a risk of harm to other people, they will follow our Safeguarding Vulnerable Adults child procedures. This may involve making a referral to the local authority.

Review Date: 13/03/2026

This policy will be reviewed: 13/03/2027

Signed:  Print Name: Tracy Parker

Code of Conduct Staff and Volunteers

Our code of conduct covers the conduct of staff, subcontractors, volunteers, trustees, both inside and outside of the organisation, including via external media.

All staff, subcontractors, volunteers, trustees of Shiva Trust are expected to work within the parameters of this code of conduct to maintain our high expectations of a supportive, nurturing and ethical environment.

When dealing with our colleagues we agree to:

•Treat each other with respect, trust and courtesy as fellow professionals
•Promote a positive approach to working as a team
•Ensure all staff and volunteers have a voice and feel listened to
•Make every effort to be accepting of change and respond in an appropriate way
•To value each other's differing viewpoints
•To seek a solution rather than a portion blame, and work together to solve problems positively and with the best interests of the people we provide a service for at heart
•To share our ideas and resources which may help our colleagues to maintain the best service they can for the organisation
•Value the different talents of each other and work together to utilise these
•Respect confidentiality
•Not make derogatory comments of purposeful hurtful remarks
•Not question decision making in the public domain, but to follow the appropriate procedure outside the public domain
•Avoid personnel disputes and agree to settle conflict immediately in a calm and rational manner

When dealing with children, young people and adults at risk we:

In your role at The Shiva Trust you are acting in a position of authority and have a duty of care towards the children, young people and vulnerable adults we work with. You are likely to be seen as a role model and are expected to act appropriately.

Responsibility
You are responsible for:

•Prioritising the welfare of children and young people
•Providing a safe environment for children and young people
•Ensuring equipment is used safely and for its intended purpose
•Having good awareness of issues to do with safeguarding and child protection and taking action when appropriate
•Following our principles, policies and procedures, including our policies and procedures for child protection/safeguarding, whistleblowing and online safety
•Staying within the law at all times
•Modelling good behaviour for children and young people to follow

Challenging all unacceptable behaviour and reporting any breaches of the behaviour code to the trustees of the charity (info@shivatrust.org)

•Reporting all concerns about abusive behaviour, following our safeguarding and child protection procedures which includes behaviour being displayed by an adult or child and directed at anybody of any age.

Rights for children and vulnerable adults

You should:
•Treat children and young people fairly and without prejudice or discrimination
•Understand that children and young people are individuals with individual needs
•Respect differences in gender, sexual orientation, culture, race, ethnicity, disability and religious belief systems, and appreciate that all participants bring something valuable and different to the group/organisation
•Challenge discrimination and prejudice
•Encourage young people and adults to speak out about attitudes or behaviour that makes them uncomfortable.

Relationships

You should:

•Promote relationships that are based on openness, honesty, trust and respect
•Avoid favouritism
•Be patient with others
•Exercise caution when you are discussing sensitive issues with children or young people and adults
•Ensure your contact with children, young people and adults is appropriate and relevant to the work of the project you are involved in
•Ensure that whenever possible, there is more than one adult present during activities with children and young people, if a situation arises where you are alone with a child or young person, ensure that you are within sight or hearing of other adults. If a child specifically asks for or needs some individual time with you, ensure other staff or volunteers know where you and the child are.
•Only provide personal care in an emergency and make sure there is more than one adult present if possible unless it has been agreed that the provision of personal care is part of your role and you have been trained to do this safely.

Unacceptable behaviour

When working with children and young people, you must not:

•Allow concerns or allegations to go unreported
•Take unnecessary risks
•Smoke, consume alcohol or use illegal substances
•Develop inappropriate relationships with children and young people
•Make inappropriate promises to children and young people
•Engage in behaviour that is in any way abusive, including having any form of sexual contact with a child or young person.
•Let children and young people have your personal contact details (mobile number, email or postal address) or have contact with them via a personal social media account
•Act in a way that can be perceived as threatening or intrusive
•Patronise or belittle children and young people

•Make sarcastic, insensitive, derogatory or sexually suggestive comments or gestures to or in front of children and young people.

When working with parents and carer's we:

•Ensure we work together in the best interests of the child or adult at risk
•Take time to listen to them with respect and confidentially, unless this poses a risk to the child or adult at risk
•Respect parents and carers come from differing backgrounds and their differing belief systems
•Are honest in our communication with them
•Remain calm and display empathy
•Remain professional, support our colleagues where necessary
•Pass on concerns as appropriate in a professional and supportive manner
•Keep appropriate and accurate records were required

When talking about our organisation we:

•Respect our position as positive ambassadors of the organisation
•Show loyalty to the organisation
•Are sensitive to our audience
•Support and uphold the policies and structures put in place

Upholding this code of conduct

You should always follow this code of behaviour and never rely on your reputation or that of our organisation to protect you.

If you have behaved inappropriately you will be subject to our disciplinary procedures.

Depending on the seriousness of the situation, you may be asked to leave The Shiva Trust. We may also make a report to statutory agencies such as the police and/or the local authority child protection services.

If you become aware of any breaches of this code, you must report them to the trustees of the charity (info@shivatrust.org). If necessary you should follow our whistleblowing procedure and safeguarding and child protection procedures.

Review Date: 13/03/2026

This policy will be reviewed: 13/03/2027

Signed: Tracy Parker Print Name: Tracy Parker

Complaints

The Shiva Trust recognises that there may be times when the people we provide a service for are unhappy with a circumstance or situation relating to the organisation. The Shiva Trust endeavours to provide the best service possible for all who we work with, and we are committed to learning, development and positive progress, therefore we welcome feedback of a positive and negative nature.

Making a complaint is not the same as whistleblowing. A complaint is where the individual is saying they personally have been poorly treated. A whistleblower is usually not directly or personally affected by the concerns. The whistleblower raises the concerns so others can address it.

If a direct member of the public wishes to make a complaint:
•They inform a member of staff or volunteer in person who will :
•Take their details, and the factual details of the complaint they wish to make on the complaint form and inform the trustees of the charity using the following contact details

- Email the complaint to : info@shivatrust.org

If a member of staff or volunteer wishes to make a complaint:
- Make the complaint in writing or email to the trustees of the charity (info@shivatrust.org) on the above email
- If the complaint is about a trustee, contact the other trustees of the charity at info@shivatrust.org.

Although you are not expected to prove beyond doubt the truth of an allegation, you will need to demonstrate there are reasonable grounds for your concern.

How the organisation will respond

The complaint will be given to the trustees of the charity (info@shivatrust.org) who will determine if the concern raised should:
•Be investigated by internal investigation or through a disciplinary process
•Be referred to the police
•Be referred to an external organisation

In order to protect the individual and those accused of misdeeds or possible malpractice, initial enquiries will be made to decide whether an investigation is appropriate and, if so, what form it will take. Complaints falling under the scope of other policies, for example safeguarding, will be dealt with under these policies.

Some complaints may be resolved by the organisation without the need for further investigation.

Within 10 days of the complaint being raised the organisation will write to you:

- Acknowledging the concern has been received
- Indicating the matter is being dealt with
- Giving an estimate of how long it will take to provide a final response
- Explaining if further investigations will be made, if not, why not

If necessary the organisation will seek further information from you.
The organisation will try to eliminate any difficulties you may experience as a result of raising the

complaint. For example if you have to give evidence in a disciplinary procedure we will arrange for you to be given advice about this.

Where there is an investigation the organisation will endeavour to inform you the matter has been addressed, and subject to any legal constraints, will inform you of the outcome of the investigation.

The trustees of the charity (info@shivatrust.org) will maintain a record of the complaint and the outcome.

How the matter can be taken further
The procedure is aimed at providing you with a safe way to make a complaint, which we hope you are satisfied with. If you are not satisfied and feel it appropriate to take the complaint further then you can contact the Shiva Trust Trustees:

If you make a complaint in good faith, but it is not confirmed by the investigation, no action will be taken against you. If, however, you make an complaint frivolously, maliciously or for personal gain, then action may be taken against you.

Review Date: 13/03/2026
This policy will be reviewed: 13/03/2027

Signed:  Print Name: Tracy Parker

Confidentiality

This policy is to:

- To protect the interests of the public we work with
- To ensure all people we work with have trust and confidence in the charity
- To protect the charity, its trustees, staff and volunteers
- To comply with data protection law

We will ensure:

- Staff and volunteers receiving personal information about members of the public treat this information as confidential.
- Under no circumstances should staff and volunteers share personal information with their own partners, family or friends.

- All personal information will be treated as confidential. Information will only be collected that is necessary and relevant to the work in hand. It will be stored securely, only accessible on a need to know basis to those members of staff and volunteers duly authorised. The retention periods of personal information is covered in the retention section of the Data Protection Policy which should be read in conjunction with this policy

Our staff and volunteers:

- Colleagues are able to share information with their line manager in order to discuss issues and seek advice.

- Colleagues will avoid exchanging personal information or comments about individuals with whom they have a professional relationship.

- Talking about the private life of a colleague is to be avoided at all times, unless the colleague in question has instigated the conversation.

- Colleagues will avoid talking about organisations or individuals in social settings.

- Colleagues will not disclose to anyone, other than their line manager, any information considered sensitive, personal, financial or private without the knowledge or consent of the individual, or an officer, in the case of an organisation.

There may be circumstances where colleagues would want to discuss difficult situations with each other to gain a wider perspective on how to approach a problem. The organisation's consent must be sought before discussing the situation, unless the colleague is convinced beyond doubt that the organisation would not object to this. Alternatively, a discussion may take place with names or identifying information remaining confidential.

Where there is a legal duty on The Shiva Trust to disclose information, the person to whom the confidentiality is owed will be informed that disclosure has or will be made.

Why information is held

•On an individual basis, enabling us to send out required information about our services
•Voluntary, community organisations and self-help groups so we can work with them and signpost people to them where necessary
•Employees, students, volunteers and trustees personal details

Information about students is given to the training organisation and the college, but to no one else.

Information about ethnicity and disability of users is kept for the purposes of monitoring our equal opportunities policy and also for reporting back to funders where appropriate.

Access to information

Information is kept confidential as an organisation and may be passed to colleagues, line managers or trustees to ensure the best quality service for users.

Where information is sensitive, i.e. it involves disputes or legal issues, it will be confidential to the employee dealing with the case and their line manager. Such information should be clearly labelled 'Confidential' and should state the names of the colleagues entitled to access the information and the name of the individual or group who may request access to the information.

Colleagues will not withhold information from their line manager unless it is purely personal.

The public may have sight of their Shiva Trust records held in their name or that of their organisation. The request must be in writing to Shiva Trust giving 14 days notice and be signed by the individual, or in the case of an organisation's records, by the Chair or Executive Officer. Sensitive information will only be made available to the person or organisation named on the file.

Employees, volunteers and students may have sight of their personnel records by giving 14 days' notice in writing to the trustees of the charity (info@shivatrust.org)

When photocopying or working on confidential documents, colleagues must ensure people passing do not see them. This also applies to information on computer screens.

Storing information

General non-confidential information about organisations is kept in unlocked filing cabinets and in computer files with open access to all Shiva Trust colleagues.

Personnel information on employees, volunteers, students and other individuals working within The Shiva Trust will be kept in lockable filing cabinets by and will be accessible to the appropriate managers.

Files or filing cabinet drawers bearing confidential information should be labelled 'confidential'.

In an emergency situation, the Director may authorise access to files by other people.

Duty to disclose information

Information will only be shared with other agencies only under the following circumstances:

•To ensure the safety and welfare of the person
•Where there is a safeguarding concern, allegation, grievance, or complaint that requires this
•To protect the safety and welfare of a child or other adult who may be at risk.
•If there is a legal duty to disclose information, such as:
Safeguarding concern for children or adults at risk
Drug trafficking, money laundering or acts of terrorism will be disclosed to the police.

In addition colleagues believing an illegal act has taken place, or that a user is at risk of harming themselves or others, must report this to the trustees of the charity (info@shivatrust.org) who will report it to the appropriate authorities.

•Users should be informed of this disclosure.

•The public are made aware of their right of access to their records.

•The public will be made aware of their right to complain if they feel confidentiality has been breached.

•Breaches of confidentiality will be dealt with through the Charity's compliant, grievance or disciplinary policy.

Glossary

Personal Information: By personal information we mean both:
(a) The data protection definition which is any information which enables a living person to be identified (eg name, address, phone number, email address, nhs number etc or Special Categories of Personal Data which requires the individual's explicit consent for it to be held by the Charity, eg ethnicity, sexual life, political interests, religious beliefs, trade union affiliations etc.

(b) Information, written or verbal, about a client that relates to their health, circumstances, family or experiences that is either provided to you for context so that you can provide a personalised service and/or information you glean directly as a result of your contact with the client.

Review Date: 13/03/2026

This policy will be reviewed: 13/03/2027

Signed: Tracy Parker Print Name: Tracy Parker

Conflict of Interest

All staff, volunteers and trustees of Shiva Trust will strive to avoid any conflict of interest between the organisation on one hand, and personal, professional and business interests on the other. This includes avoiding actual conflicts of interest as well as perceptions of conflict of interests.

The purpose is to protect the integrity of the organisations decision making process to enable our stakeholders to have confidence in our integrity, and to protect the integrity and reputation of volunteers, staff and trustees.

Example of conflict of interest include:
•A trustee who is also a user who must decide whether fees from users should be increased
•A trustee who is related to a member of staff and there is decision to be taken on staff pay and/or condition
•A trustee who is also on the Board of another organisation that is competing for the same funding
•A trustee who has shares in a business that may be awarded a contract to do work or provide services for the organisation

The Trustees will make a full declaration when appointed, of their disclosure of interests, such as relationships, and posts held, that could potentially result in a conflict of interest. This written disclosure will be kept on file and will be updated as appropriate.

In the course of meetings or activities, trustees will disclose any interests in a transaction or decision where there may be a conflict between the organisations best interests and the trustees best interests or a conflict between the best interests of two organisations that the trustees is/are involved with.

The possibilities if there is a conflict of interest are:

•After disclosure, they may be asked to leave the room for the discussion and may not be able to take part in the decision depending on the judgement of the other committee members present at the time
•After disclosure, that may be asked to leave the room for the discussion and will not be able to take part in the decision

Review Date: 13/03/2026

This policy will be reviewed: 13/03/2027

Signed:  Print Name: Tracy Parker

Covid 19 Policy

Policy brief & purpose
This policy includes the measures we are actively taking to mitigate the spread of coronavirus. You are kindly requested to follow all these rules diligently, to sustain a healthy and safe workplace in this unique environment. It's important that we all respond responsibly and transparently to these health precautions. We assure you that we will always treat your private health and personal data with high confidentiality and sensitivity.

Scope
This coronavirus policy applies to all of our staff, subcontractors and volunteers and beneficiaries.

Service Delivery
Face to face sessions and groups will be available when it is safe to do so, with a risk assessment in place and with the following procedures:
- Cleaning and handwashing procedures:
  - Providing hand sanitiser in addition to washrooms
  - Frequently cleaning and disinfecting objects and surfaces that are touched regularly
  - Providing hand drying facilities, i.e paper towels
  - Maintain 2m social distancing, where possible
  - Attendees are asked to not attend if they have any of the following:
    - Tested Positive for Covid 19 in the last 2 weeks
    - High Temperature
    - A continuous cough
    - Loss of / or change to your sense of smell or taste
    - Breathing difficulties
    - Any member of their household has these symptoms
    - Any member of their household has tested positive for Covid 19 in the last 2 weeks

Risk assessments will be carried out before visiting peoples homes, or community

venues. Steps that will be taken when working in homes or community venue's:

- No work will be undertaken in a household that is isolating because one or more family members has symptoms, or where an individual has been advised to shield.
- No work will be undertaken in a household where there is someone classed as clinically vulnerable.
- Prior to an agreed visit there will be discussions with households to decide how work will be carried out to minimise the risk to everyone
- Where any risk is identified masks will be worn
- Handwashing / sanitiser will be available and used when entering and leaving the property, and as appropriate throughout
- Travel to and from the venue will be in the staffs own transport
- Physical contact will be avoided with the client
- The staff will bring their own drinks to the appointment, both client and staff will bring their own drinks to a community venue
- Frequent cleaning of objects and surfaces that are used
- Arranging safe methods of disposing of waste

• Clients will sign as part of their contract to say that they will inform the staff immediately if they have the symptoms of Covid – 19, or are diagnosed with this, or if any member of their household has these, or is diagnosed.

Staff, subcontractors and volunteer expectations
Here, we outline the required actions employees should take to protect themselves and their co-workers from a potential coronavirus infection.

Sick leave arrangements:
• If you have cold symptoms, such as cough/sneezing/fever, or feel poorly, request sick leave or work from home.
• If you have a positive COVID-19 diagnosis, you can return to the office only after you've fully recovered.

Work from home requests:
• If you are feeling ill, but you are able to work, you can request to work from home.
• If you have recently returned from areas with a high number of COVID-19 cases we might ask you to work from home for 14 calendar days, and return to the office only if you are fully asymptomatic. You will also be asked not to come into physical contact with any colleagues during this time.
• If you've been in close contact with someone infected by COVID-19, with high chances of being infected yourself, request work from home. You will also be asked not to come into physical contact with any colleagues or beneficiaries during this time.
• If you're a parent and you have to stay at home with your children, request work from home. Follow up with your manager to make arrangements and set expectations.
• If you need to provide care to a family member infected by COVID-19, request work from home. You'll only be permitted to return to the office 14 calendar days after your family member has fully recovered, provided that you're asymptomatic or you have a doctor's note confirming you don't have the virus. You will also be asked not to come into physical contact with any colleagues or beneficiaries during this time.

Traveling/commuting measures:
• In-person meetings should be done virtually where possible, especially with non-company parties (e.g. candidate interviews and partners).
• If you normally commute to the office by public transportation and do not have other alternatives, you can request to work from home as a precaution.
• If you are planning to travel voluntarily to a high-risk country with increased COVID-19 cases, we might ask you to work from home for 14 calendar days. You will also be asked not to come into physical contact with any colleagues or beneficiaries during this time.

General hygiene rules:
• Wash your hands after using the toilet, before eating, and if you cough/sneeze into your hands (follow the 20-second hand-washing rule). You can also use the sanitizers you'll find around the office.
• Cough/sneeze into your sleeve, preferably into your elbow. If you use a tissue, discard it properly and clean/sanitize your hands immediately.
• Open the windows regularly to ensure open ventilation.
• Avoid touching your face, particularly eyes, nose, and mouth with your hands to prevent from getting infected.
• If you find yourself coughing/sneezing on a regular basis, avoid close physical contact with your

co workers and take extra precautionary measures (such as requesting sick leave).
• Wipe down your working area before you leave the office

This coronavirus (COVID-19) company policy is susceptible to changes with the introduction of additional governmental guidelines. If so, we will update you as soon as possible by email.

Reviewed Date: 13/03/2026

Review date: 13/03/2027

Signed:  Print Name: Tracy Parker

Disciplinary

The Shiva Trust aims to create a team who are passionate in achieving and maintaining effective standards of performance and conduct to meet the Shiva Trust's objectives.

The Shiva Trust aims to minimise the use of the formal disciplinary procedure by attempting to resolve problems through supervision and informal discussions between the manager and the employee as far as possible.

Where informal measures fail to achieve the required level of performance or conduct, this procedure aims to offer a clear and consistent way of dealing with such problems. It is recognised that formal disciplinary action should be used, but that both parties will have explored informal disciplinary proceedings before formal proceedings are undertaken.

Disciplinary Procedure

Introduction

It is necessary to have a code of conduct, and expected behaviours in the interests of the whole organisation. The code of conduct and equality and diversity policy help promote fairness and expectations for staff and volunteers. Shiva Trust aims for the disciplinary procedure to encourage and improve the conduct of individuals, where they are failing to meet the required standards, and not be a means of punishment.

Every effort will be made to ensure that any action taken under this procedure is fair, with the staff or volunteer being given the opportunity to state their case and appeal against any decision that they consider to be unjust.

The following rules and procedures should ensure that:

Staff and volunteers are fully aware of the code of conduct, standards of performance, action and behaviour required of them.

Disciplinary action, where necessary, is taken speedily and in a fair, uniform and consistent manner.

Employees will only be disciplined after careful investigation of the facts and the opportunity to present their side of the case. On some occasions temporary suspension on full pay may be necessary in order that an uninterrupted investigation can take place. **This must not be regarded as disciplinary action or a penalty of any kind.**

Other than for an "off the record" informal reprimand, employees have the right to be accompanied by a fellow employee, a trade union official or a trade union representative who may act as a witness or speak on their behalf, at all stages of the formal disciplinary process. Being accompanied by someone other than the above will be considered sympathetically by the Shiva Trust.

To exercise the right to be accompanied, an employee must first make a reasonable request. What is reasonable will depend on the individual circumstances.

However it is not normally reasonable for an employee to insist on being accompanied by a companion whose presence would prejudice the hearing.

The companion is allowed to address the hearing to put and sum up the employee's case, respond on behalf of the employee to any views expressed at the meeting and to confer with the employee during the hearing. The companion does not have the right to answer questions on the employee's behalf, address the hearing if the employee does not wish it or prevent the employer from explaining their case.

Employees will not normally be dismissed for a first breach of discipline, except in the case of major or gross misconduct.

If an employee is disciplined, they will receive an explanation of the penalty imposed and they will have the right to appeal against the finding and the penalty.

Disciplinary rules

It is not practical to specify all disciplinary rules or offences, which may result in disciplinary action, as they may vary depending on the nature of the work. In addition to the specific examples of minor misconduct, major misconduct and gross misconduct shown here, a breach of other Shiva Trust conditions, procedures, policies, etc. will also result in the disciplinary procedure being used to deal with such matters.

Rules covering minor misconduct

(These are examples only and not an exhaustive list)

Employees will be liable to disciplinary action if they are found to have acted in any of the following ways:

•Absenteeism

•Unsatisfactory standards or output of work

•Unauthorised use or negligent damage or loss of Shiva Trust property

•Failure to report immediately any damage to property or premises caused by the employee

•If the employee's work involves driving on Shiva Trust business, failure to report immediately any type of driving conviction or summons which may lead to their conviction

Rules covering major misconduct
(these are examples only and not an exhaustive list)

Employees will be liable to disciplinary action if they are found to have acted in any of the following ways:

•Being under the influence of alcohol whilst at work (This will cover coming to work in the morning still under the influence and also coming back to work after drinking at lunch time.)

•Being under the influence of alcohol at an event the result of which brings the into disrepute

•Inappropriate behaviour, including rudeness, towards members, stakeholders, funders, members of the public or other employees, objectionable or insulting behaviour or bad language

•Deliberately not adhering to the policies and procedures made clear to you by the Shiva Trust

•Employee's continual failure to devote the whole of their time, attention and abilities to the Shiva Trust business during their contracted working hours, unless previously agreed by a manager

•Failure to carry out all reasonable instructions or follow Shiva Trust rules and procedures

•Misuse of the internet in order to download offensive material such as pornography, or material used by the employee for personal financial gain

•Excessive or unreasonable personal use of Shiva Trust telephones, email, internet, photocopiers and printers and any other equipment

•Bringing Shiva Trust into disrepute by lying, spreading malicious gossip or negative comments about Shiva Trust or its management, staff or volunteers

Rules covering gross misconduct
(these are examples only and not an exhaustive list)

You will be liable to summary dismissal if you are found to have acted in any of the following ways:

•Being found to be guilty of a an allegation of safeguarding against children or adults at risk

•Grossly indecent behaviour, deliberate acts of unlawful discrimination or serious acts of harassment

•Dangerous or aggressive behaviour, including fighting or physical assault

•Incapacity at work or poor performance caused by misuse of intoxicants or illicit drugs

•Serious insubordination and/or continuing refusal to carry out legitimate instructions

•Theft or fraud

•Possession or use of illicit drugs.

•Deliberate falsification of any records

•Undertaking private work on the premises and/or in working hours without express permission
•Working in competition with Shiva Trust

•Taking part in activities which result in adverse publicity to the Shiva Trust or which bring the Shiva Trust into disrepute, or which cause the Shiva Trust to lose faith in the employee's integrity

•Intentional destruction/sabotage of the Shiva Trust property, or any property on the premises

•Intentional destruction/sabotage of property belonging to a third party but being used by the Shiva Trust staff e.g. exhibitors stands at conference

•Serious breaches of health and safety rules, including those which endanger the lives of or may cause serious injury to employees or any other person

•Interference with, or misuse of, any equipment for use at work that may cause harm

•Deliberately accessing internet sites containing pornographic, offensive or obscene material

•A serious breach of confidence eg performing some part of the employee's role so badly that complete confidence in ability is lost

•A serious breach of confidentiality eg releasing confidential information into the public domain

•Action which results in the loss of income to the Shiva Trust

Disciplinary process

Informal action

Minor breaches of performance or conduct will result in an informal discussion with the manager about conduct or standards expected of employees. The manager will ensure that the employee understands what needs to be done and how conduct/performance will be reviewed and over what time period. Although informal, the manager will keep a note of this action. The notes to be agreed by both parties, should the parties fail to agree on the notes then the manager's record will be put on file along with a copy of the staff member's area of disagreement on the notes.

Where informal actions have failed to resolve a problem, or the issue is serious enough to warrant going straight to the disciplinary procedure, managers may invoke the formal disciplinary procedure. Any line manager may initiate the procedure, after discussion with their line manager or another director or if the Director is the initiator, after discussion with the one of the board of Trustees.

Alleged criminal offence

Where a criminal offence is alleged to have taken place within designated working hours on Shiva Trust premises or in any way connected with Shiva Trust business, and which has an impact on the employee's suitability to do the job and their relationship with the employer, work colleagues or customers, Shiva Trust reserves the right to carry out its own disciplinary investigation and action, irrespective of any police investigation and without waiting for the courts to come to a decision.

General points

A general principle applying to all stages of the procedure is that the manager is responsible for taking action and he/she should always inform and discuss this with his/her line manager prior to taking that action.

No manager should attend a disciplinary interview on his/her own, He/she must have a note-taker .

Summary notes of all disciplinary meetings will be taken and a copy kept on the employee's personnel file.

NB No formal disciplinary action will be started against a trade union official without informing the union branch concerned first.

Investigation process and meetings

The manager conducting a disciplinary meeting will gather any evidence necessary prior to the meeting.

It may be possible to gather that evidence without talking to the employee concerned for example if the topic of the disciplinary is poor timekeeping or issues about absence; copies of timesheets or absence records can simply be collated without discussing them at an investigation meeting. However, the investigation process might require an investigation meeting with the employee concerned or with other employees prior to a disciplinary meeting. An investigation meeting is necessary when:

•An allegation has been made about an employee's conduct and the manager needs to hear their side of the story before deciding how to proceed.
•The manager needs to gather evidence from the employee to decide what else to investigate prior to the disciplinary meeting. For example who else to talk to about the issue
•The issues under investigation are complex and would benefit from an investigation.

An employee is not entitled to be accompanied at an investigation meeting as it is does not form part of the formal disciplinary process.

Process
•If it is deemed necessary to suspend an employee before the commencement of the disciplinary process the employee will be invited to a meeting and informed about the suspension and the process that will be followed.

•If suspension is not necessary the employee will be invited to a meeting and informed of the intention to invoke the disciplinary process.

•A letter will then be sent to the employee detailing the alleged offence, time and date of the disciplinary hearing and the employee's right to be accompanied. The letter will also enclose any documents that will be discussed during the hearing.

•The hearing will normally be set for 5 working days from the date of the letter.

•At the hearing the employee will be asked to put forward their explanation and to answer any questions that will contribute to the understanding of the facts.

•A decision will not be given at the meeting. The manager hearing the case will reflect on all of the information provided and then make a decision. The result of the hearing will be made known to the employee in writing within five working days after the hearing.

Possible penalties of disciplinary action
Possible disciplinary penalties will be based on the following table:

Offence	First stage of formal process for minor offences	Second stage of formal process for minor offence or first stage of major offence	Final stage
Unsatisfactory performance	Issue of an improvement note*	Final Written warning	Dismissal
Misconduct	A first warning	Final Written warning	Dismissal
Gross misconduct	Dismissal		

If a disciplinary penalty is imposed it will be in line with the procedure outlined above, which may encompass a first written warning/issue of an improvement note, final written warning, or dismissal, and full details will be given to the employee. In all cases warnings will be issued for misconduct, irrespective of the precise matters concerned, and any further breach of the procedure in relation to similar or entirely independent matters of misconduct will be treated as further disciplinary matters and allow the continuation of the disciplinary process through to dismissal if the warnings are not heeded.

* A performance note is used when the disciplinary action is performance related. The improvement note details what improvement is needed and in what timescale.

Period of warnings

a.First Written warning - **A written warning will normally be disregarded after a 6 months' period. (This might be longer in exceptional circumstances)**

b.Final written warning - **A final written warning will normally be disregarded after a 12 months' period. (This might be longer in exceptional circumstances)**

Disciplinary appeal procedure
The disciplinary rules and procedures incorporate the right to lodge an appeal in respect of any disciplinary action taken against an employee.

If an employee wishes to exercise this right they should apply in writing to the Chief Executive or in his/her absence a Trustee.

An appeal against a first or final written warning or dismissal should give details of the grounds for the appeal in writing for example the penalty imposed is either too severe, inappropriate or unfair in the circumstances.

The disciplinary appeal procedure will normally be conducted by a member of staff not previously connected with the disciplinary process so that an independent decision into the severity and appropriateness of the disciplinary action can be made.

If the employee is appealing on the grounds that they have not committed the offence then their appeal may take the form of a complete re-hearing and reappraisal of all matters so that the person who conducts the appeal can make an independent decision before deciding to grant or refuse the appeal.

The employee may be accompanied at the appeal hearing by a trade union official, trade union representative or fellow employee of their choice, who may act as a witness or speak on their behalf, and the result of the appeal will be made known to the employee in writing within five working days after the hearing.

Review Date: 13/03/2026

This policy will be reviewed: 13/03/2027

Signed:  Print Name: Tracy Parker

Environmental Impact Policy

Shiva Trust Charity acknowledges the connection between the climate and other environmental crises and the threat of current and future homelessness, disease, food and water shortages and poverty for millions of people around the world, as well as the major damage being caused to our natural eco-systems.

It therefore recognises its responsibility to reduce its carbon and environmental footprints and formally commits itself to being an environmentally responsible charity.

To take this forward it commits to the following actions:

Management

1. Shiva Trust Charity mandates the CEO to take executive responsibility for taking forward and implementing this commitment.

They are also requested to report annually on progress made, including where possible statistical information on Shiva Trust Charity annual:

- Energy carbon footprint
- Electricity
- Water
- Transport fuel
- Gas
- Total waste production
- % of waste recycled
- % vegetarian meals provided
- Total paper consumption
- % Recycled paper
- % Renewable energy used
- Any other relevant environmental criteria.

This annual environmental report will be presented at the same meeting as the annual accounts.

2. Shiva Trust Charity annual impact statement will include a summary of this annual environmental audit of the charity.

3. Progress on improvement of Shiva Trust Charity environmental performance will be a standard item at senior management meetings.

4. All staff contracts will include a clause stating that staff will be expected to help Shiva Trust Charity in carrying out its aim of being an environmentally responsible organisation, in how they carry out their day-to-day duties.

5. Induction procedures for new staff will include information on the charity's environmental practices.

6. Shiva Trust Charity will ask all our current and future suppliers for their environmental policies and for evidence of implementation of such policies and indicate that such performance will be

used as criteria for supplier selection.

7. Shiva Trust Charity will seek to have relevant environmental clauses included in any future contracts agreed with outside bodies.

8. Shiva Trust Charity will include environmental responsibility training in any future staff training programmes, especially for those involved in providing advice to vulnerable clients.

9. Shiva Trust Charity will observe existing environmental legislation as a minimum standard and seek to out-perform current legislative requirements where practical.

10. Shiva Trust Charity will develop and maintain a sustainable transport policy for their staff, seeking to reduce unnecessary travel and making the transport that is necessary as sustainable as possible and will monitor progress annually.

Review – This environmental policy shall be reviewed annually

upon its adoption. Review Date: 13/03/2026

This policy will be reviewed: 13/03/2027

Signed:  Print Name: Tracy Parker

Equal Opportunities policy

1. Statement of policy
The aim of this policy is to communicate the commitment of the chief executive, Board of Directors and senior management team to the promotion of equality of opportunity in Shiva Trust Charity.
It is our policy to provide employment and Services equality to all, irrespective of:
* Gender, including gender reassignment
* Marital or civil partnership status
* Having or not having dependants
* Religious belief or political opinion
* Race (including colour, nationality, ethnic or national origins, being an Irish Traveller)
* Disability
* Sexual orientation
* Age.
We are opposed to all forms of unlawful and unfair discrimination. All job applicants, employees and others who work for us will be treated fairly and will not be discriminated against on any of the above grounds. Decisions about recruitment and selection, promotion, training or any other benefit will be made objectively and without unlawful discrimination.

We recognise that the provision of equal opportunities in the workplace is not only good management practice, it also makes sound business sense. Our equal opportunities policy will help all those who work for us to develop their full potential and the talents and resources of the workforce will be utilised fully to maximise the efficiency of the organisation.

2. To whom does the policy apply?
The EO policy applies to all those who work for (or apply to work for) the organisation, or example:
* Job applicants and potential applicants
* Employees
* Contract workers
* Agency workers
* Trainee workers and students on work experience or placements
* Volunteer workers
* Former employees
* Service users

3. Equality commitments
We are committed to:
* Promoting equality of opportunity for all persons
* Promoting a good and harmonious working environment in which all persons are treated with respect
* Preventing occurrences of unlawful direct discrimination, indirect discrimination, harassment and victimisation
* Fulfilling all our legal obligations under the equality
legislation and associated codes of practice* Complying with our own equal opportunities policy and associated policies* Taking lawful affirmative or positive action, where appropriate
Regarding all breaches of equal opportunities policy as misconduct which could lead to disciplinary proceedings.

4. Implementation
The chief executive has specific responsibility for the effective implementation of this policy. Each

director, manager and supervisor also has responsibilities and we expect all our employees to abide by the policy and help create the equality environment which is its objective.

In order to implement this policy we shall: Communicate the policy to employees, job applicants and relevant others (such as contract or agency workers)
Incorporate specific and appropriate duties in respect of implementing the equal opportunities policy into job descriptions and work objectives of all staff
Provide equality training and guidance as appropriate, including training on induction and management courses.
Ensure that those who are involved in assessing candidates for recruitment or promotion will be trained in non-discriminatory selection techniques
Incorporate equal opportunities notices into general communications practices (eg, staff newsletters, intranet)
Obtain commitments from other persons or organisations such as subcontractors or agencies that they too will comply with the policy in their dealings with our organisation and our workforce
Ensure that adequate resources are made available to fulfil the objectives of the policy.

5.Monitoring and review
We will establish appropriate information and monitoring systems to assist the effective implementation of our equal opportunities policy.
The effectiveness of our equal opportunities policy will be reviewed regularly [at least annually] and action taken as necessary. For example, where monitoring identifies an under-representation of a particular group or groups, we shall develop an action plan to address the imbalance.

6. Complaints
Employees who believe that they have suffered any form of discrimination, harassment or victimisation are entitled to raise the matter through the agreed procedures. A copy of these procedures is available from the Chief Executive. All complaints of discrimination will be dealt with seriously, promptly and confidentially.

Every effort will be made to ensure that employees who make complaints will not be victimised. Any complaint of victimisation will be dealt with seriously, promptly and confidentially. Victimisation will result in disciplinary action and may warrant dismissal.

Review Date: 13/03/2026

This policy will be reviewed: 13/03/2027

Signed:  Print Name: Tracy Parker

Equality and Diversity Policy

Policy Statement

Shiva Trust is committed to promoting equality, valuing diversity and working inclusively across the organisation and all of our activities. These principles are upheld in our behaviours and practises.

Overall responsibility for this policy sits with Ramana Ennis-Cole who will ensure it is reviewed annually in line with changes and requirements of equalities and/or human rights legislation.
The Shiva Trust opposes all forms of discrimination and intolerance in the workplace and services settings and will take a zero tolerance approach to bullying, harassment and victimisation. Any such behaviour will be treated as a disciplinary offence.

As an organisation that provides services for children, young people and adults, we will ensure that staff and volunteers are equipped to challenge all forms of discrimination. We will proactively identify and remove any barriers and inequalities in access to service provision.

Equality

The Shiva Trust adheres to the relevant equality legislation – the Equality Act 2010, which makes it unlawful to discriminate against people with a protected characteristic:

•Race
•Gender
•Marriage and civil partnership
•Religion or Belief
•Sexual orientation
•Disability
•Gender re-assignment
•Age
•Pregnancy and maternity

This list is not comprehensive and we recognise that people can be discriminated against in other ways to. The Equality and diversity policy applies to recruitment, training, promotion, discipline and dismissal.

We will ensure our workplace, employment policies and practices do not unreasonably exclude or disadvantage anyone with a disability, and will comply with the duty to comply with any reasonable adjustments in relation to such persons.

Principles

The Shiva Trust is committed to:

•Ensuring diversity and human rights are at the core of its values
•Encouraging people with different backgrounds and attitudes to contribute to our organisation so it can draw upon the widest range of experiences

•Maintain an environment where people feel comfortable expressing how they feel and what they need, knowing they will be treated with respect and that their contribution is valued
•Endeavor to deliver services in a way that genuinely recognises the importance of an inclusive society and that brings opportunities and access, not barriers to individuals
•Ensure that diversity is managed so that everyone has equality of opportunity, through a fair and consistent approach
•Ensuring equal access to jobs, volunteer opportunities, membership, services and activities
•To promote equal opportunities in other areas not currently covered by legislation
•To maximise the use of resources in the best interests of staff, volunteers and service users
•To confront and challenge discrimination where and whenever it arises, whether it is between colleagues, or in any other area relating to our work
•To ensure, through positive action and so far as is practicable, that our premises and services are accessible to all people
•To ensure that employment and advancement within the organisation is determined by objective criteria and personal merit

Equality and Diversity Framework

In applying this policy the Shiva Trust will have due regard for the need to eliminate unlawful discrimination, promote equality of opportunity and provide for good relations between people of diverse groups, in particular on the grounds of the following characteristics protected by the Equality Act 2010, age, disability, gender, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religion or belief, sexual orientation and political opinion or any other personal characteristic.

Responsibility for implementing and developing the policy rests with the Trustees. However, we believe that all who work with or for the organisation have an individual responsibility: to accept the policy and ensure a personal involvement in its application; to co-operate actively to ensure that the environment we desire is a reality.

Recruitment

•All posts will be advertised internally or externally as appropriate
•We will endeavour to recruit staff, trustees and volunteers from all sections of the community.
•Recruitment is done on the basis of matching skills, qualifications and experience with a person specification, in accordance with recommended best practise for ensuring equality of opportunities
•Training and development opportunities are available to all staff as appropriate
•Some posts involve the opportunity for unsupervised access to children or adults at risk, and are exempt from the Rehabilitation of offenders act, 1974. Applicants therefore are required to declare any criminal convictions, including those normally regarded as spent under the act. All candidates offered an exempt post are required to obtain a Enhanced Disclosure from the Disclosure and Barring Service
•All other posts fall in the category of regulated positions as defined in the criminal Justice and courts act 2000, and applicants are required to obtain a standard Disclosure
•In the event that the Disclosure reveals a criminal record or other information of concern this will be discussed with the candidate before a decision is made to confirm the post or not. The organisation will consider the nature of of the offence and whether or not it makes the applicant unsuitable for the work to be undertaken, how long ago the offence was committed and the age of the person at the time, together with any other factors that may be relevant

•The organisation will make reasonable adjustments or arrangements for people to attend an interview
•The organisation will make reasonable adjustments for any staff or volunteers with a disability
•All applicants will be made aware of this policy and our commitment to equal opportunities within their induction
•Any staff or volunteers who are not satisfied that this policy has been properly applied can make a complain in accordance with the grievance procedure

Monitoring, evaluation and review

•The policy will be reviewed every year by operation managers
•The policy will be placed on the website
•The trustees will be informed of the working of the policy where necessary

Service provision

The Shiva Trust will:

•Record concerns and complaints about services to ascertain if there are trends to suggest discrimination. Where a trend is identified action will be taken to rectify this.
•Seek the views of the people accessing services to ensure that information is utilised to provide services accordingly and monitor the quality of the provision

Discrimination and Harassment

The Shiva Trust will:

•Investigate all complaints of discrimination and harassment thoroughly
•Take disciplinary action against any employee, volunteer or trustees found to have discriminated against another employee, member of the public , trustee or volunteer on the grounds of the protected characteristics
•Take disciplinary action against any employee found to have harassed another employee, volunteer or trustee on the grounds of the protected characteristics

Review Date: 13/03/2026

This policy will be reviewed: 13/03/2027

Signed: Tracy Parker Print Name: Tracy Parker

Finance and Financial Payments Authorisation

Policy Statement
It is the policy of the Shiva Trust to be financially responsible and accountable. Being financially responsible means that The Shiva Trust will not take on any responsibilities that it does not have the resources to meet.

It means that the organisation will endeavour to pay its bills on time and keep accurate records of all monies that come into and go out of the organisation.

Financial responsibility also means that the organisation will endeavour to collect all monies owed to it as promptly as possible.

Accountability means that The Shiva Trust will endeavour to provide accurate and up to date financial report to its stakeholders.

The Management Committee has a duty of responsibility to ensure that the organisation's finances are managed to the maximum advantage in the interest of the organisation.

Purpose of the policy
The purpose of this policy is to set out how the finances of The Shiva Trust are managed and ensure financially responsibility.

This policy covers all financial transactions carried out by The Shiva Trust

Responsibilities

Management Committee:

The Management Committee / Trustees have ultimate responsibility for ensuring the effective implementation of this policy. The Treasurer has direct ultimate responsibility for ensuring the effective implementation of this policy and the effectiveness of The Shiva Trusts financial management system.

The Management Committee is responsible for approving all financial transactions except where authority has been granted to the Chief Executive or Project Manager in accordance with the Financial Payments Policy.

The Treasurer has direct responsibility for overseeing all financial transactions, including where authority has been granted to the Chief Executive/Project Manager by the Management Committee.

The Management Committee is responsible for approving the annual budget and all variations to the budget before presentation to Trustees for approval.

The Treasurer has direct responsibility for ensuring that proper budgets are prepared and any variations to an approved budget are properly evidenced before presentation to the Management Committee and subsequently the Trustees.

The Management Committee is responsible for approving all expenditures including expenditures over which the Chief Executive or Project Manager has been granted authority.

The Chief Executive or Project Manager must present information on these expenditures to the Management Committee on a regular basis for approval.

The Treasurer has direct responsibility for ensuring that the Management committee properly approves all expenditures including where authority has been granted to the Chief Executive or Project Manager.

The Management Committee is responsible for appointing the external auditor or independent examiner as appropriate.

The Management Committee has ultimate responsibility for reviewing this policy and is directly responsible for agreeing any amendments to the policy.

The Treasurer has direct ultimate responsibility for ensuring that this policy is reviewed and any amendments are properly implemented.

The Chief Executive:
The Chief Executive has responsibility for ensuring the effective implementation of this policy and the effectiveness of the financial management system for The Shiva Trust.

Where the Chief Executive has delegated responsibility to a Project Manager, the same responsibilities then lie with the Project Manager. The Chief Executive or delegated Project Manager is responsible for ensuring that all transactions are properly documented including where, the Management Committee has given him/her authority. The Chief Executive or delegated Project Manager is responsible for ensuring that a proper budget is prepared annually for approval by the Management Committee. He/she is responsible for ensuring that any variations necessary to an approved budget are properly evidenced before being submitted to the Management Committee for re-approval.

The Chief Executive is responsible for overseeing the effective day-to-day management of the finances of The Shiva Trust.

The Chief Executive/Project Manager is responsible for arranging the annual audit or examination of the accounts and financial management system of The Shiva Trust with the external auditor or independent examiner appointed by the Management Committee.

The Chief Executive is responsible for ensuring that this policy is reviewed on regular basis to continue to meet the needs of The Shiva Trust. He/she is responsible for supervising the review of this policy and presenting it to the Management Committee for consideration and approval.

The Accountant:
The Accountant is responsible for the effective day-to-day implementation of this policy. He/she is responsible for developing and implementing an effective financial management system for The Shiva Trust according to this policy.

The Accountant is responsible, in conjunction with the Chief Executive, for preparing an appropriate budget for submission to the Management Committee for consideration and approval.

The Accountant is responsible for devising and maintaining all relevant financial records for the effective management of the finances of the Organisation. The Accountant is responsible, in conjunction with the Chief Executive for ensuring that all bills and any other monies owed by the Organisation are paid on time without incurring any surcharges, fines or penalties.

The Accountant is responsible for preparing all instruments necessary for the payment of bills and other monies owed by the organisation including wages/salaries and expenses. He/she is responsible for submitting such instruments to the appropriate persons for certification.

The Accountant is responsible, in conjunction with the Chief Executive for ensuring that all monies owed to The Shiva Trust including grant funding are collected promptly. He/she is responsible for recording and banking all monies collected except cash receipts.

The Accountant is responsible, in conjunction with the Chief Executive for producing and presenting regular financial management reports to the Management Committee.

The Accountant is responsible, in conjunction with the Chief Executive for preparing the annual accounts of the Organisation. He/she is responsible for submitting the accounts to the external auditor or independent examiner.

The Administrative Officer:
The Administrative Officer may be responsible for collecting and receipting all cash coming into the Organisation under the supervision of the Accountant. He/she may be responsible for administering the petty cash account under the supervision of the Accountant.

Procedure A. Accounting:
1. A regular (quarterly) financial management report detailing the financial status of [the Organisation] must be prepared and presented to the Management Committee.
2. The annual accounts must be prepared in accordance with all legal requirements
3. The draft accounts must be prepared not more than three months from the end of the financial year of the Organisation. The review by management, Trustees and external examiner must be completed in a timely fashion so as to ensure that the accounts and returns are submitted to the Charity Commission and Companies House ahead of any filing deadlines;
4. Shiva Trust must retain all accounting records for as long as is required by relevant legislation
5. No financial record (e.g. payment vouchers or related documents) must be destroyed before the statutory period has expired

B. Audit / Independent Examination And System Review:
1. An annual external audit or examination by an appropriate professional chosen by the Management Committee must be arranged for the purpose of carrying out an examination of the financial and related systems of Shiva Trust to ensure transparency, accountability and prudence.
2. The Auditors / Independent Examiners will review, appraise and report on the annual accounts of the Organisation, the effectiveness and adequacy of the internal control mechanisms and the suitability and reliability of financial and other management data.

C. Authorisation And Certification:
1. The Chief Executive has delegated authority to certify, in consultation with the Treasurer, the following expenditures on behalf of the Management Committee and in accordance with the

Expenditure Authorisations limits set for Shiva Trust; orders for work, goods and services for staff and volunteers; payment of expenses from petty cash; and preparation of salary and wages documents.
2. All other expenditures including the payment of salaries/wages and expenses not payable from Petty Cash (e.g. payment of sessional workers) must be signed by any two (2) of Bank signatories from the Shiva Trust.

D. Banking Arrangements:

1. All funds must be held in a bank account in the name of Shiva Trust at a bank/building society decided upon by the Management Committee.
2. The organisation shall operate a current account for the purpose of receiving income and paying of bills. Any monies/funds not immediately in use must be deposited in a Savings Account in the same name.
3. The Management Committee must decide upon an interest yielding account for maximum benefit to the Organisation after seeking professional advice.
4. All bank accounts must be reconciled with cashbooks at least once in each month.
5. All cheque books must be under the control of the Chief Executive or any other officer to whom he/she may delegate the responsibility (e.g. the Accountant).

E. Budget:

1. The annual budget projections must show the actual income and expenditure for the previous financial year, the original approved and revised estimates of income and expenditures for this financial year and the estimated income and expenditure for the coming financial year.
2. Sufficient supporting information must be provided by the Chief Executive in conjunction with the Accountant in order for variations between budget headings to be analysed. The detailed format of the annual budget must be decided by the Chief Executive in consultation with the Treasurer in line with the general directions of the Management Committee
3. Monitoring actual income/expenditure – reviews of the Organisation's budget must be carried out by the Treasurer in conjunction with the Chief Executive and the Finance Officer. This must compare the actual income and expenditure to for the current year's budget. This review must form the basis of the quarterly report to be considered by the Management Committee. The Management Committee must decide upon any corrective action that is needed where significant differences occur between the two.
4. Financial resources must be used only for the approved budget purposes.
5. Designated or restricted funds must be recorded in the accounts as having been received for the purpose for which they were given, and must only be utilised for that purpose.

F. Claims For Expenses And Allowances:

1. All claims and expenses from staff must be submitted through line managers to the Chief Executive who must prepare the relevant documents for the payment of such expense claims and authorised by the Chief Executive before payment is made.
2. Claims must only be allowed for expenses incurred for work done wholly and exclusively on behalf of Shiva Trust. 3. Certification by or on behalf of the Chief Executive must be taken to mean that such expenses were necessary and the claims have been authorised as satisfactory, and that the expenses were properly incurred and payable by Shiva Trust

G. Petty Cash Account:

1. The Chief Executive has delegated authority to sign a cheque (with one other named signatory) for an amount not exceeding £250.00 for the purpose of operating a Petty Cash account. The amount in the petty cash account is to be decided by the Chief Executive and approved by the Management Committee.
2. All payments must be adequately evidenced, correctly calculated and properly supported by a third party receipt.
3. Claims for petty cash must be submitted within 3 months (3 months) of the expense being incurred.
4. No income other than the original cash advance and reimbursement to the cash float must be treated as creditable to the petty cash account.

H. Income:

1. All income received by Shiva Trust must be banked as soon as practically possible. All cash receipts must be banked within one business day of receipt.
2. Under no circumstance must monies belonging to Shiva Trust be taken out of the offices except in the process of taking it to the bank.
3. With the approval of the Management Committee, the Treasurer may authorise the write-off of any monies owing to Shiva Trust that in all probability are irrecoverable.

I. Insurance:

The Chief Executive Officer has the delegated authority to affect all insurance cover and negotiate claims on behalf of Shiva Trust.

J. Inventories:

1. An inventory of all Shiva Trust's fixed assets must be maintained as a Fixed Asset Register. Recording an adequate description of the asset including date of purchase, supplier, purchase price and term of depreciation, the Register will include all readily portable items of furniture, fittings equipment and machinery of an estimated life of more than twelve months
2. The Chief Executive must determine the form of the inventory.
3. The Accountant has the delegated authority for maintaining an annual physical check of items on the inventories certified by the Chief Executive.

K. Investments:

The Chief Executive has delegated authority, after consultation with the Management Committee and on the advice of a professional independent financial adviser, to arrange for the independent management of any/all investments of Shiva Trust. All such investments must be held in the name of the organisation.

L. Orders For Work, Goods And Services:

1. Official orders for work, goods and services must be in a form approved by the Management Committee and must be signed by the Chief Executive and countersigned by the Treasurer.
2. The Chief Executive must retain a copy of the order.
3. As no official order need be written out for public utility services (water, electricity, gas telephone etc.), a record must be maintained to avoid duplicate payments and to monitor significant trends in consumption.
4. Before a bill is paid the requisition must be endorsed and dated by any two of the three authorised signatories in to avoid duplicate payment and for the purposes of monitoring.

The cheque payment number or online payment unique code must always be quoted on the vouchers.
5. Three written estimates must be obtained when ordering goods or services over £1,000 to ensure value for money.
6. Payments for goods and services must always be made against an appropriate invoice or similar document.

M. Salaries/Wages And Pensions:
1. The payments of all salaries, wages, pensions, compensations and other earning to all staff and volunteers or former employees must be made according the Staff/Volunteer Policy approved by the Management Committee.
2. The Treasurer must be informed of all matters affecting the payment of such earnings as; absences from duty for sickness or other reasons apart from approved leave; and information necessary to maintain records of service for pensions, income tax and National Insurance.
3. All time records, where kept or other pay documents must be in the form approved by the Management Committee.

N. Security:
1. The Chief Executive has delegated authority for introducing and maintaining any security measures to ensure the safety and security of all of the organisation's personnel, assets and property.
2. No cash (except for petty cash) must be held at the Organisation's offices.

Reviewed Date: 13/03/2026

Review date: 13/03/2027

Signed:  Print Name: Tracy Parker

General Data Protection Regulation

1. Data protection principles
The Shiva Trust chooses to collect, use and retain information about the individuals with whom it deals with in order to provide the most appropriate services. The organisation interacts with the public, community organisations, educational establishments / awarding bodies, employees, suppliers and other business's, as part of its day to day operations. The Shiva Trust is committed to processing data in accordance with its responsibilities under the GDPR.

Article 5 of the GDPR requires that personal data shall be:
•processed lawfully, fairly and in a transparent manner in relation to individuals;
•collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purposes;
•adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;
•accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay;
• kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the appropriate technical and organisational measures required by the GDPR in order to safeguard the rights and freedoms of individuals; and
•processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures."

2. General provisions
a. This policy applies to all personal data processed by the the Shiva Trust
b.The Responsible Person shall take responsibility for the Shiva Trust 's ongoing compliance with this policy
c.This policy shall be reviewed at least annually
d.The Shiva Trust shall register, when necessary, with the Information Commissioner's Office as an organisation that processes personal data
e.The Shiva Trust will ensure that all staff and volunteers are given appropriate basic data protection training and overviews of this policy as part of their induction

3. Lawful, fair and transparent processing
a. To ensure its processing of data is lawful, fair and transparent, the Shiva Trust shall maintain a data mapping system which logs how consent is obtained and where it is kept b. The Register of Systems shall be reviewed at least annually
c. Individuals have the right to access their personal data and any requests to have information corrected, suspended, deleted or accessed will be acknowledged and acted on with in a calendar month. Requests should be made to **info@shivatrust.org**

4. Lawful purposes
a. All data processed by the Shiva Trust will be done on one of the following lawful bases: consent, contract, legal obligation, vital interests, public task or legitimate interest
b. The organisation shall note the appropriate lawful basis in the Register of Systems
c. Where consent is relied upon as a lawful basis for processing data, evidence of opt-in consent shall be kept with the personal data
d. Where communications are sent to individuals based on their consent, the option for the individual to revoke their consent should be clearly available and systems should be in place to ensure such revocation is reflected accurately in the systems

5. Data minimisation
a. The Shiva Trust shall ensure that personal data is adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed

6. Accuracy
a. The Shiva Trust shall take reasonable steps to ensure personal data is accurate
b. Where necessary for the lawful basis on which data is processed, steps shall be put in place to ensure that personal data is kept up to date

7. Archiving / removal
a. To ensure that personal data is kept for no longer than necessary, the Shiva Trust shall put in place an archiving process for each area in which personal data is processed and review this process annually
b. The archiving process shall consider what data should/must be retained, for how long, and why

8. Security
a. The organisation shall ensure that personal data is stored securely using modern software that is kept-up-to-date. See Privacy Notice for more details. All employees and volunteers using personal IT for any Shiva Trust work will sign an agreement stating that any information containing personal details, or organisational details shall be stored on software and deleted from their IT system
b. Access to personal data shall be limited to personnel who need access and appropriate security should be in place to avoid unauthorised sharing of information
c. When personal data is deleted this will be done safely such that the data is irrecoverable.
d. Appropriate back-up and disaster recovery solutions shall be in place

9. Breach
In the event of a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data, the Shiva Trust shall promptly assess the risk to people's rights and freedoms and if appropriate report this breach to the ICO. An incident log is kept and completed by the responsible person / data protection lead

Archiving Policy and Retention Schedule

The aim of the archive and retention policy is to enable the Shiva Trust to have the appropriate management of records to support the organisation in making decisions.

This policy is required to support the organised creation, retrieval, proper storage and preservation of essential records, and to enable identification and destruction of information where there is no continuing business, legal or historical significance.

It also helps us to comply with the requirements of relevant legislation.

As a Charity and accountable organisation we must maintain records of potential interest to staff, stakeholders and members of the public. Records of activities and achievements contain accumulated experience, expertise and knowledge. Shiva Trust has 3 key principles that determine what information needs to be retained.

1. Information that needs to be kept by law
Certain pieces of legislation set out types of information that should be kept and how long they should be kept for, for example, the Health and Safety at Work Act. Where there is a legal requirement to keep information by law, we must do this. There are limits as to how long information needs to be kept for legal purposes.

2. Information that has ongoing business value
This is information that is of value to the Shiva Trust, which is needed for both day to day activities and longer term strategic planning.

3. Information that is of archival value
Information of historical value is that which reflects the 'what, why and how' of government and should be selected for permanent preservation at The National Archives. This will include significant policy documents, records of significant decisions, documents about notable events, persons or public issues broadly encompassing:

•the principal policies and actions of the UK central government
•the decision making process in government
•the state's interaction with its citizens and the physical environment

We need to keep some information permanently to meet this need. For other types of information, we can safety destroy it after a certain period.

Most information is scheduled to be retained for 6 or 7 years. This is because of a concept known as the liability period, and is particularly relevant where we hold a contract with either a grant holder, supplier or where we have provided a service to another organisation.

You may find that some documents aren't listed within the retention schedule. The retention schedule lists the documents that it is essential to keep in line with the three principles above. If you have a definable ongoing business need to keep some information then it will generally be acceptable to retain it for as long as you need it.

Good archives support our business by enabling us to use knowledge to make better decisions and to have records available that can help to understand how decisions were made or how we followed our processes if there is a query or challenge.

Retaining information for longer than necessary creates cost for the business. There is the actual cost of storing information that is no longer needed either in offsite archives or within our IT infrastructure, as well as the cost to the organisation of not being able to use our information resources effectively to support us in our work.

This policy applies to all records at the Shiva Trust, including electronic records.

Data Protection

This policy ensure's thats complying with the Data Protection Act which requires that we do not store material about our customers, staff or other people who could be identified that has no business use.

To comply with the principles of the Data Protection Act 1998, an organisation must:

•only keep information for as long as there is a business need
•keep records secure, whether electronic or paper
•allow a person access to information held about them, should they request it.

All employees must:

•destroy papers and electronic data for which there is no continuing business need and send papers that cannot be destroyed to archive for as short a time as possible
•keep data secure while it remains in any office
•keep track of where information is stored
•continue to apply these good practices to avoid stockpiling papers in the future.

Freedom of information

The Freedom of Information Act 2000 does not require organisations to keep all information in case it is requested. Shiva Trust must however, be able to locate and retrieve information that we hold when it is requested. Failure to respond to a request in the allocated time can have repercussions for the Shiva Trust, including action from the Information Commissioner.

The Shiva Trust staff can continue to destroy records in line with our archive and retention policy. The only exception is where information has been requested by a member of the public before the scheduled destruction date.

Who owns the records

All records created by or on behalf of the Shiva Trust and staff in the course of their duties will belong to the Shiva Trust. This includes any rights or copyrights in the content, except where specifically provided under copyright legislation.

All records received on behalf of the Shiva Trust as part of its business will be its property, which may be disposed of or released as Shiva Trust and its officers see fit or as required by law. Originators' and owners' rights will be fully respected in accordance with legislation.

Who is responsible

Directors and appointed managers are responsible for ensuring that depositing and disposing of archive records happens effectively within their business areas.
It is their responsibility to ensure that complete and accurate records are retained in line with legislative requirements and good practice.

Staff will create, use, manage and preserve the records in accordance with all statutory requirements including the Freedom of Information Act 2000.

The cost of storage and retrieval is significant and many business records have little value beyond accountability purposes. However, directors/divisional heads may choose to retain records for longer than the indicative periods given in the retention schedule, for example if they consider records to be of significant historical value or if the issue with which they are concerned remains 'live'.

Disposal

Shiva Trust cannot retain all data indefinitely. This is due to the financial cost of data storage, the need for well structured records to aid information retrieval and legal challenges in retaining personal data about our customers for longer than there is a clear need to do so.

At the end of their useful life, records should be confidentially destroyed. In general, records will not be retained beyond the lifespan indicated in the retention schedule unless the director/appoint ed manager indicates otherwise.

Specialist storage

If there is a need for off-site storage we will ensure it complies with appropriate industry standards on archiving.

Retention Schedule

Information	**Retention Period**	**Additional information**
Strategic Plan and Business Plan	6 years from completion	
Trustee meetings / Board meetings minutes and paper	Permanent preservation	
Other board / trustee documents and emails of appointment, reports and agendas	6 years from creation	
Insurance : Public liability, product liability, employers liability	Life of organisation	
Correspondence with internal revenue	Review every three years	
Internal correspondence	1 year	
All other financial records	6 years from creation	
Property acquisition	Length of ownership	
Personal exposure to hazardous materials by identifiable employee	40 years	

Job applications and interview records for unsuccessful applicants	6 month after notifying unsuccessful candidates	
Employee Training history	2 years	
Current basic details	Until superseded	
All other HR documents	6 years sfter end of employment	
Details of complaints	6 years from resoution	
Freedom of information and data protection	20 years	
Back up of email server	6 years	
Emails contained in archive	6 years	
Records on establishment and development of the organisations legal framewrok and governance	Life of organisation	
Contracts	6 years	
All project documents	6 years	
Student registration forms	6 years	
Student course work	6 years	

Review Date: 13/03/2026

This policy will be reviewed: 13/03/2027

Signed: Tracy Parker Print Name: Tracy Parker

Health and Safety

The Shiva Trust is dedicated to the health and safety of its staff and beneficiaries. This policy sets out the aims and ways in which we will ensure Health and Safety is paramount in our organisation.

Our aim's of the policy:
• Prevent accidents and cases of work related ill health, by managing the risks in the workplace and outreach venues
• Provide clear instructions, information and adequate training to ensure employees and volunteers, where necessary, are competent to do their work safely
• Consult with employees and volunteers on the day to day health and safety conditions
• Implement emergency procedures – evacuation in case of fire or other significant incident.
• Maintain safe and healthy working conditions, provide and maintain appropriate equipment, and ensure the safe use / storage of substances

Legislation:
The Health and Safety at Work etc Act 1974 (HSW Act) is the primary legislation aimed at protecting employees and others who may be affected by work activities. It is enforced mainly by HSE and local authorities.

Health and safety legislation does not, in general, impose duties upon someone who is not an employer, self-employed or an employee.

HSE and local authority health and safety officers have no power to investigate incidents or pursue enforcement action in relation to most purely voluntary activities (subject to limited exceptions such as where a volunteer is in control of non-domestic premises).

However, at the Shiva Trust we are committed to ensuring the health and safety of our employees, volunteers and the people we work with.

The trustees of the charity (info@shivatrust.org) have overall and final lead responsibility for Health and Safety.

All staff and volunteers will be committed to the policy, and responsible for ensuring it is put into practice daily.

How we implement our aims:
• Relevant risk assessments are completed for the building and any issues arising are implemented. Responsibility – the trustees of the charity (info@shivatrust.org)

•Relevant risk assessments are completed for the activities/events taking place in the building or at an outreach venue. Responsibility – the trustees of the charity (info@shivatrust.org)

•Employees, subcontractors and volunteers are given a thorough induction including all relevant health and safety information

•Employees and volunteers are given the appropriate health and safety training

•Where staff and volunteers have a disability, physical or mental health conditions, reasonable adjustments will be made

•A fire risk assessment is completed by the Health and Safety Lead and kept on the premises. A fire evacuation plan is in place, tested and reviewed quarterly. All staff, volunteers, teachers and other subcontractors are made aware of this.

•Escape routes are clearly signed and kept clear at all times

•Employees and volunteers are:
  •consulted appropriately on health and safety
  •are clear who they report to as matters arise on a day to day basis
  •are given the chance to discuss issues in team meetings

•Health and Safety Lead is kept up to date with changes in Health and Safety Management

•There is an annual Health and Safety Inspection of the premises and annual self audit carried out by the lead

• Appropriate toilets and washing facilities are provided

•Systems are in place for the appropriate testing of equipment and machinery, and issues arising are dealt with swiftly

•There are an appropriate number of people trained in first aid – and this training is renewed periodically.

•There is a first aid box available within the building, and a portable first aid kit will be taken to outreach venues unless the venue have verified there is already one available. The first aid box at Meadows Farm is located in the barn.

•All accidents and ill health are reported to the lead, recorded in the accident book kept in the main office, and investigated where necessary

•Where contractors are used, reference's and quotes are obtained to ensure their safe working

•The trustees of the charity (info@shivatrust.org) are responsible for identifying substances for COSHH assessment

•All food handlers are food hygiene trained and this training is renewed periodically

•Gas safety – equipment is maintained annually and records kept

•Lone Working – there may be a time when staff have to work alone in the building, this will be risk assessed and there is a procedure in place

•New and expectant mums – where a member of staff or volunteer become pregnant they must inform the health and safety lead, confidentially will be kept where requested, and a risk assessment must be completed to ensure their safety at work

•Equipment will be checked and maintained regularly

•Hand Safety at work poster is displayed where staff and volunteers can easily access it

Staff and volunteers are made aware of:

- •The details of this policy in their induction
- •How and where to report concerns
- •Their commitment to this policy's guidelines
- •Their responsibility for their own health and safety

Revied: 13/03/2026

This policy will be reviewed: 13/03/2027

Signed:  Print Name: Tracy Parker

Induction, Training and Supervision

The purpose of this policy is:
• To provide a strong, qualified, professional, and caring team of staff, subcontractor's and volunteers to work with children, young people and adults.
• To ensure all procedures are in place to support our workers

Supporting documents

This policy statement should be read alongside our organisational policies, procedures, guidance and other related documents. See below for a full list of and location of our related policies :
• Safer Recruitment (Page No. 82)
• Managing allegations against staff and volunteers (Page No. 55)
• Code of conduct for staff and volunteers (Page No. 9)
• Anti-bullying (Page No. 3)
• Complaints (Page No. 12)
• Whistleblowing (Page No. 91)
• Health and safety (Page No. 47)

Staff Inductions
· A full induction will be carried out with the new staff member, subcontractor and volunteer's covering:
• Health and Safety
• Safeguarding Procedures
• The role and expectations
• The policies and procedures
• A physical induction of the environment
• Fire Procedures
• First Aid procedures
• Security issues
· New staff, subcontractors and volunteers will receive:
• a copy of all policies and procedures and will be able to discuss these at the induction
• job description
• contract

Training/staff development –
• Staff, subcontractors and volunteers will be asked to complete the relevant safeguarding training for their role
• All staff will have a yearly appraisal at which individual training plans will be discussed
• Training Opportunities for staff and volunteers will also be discussed regularly at staff meetings and supervision/1:1 meetings; informal discussions
• Training that is requested will be reviewed for its appropriateness by the line manager

Supervision

- Employed staff will receive monthly supervision
- Volunteers will receive monthly supervision
- Subcontractors are able to book supervision sessions where required
- Supervision will be recorded and kept confidentially
- Supervisions will include discussion on:
  - Safeguarding
  - Health and Safety
  - Equal opportunities
  - Training / skills requirements
  - Annual Leave
  - Professional development

Reviewed Date: 13/03/2026

Review date: 13/03/2027

Signed:  Print Name: Tracy Parker

Intellectual Property (Ip)

This policy sets out the Shiva's Trust's position regarding its Intellectual Property (IP) developed by our Chief Executive, trustees, employees, staff, volunteers, apprentices, consultants, subcontractors, students and occasionally others. This policy also covers the procedures in place for the gain of Shiva Trust beneficiaries and the commercialisation and protection of its IP. It covers all aspects of Shiva Trust streams of work. Namely: Publishing, Education, Trading, Alleviation of Human Suffering, Food Provision, Ramana Devi, and Shiva Life School and Skills and Support services.

Status Of This Policy
This policy is incorporated into all Trustee agreements, Employee contracts, Volunteer contracts, Apprenticeship and Intern contracts, consultants and Sub-Contractors, directors, employees, volunteers, apprentices, students and beneficiaries and occasionally others.

Intellectual Property
There are many definitions of IP. In short it is 'knowledge and its creative application'. Examples of IP are; - copyright, trademarks, patents, design rights and performance rights. It is advisable to assume that all work generated by staff, volunteers, students, consultants, apprentices is IP protected. It should be noted that the 'recipe' or ingredients / process related to beauty creams and skin products are IP, and they are usually by not always, protected by patents.

Shiva Trust And Position / General Approach.
•Our Chief Executive has produced valuable material in the form of books, education programmes and course material over many years. The copy right and Intellectual properties for this all lie with Shiva Trust.
•The Shiva Trust encourages the wide dissemination of its valuable IP for the benefit of its beneficiaries. It is fundamental to our work as publishers, educators and traders that our IP is shared widely. The existence of copyright patents and trademarks can co-exist with the widespread sharing of valuable IP.
•Where a member of staff, trustee, or volunteer, in the carrying out of their work for Shiva Trust creates IP, Shiva Trust will own the IP.
•Where a student or beneficiary creates the IP as part of their education, the student or beneficiary will generally own the IP. (Exceptions are where student work is built on top of Shiva Trust work, or where students are on placements with another organisation and this organisation owns the IP.)

Ownership Of Ip And The Sharing Of Benefits
The law on IP is complex, as is its interpretation. Shiva Trusts position reflects the general law that unless is there is specific written agreement to the contrary, that Shiva Trust will normally be regarded as owning the Intellectual Property of all work it trustees, staff , sub – contractors, volunteers and consultants create in the course of their employment / apprenticeship or volunteer / work placement or consultancy work. There is an exception to the general rule:
•Where it is Shiva Trusts policy to choose, as part of its policy to vest IP in the member of staff or volunteer or person carrying out work for Shiva Trust, who produces the work. Ideas are not protected as IP, however Shiva Trust, may protect their sensitive ideas with its Confidentiality Policy which all staff, volunteers, apprentices and consultants sign up to.

Students, Staff And Volunteers
Students , who create IP as part of their study course, are sole owners of their IP unless: -
•A third party regulatory body own the said IP
•A student's work is built upon a considerable amount of IP owned by the Shiva Trust.
•A student's work is co-authored with a Shiva Trust staff member or volunteer.
•Where the exceptions 1b and 1c exist the Shiva Trust will be the sole owner of the IP, but they are committed to sharing the benefits of this ownership.
•Where the student, staff member, volunteers generate IP outside of their study, or work, but has used Shiva Trust IP, or substantial resources to create the work, then Shiva Trust also own the IP. •Where a student owns the IP the student grants the Shiva Trust free license to carry out its commitments to its students, beneficiaries, funders and regulatory bodies, e.g. to supervise and mark the student work.
•Where the Shiva Trust owns IP as in 1.b and 1c the Shiva Trust will not exploit the student by generating income from same without clear, agreed benefit to the student. •Where the Shiva Trust publish IP created and developed by staff and volunteers, the Shiva Trust will acknowledge authorship appropriately.
•Where at student / staff member / volunteer, apprentice, is in dispute with Shiva Trust over IP, they should request to speak to a member of the Management Team initially, who will look into the matter and clarify any confusion.

Authors And Artists
Where Shiva Trust publish the work of authors and artists whose work is done in their own time, i.e not while carrying out work for Shiva Trust, then copyright lies with the author and artists in line with the law, except where a written agreement exists to the contrary.

Commericial Exploitation And Process
The definition of Commercial Exploitation and Process in context of this policy is where the main element of an activity falls outside of our core work as defined in the first paragraph of this Policy. This may include Licensing or other formal processes which grant rights to a third party to use Shiva Trust's valuable IP. All consents for such activities are only gained through formal application to the Shiva Trust.

Financial gain by a third party from Shiva Trust commercially valuable IP is only allowed through formal legal Licensing, or such a process, where an agreed percentage of the gain will go to Shiva Trust.

Members of staff, volunteers, and apprentices / interns are expected to protect the Shiva Trusts Intellectual Property. If they are in any doubt about these matters they must seek clarity and explanation from the management team.

For the purposes of clarity and avoiding doubt the Shiva Trust accept that in the case of any inconsistency in this policy, the Shiva Trust are bound by their responsibilities in law to all their staff, volunteers and apprentices / Interns.

Social Work Students / Researchers / Consultants
Unless another written agreement is in place to the contrary, for the purposes of clarity, visiting social work students / researchers / consultants etc, will be treated as staff in terms of Shiva Trust Intellectual Property, as they may have access to our Intellectual Property.

Review Date: 13/03/2026

This policy will be reviewed: 13/03/2027

Signed:  Print Name: Tracy Parker

Managing Allegations against Staff

This procedure should be followed when an allegation is made that a member of staff or volunteer has:

•Behaved inappropriately towards a child or adult at risk in a way that has harmed or may have harmed them
•Committed or possibly committed a criminal offence against a child or adult at risk or related to a child or adult at risk
•Behaved in a way towards a child or adult at risk that indicates that they are unsuitable to work with them

All staff and volunteers are made aware of the following:

•Concern or allegation brought to the attention of the trustees of the charity (info@shivatrust.org)
•Stage 1 – Managers assessment and initial response – possible outcomes
•No further action
•Internal management response
•Discussion with Local Authority Safeguarding Officer

•Stage 2 - Discussion with Local authority Safeguarding Officer, which may then lead to
•Stage 3 – section 47 strategy discussion
•Social care and / or police enquiries
•Criminal proceedings

•Internal management response may lead to:
•Joint evaluation discussion with social care (section 47 enquiry)
•Organisation taking action and completing a disciplinary investigation
•Disciplinary hearing which could lead to
•Dismissal and referral to independent Safeguarding Authority and or regulatory bodies
•Disciplinary procedures

Review Date: 13/03/2026

This policy will be reviewed: 13/03/2027

Signed:  Print Name: Tracy Parker

Online Safety and Digital Media

The purpose of this policy is to:
• Ensure the safety and wellbeing of children and young people is paramount when adults, young people or children are using the internet, social media or mobile devices
• Provide staff and volunteers with the overarching principles that guide our approach to online safety
• Ensure that, as an organisation, we operate in line with our values and within the law in terms of how we use online devices. The policy statement applies to all staff, subcontractor's, trustees, volunteers, children, young people and adults involved in The Shiva Trust activities.

Legal framework
This policy has been drawn up on the basis of legislation, policy and guidance that seeks to protect children and vulnerable adults in England

We believe that:
• Children, young people and adults should never experience abuse of any kind
• Children should be able to use the internet for education and personal development, but safeguards need to be in place to ensure they are kept safe at all times.

We recognise that:
• The online world provides everyone with many opportunities; however it can also present risks and challenges
• We have a duty to ensure that all children, young people and adults involved in our organisation are protected from potential harm online
• We have a responsibility to help keep children, young people and vulnerable adults safe online, whether or not they are using The Shiva Trust's network and devices
• All children and adults, regardless of age, disability, gender reassignment, race, religion or belief, sex or sexual orientation, have the right to equal protection from all types of harm or abuse
• Working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare and in helping young people to be responsible in their approach to online safety.

We will seek to keep children, young people and adults safe by:
· Appointing an online safety coordinator
· Providing clear and specific directions to staff and volunteers on how to behave online through our Code of Conduct
· Supporting and encouraging the young people and adults using our service to use the internet, social media and mobile phones in a way that keeps them safe and shows respect for others
· Supporting and encouraging parents and carers to do what they can to keep their children safe online
· Developing an online safety agreement for use with young people and their parents/carers
· Developing clear and robust procedures to enable us to respond appropriately to any incidents of inappropriate online behaviour, whether by an adult or a child/young person
· Ensuring that user names, logins, email accounts and passwords are used effectively
· Ensuring personal information about the adults and children who are involved in our organisation is held securely and shared only as appropriate
· Ensuring that images of children, young people and families are used only after their written permission has been obtained, and only for the purpose for which consent has been given
· Providing supervision, support and training for staff and volunteers about online safety

· Examining and risk assessing any social media platforms and new technologies before they are used within the organisation.

If online abuse occurs, we will respond to it by:
· Having clear and robust safeguarding procedures in place for responding to abuse (including online abuse)
· Providing support and training for all staff and volunteers on dealing with all forms of abuse, including bullying/cyberbullying, emotional abuse, sexting, sexual abuse and sexual exploitation
· Making sure our response takes the needs of the person experiencing abuse, any bystanders and our organisation as a whole into account
· Reviewing the plan developed to address online abuse at regular intervals, in order to ensure that any problems have been resolved in the long term.

Related policies and procedures
This policy statement should be read alongside our organisational policies and procedures, including: · Safeguarding Children Policy / Safeguarding Adults Policy
· Procedures for responding to concerns about a child or young person's wellbeing
· Managing allegations against staff and volunteers
· Code of conduct for staff and volunteers
· Anti-bullying policy and procedures
· Photography and image sharing guidance

Contact details Online safety co-ordinator Name:
Ramana Ennis Cole

ramana@shivatrust.org

Reviewed Date: 13/03/2026

Review date: 13/03/2027

Signed:  Print Name: Tracy Parker

Partnership Working

In a tougher funding environment, charities are increasingly working collaboratively with other organisations to make resources go further and more effectively advance their purposes. Many commissioners now want to deal with fewer contractors which has pushed charities to work more closely together and with organisations from other sectors. There are many benefits of working in partnership, including increased reach and improved service delivery.

What is the purpose of the partnership?

Shiva Trust Charity wants to gain from the partnership working. This may be a mix of benefits, including furthering the aims of the organisation, gaining access to new skills and cost savings.

Making a partnership work takes time and resource and can often put pressure on an organisation. The potential advantages have been weighed against such disadvantages.

Shiva Trust Charity Management promises to consider whether we are in a position to enter into a partnership before agreeing to any formal arrangements.

Shiva Trust Charity Management will consider a potential partner's culture and try to see things through their eyes – are you are aiming to achieve the same thing? If possible, we will work together on a pilot project before moving ahead with a more substantial partnership arrangement.

Work on a shared vision

For a partnership to work, all partners need to be clear at the outset about its purpose. We promise to consider what success will look like and how we are going to measure the impact of our collaboration. The partnership will then be evaluated as the project develops.
There will be discussions about the scope of the partnership and the roles of the partners.
Outlining our 'bottom line'. What we are prepared to compromise on?
What are the fundamental requirements for our organisation?

Identifying and managing risks

Partnerships are a valuable opportunity for a charity, but there are risks we will always consider. The risks include : poor quality work by a partner, loss of control and flexibility, a drain on resources, disruption to existing work, reputational damage and financial loss.

The risks must be managed at the start by doing our homework with appropriate due diligence and considering the financial situation of the partner in particular.

It is important to calculate the true costs of the partnership, both in terms of money and management time. Having an exit strategy in case things go wrong is also sensible.

The thing that makes or breaks collaborations is often communication. Good communication is fundamental to any successful partnership. We promise to put in place clear governance arrangements, such as a steering committee and regular reporting requirements.

Putting paperwork in place

Many partnerships start as something fairly informal, but it is important to have an eye to the systems and documents that should be in place, to avoid uncertainty and make sure both partners are clear about their obligations, in case things go wrong.

We promise to strike the right balance between setting a collaborative tone in the paperwork and ensuring that appropriate legal protections are included. Sometimes a non-legally binding memorandum of understanding will be sufficient, but we may need to consider legal provisions for matters such as confidentiality and the protection of intellectual property. We will always consider legal advice for more complex partnership arrangements, where there are contractual obligations or material risks.

Delivery of services

Partnerships are increasingly being established to deliver services and, where this is the case, a more detailed contract will need to be in place to govern the partnership.
We will ensure both partners are clear on what needs to be delivered and who is responsible for what.
Termination provisions will also be considered very carefully, so we know how to get out of the partnership if there are problems, or if it stops being viable financially.

Amongst other things, we will also consider any employment implications (for example if staff might transfer under the TUPE regulations), as well as warranties, intellectual property ownership, payment mechanisms and reporting requirements.

Legal meaning of partnership

We promise to describe arrangements for working together as a ‘collaboration’ and to include a statement clarifying that the parties do not intend to create a partnership in any memorandum of understanding or other agreement. The term ‘partnership’ has a specific technical legal meaning, being a relationship which subsists between two or more persons carrying on business in common with a view to profit. Usually the arrangements between charities will not principally be for this purpose.

Beneficiary focus

We will be aware of ‘mission-drift’ and always remember to keep our beneficiaries in mind, so the partnership does not become an end in itself.

Reviewed Date: 13/03/2026

Review date: 13/03/2027

Signed: Tracy Parker Print Name: Tracy Parker

Photography and Image Sharing

The purpose of this policy statement is to:
• Protect children and young people who take part in The Shiva Trust's services, events and activities, specifically those where photographs and videos may be taken
• Set out the overarching principles that guide our approach to photographs/videos being taken of children and young people during our events and activities
• To ensure that we operate in line with our values and within the law when creating, using and sharing images of children and young people

This policy statement applies to all staff, volunteers and other adults associated with The Shiva Trust.

Legal framework
This policy has been drawn up on the basis of legislation, policy and guidance that seeks to protect children in England

We believe that:
• Children, young people and vulnerable adults should never experience abuse of any kind
• We have a responsibility to promote the welfare of all children, young people and vulnerable adults and to take, share and use images of children safely.

We recognise that:
Sharing photographs and films of our activities can help us celebrate the successes and achievements of our children, young people and vulnerable adults, provide a record of our activities and raise awareness of our organisation

• The welfare of the children, young people and adults taking part in our activities is paramount
• Children, their parents and carers have a right to decide whether their images are taken and how these may be used, regardless of age, disability, gender reassignment, race, religion or belief, sex or sexual orientation
• Consent to take images of children is only meaningful when children, their parents and carers understand how the images will be used and stored, and are fully aware of the potential risks associated with the use and distribution of these images
• There are potential risks associated with sharing images of children online.

We will seek to keep children and young people safe by:

• Always asking for written consent from a child and their parents or carers before taking and using a child's image
• Always explaining what images will be used for, how they will be stored and what potential risks are associated with sharing images of children
• Making it clear that if a child or their family, or adult withdraw consent for an image to be shared, it may not be possible to delete images that have already been shared or published
• Changing the names of children or adults whose images are being used in our published material whenever possible (and only using first names if we do need to identify them) never publishing personal information about individual children and disguising any identifying information (for example the name of their school or a school uniform with a logo)
• Making sure children, their parents and carers understand how images of children will be securely stored and for how long (including how we will control access to the images and their

associated information)
• Reducing the risk of images being copied and used inappropriately by:
  • only using images of children in appropriate clothing (including safety wear if necessary)
  • avoiding full face and body shots of children taking part in activities such as swimming where there may be a heightened risk of images being misused

• using images that positively reflect young people's involvement in the activity.

We will also develop a procedure for reporting the abuse or misuse of images of children as part of our child protection procedures. We will ensure everyone involved in our organisation knows the procedures to follow to keep children safe.

Photography and/or filming for personal use
When children themselves, parents, carers or spectators are taking photographs or filming at our events and the images are for personal use, we will publish guidance about image sharing in the event programmes and/or announce details of our photography policy before the start of the event.

This includes:
• reminding parents, carers and children that they need to give consent for Shiva Trust to take and use their images
• asking for photos taken during the event not to be shared on social media or asking people to gain permission from children, their parents and carers before sharing photographs and videos that include them
• recommending that people check the privacy settings of their social media account to understand who else will be able to view any images they share
• reminding children, parents and carers who they can talk to if they have any concerns about images being shared.

Photography and/or filming for The Shiva Trust's use

We recognise that our group leaders may use photography and filming as an aid in activities such as music or drama. However, this should only be done with The Shiva Trust's permission and using our equipment. Children, young people, parents and carers must also be made aware that photography and filming is part of the programme and give written consent.

If we hire a photographer for one of our events, we will seek to keep children and young people safe by:
• providing the photographer with a clear brief about appropriate content and behaviour
• ensuring the photographer wears identification at all times
• informing children, their parents and carers that a photographer will be at the event and ensuring they give written consent to images which feature their child being taken and shared
• not allowing the photographer to have unsupervised access to children
• not allowing the photographer to carry out sessions outside the event or at a child's home
• reporting concerns regarding inappropriate or intrusive photography following our child protection procedures.

Photography and/or filming for wider use
If people such as local journalists, professional photographers (not hired by The Shiva Trust or students wish to record one of our events and share the images professionally or in the wider world, they should seek permission in advance.

They should provide:
• the name and address of the person using the camera
• the names of children they wish to take images of (if possible)
• the reason for taking the images and/or what the images will be used for
• a signed declaration that the information provided is valid and that the images will only be used for the reasons given.

The Shiva Trust will verify these details and decide whether to grant permission for photographs/ films to be taken.

We will seek consent from the children who are the intended subjects of the images and their parents and inform the photographer of anyone who does not give consent. At the event we will inform children, parents and carers that an external photographer is present and ensure they are easily identifiable.

If The Shiva Trust is concerned that someone unknown to us is using their sessions for photography or filming purposes, we will ask them to leave and (depending on the nature of the concerns) follow our child protection procedures.

Storing images
We will store photographs and videos of children securely, in accordance with our safeguarding policy and data protection law. We will keep hard copies of images in a locked drawer and electronic images in a protected folder with restricted access. Images will be stored for a period of 5 years
We will never store images of children on unencrypted portable equipment such as laptops, memory sticks and mobile phones.
The Shiva Trust does not permit staff and volunteers to using any personal equipment to take photos and recordings of children. Only cameras or devices belonging to The Shiva Trust should be used.

Related policies and procedures
This policy statement should be read alongside our organisational policies and procedures, including:

• Child protection
• Procedures for responding to concerns about a child or young person's wellbeing.
• Code of conduct for staff and volunteers
• Online safety policy and procedures for responding to concerns about online abuse.

Contact details
Photography and images co-ordinator and Designated Safeguarding Lead Name: Ramana Ennis-Cole

ramana@shivatrust.org

Reviewed Date: 13/03/2026

Review date: 13/03/2027

Signed: Tracy Parker Print Name: Tracy Parker

Privacy Notice

The Shiva Trust aims to keep the data you share with us private and confidential. In this policy we demonstrate the types of information we might process, how and why we process it, who we share it with and for how long we keep it. We also outline to your rights in relation to the information and how to contact us regarding this.

•How do we collect information about you?

We collect information about you when you physically access our services, communicate with us by phone or email to request information or access to services, and when you visit our website to purchase products.

•What information do we collect?
We collect information that may be used to identify you. This might include your name, address, email address, mobile phone number, date of birth.

To process orders you inform us of your payment information, we do not store this information.

To find the right service for you we may collect specific information to define this. This will be done with your consent to store this information.

•What do we use the information for?
To provide you services, and monitor that the organisation is providing the right services to the community.

To comply with fire regulations within our buildings

To provide you with the products you purchase

To keep you up to date with on going information about our services, promotions (but only where you have told us you want to receive these communications)

To feedback to funding organisations

For business, regulatory and legal purposes such as obtaining and maintaining insurance policies
Dealing with any requests or complaints you submit
Complying with any court order or applicable law, regulation or governmental request

•How do we protect your information?
We hold personal data about you a our own premises. This information where in paper form is kept in a locked secure place at all times, with only the appropriate people accessing this.

We use third party service providers to perform functions on our behalf including to host our platform, to send messaging on our behalf and to process transactions for the purchase of goods and services?

Where we do use third parties to provide functions for us, we take all reasonable steps to ensure that your privacy rights continue to be protected under the applicable data protection legislation

We do not however share your data with any marketing or sales organisation, we will not sell your information on to any company wishing to use it for promotional purposes.
The information we collect is solely for our organisations use and your benefit as a customer of our service.

We do not store card details, and apply information security practises to keep card data safe. Whenever you enter your card information the details are encrypted and passed directly to our payment service providers.

•Who do we share your personal data with and why?
We share this with Royal Mail in order to deliver your order

We may share some information with funding organisations who have provided us funding to deliver our services and require feedback on the outcome. We envisage, however this data would be anonymised and it will be only given where we have your consent to do so.

We there is a legal obligation to do so, for example if there were a safeguarding or legal concern we may share your information with the relevant services. We would inform you in the event of this.

•How long do we process your information for?
In most cases we will process your information only for as long as we need to in order to provide you services

You can ask us to stop processing your information or change the way we use it by emailing **info@shivatrust.org**

There are some exceptions to this however, if we have to comply with statutory or regulatory duties or orders of a court.

•Your rights
You can request a copy of the personal data we hold about you, its origin, and any recipients

You can correct, restrict our use or ask us to delete your personal data at any time

You can enquire or make a complaint about how we process your information

This is all done by emailing **info@shivatrust.org**

We may update our privacy notice from time to time. When we do so we will put the new version on our website.

Review Date: 13/03/2026

This policy will be reviewed: 13/03/2027

Signed: Tracy Parker Print Name: Tracy Parker

Records, Retention and Storage Policy

The purpose of this policy statement is:

• Ensure records containing personal information should be adequate, relevant and not excessive for the purpose(s) for which they are held, accurate and up to date

• Ensure records are only kept for as long as is necessary

This policy applies to anyone working on behalf of the Shiva Trust, including senior managers and the board of trustees, paid staff, volunteer's and students.

Legal framework

This policy has been drawn up on the basis of legislation, policy and guidance regarding the retention and storage of child protection and vulnerable adults records.

Supporting documents

This policy statement should be read alongside our organisational policies, procedures, guidance and other related documents. See Appendix 3 for a full list of and location of our policies, procedures and guidance.

General Data Protection Policy

We will keep information pertaining to safeguarding including child protection and vulnerable adults accurate and secure by:

• Compile and label files carefully

• Keep files containing sensitive or confidential data secure and allow access on a 'need to know' basis

• Keep an accurate record of:

• the date and time of the incident/disclosure

• the date and time of the report

• the name and role of the person to whom the concern was originally reported and their contact details

• the name and role of the person making the report (if this is different to the above) and their contact details

• the names of all parties who were involved in the incident, including any witnesses

• the name, age and any other relevant information about the child who is the subject of the concern (including information about their parents or carers and any siblings)

• What was said or done and by whom

• Any action taken to look into the matter

• Any further action taken (such as a referral being made

• The reasons why the organisation decided not to refer those concerns to a statutory agency (if relevant).

The Shiva Trust will ensure the report is factual. Any interpretation or inference drawn from what was observed, said or alleged will be clearly recorded as such.

Information Sharing

When creating records about the children and/or adults that take part in our services or activities, we will ensure need they understand what records we hold, why we need to hold them and who

we might share their information with.

Storage of child protection and vulnerable adult's records
The Shiva Trust will ensure that:

- Records are kept confidential and stored securely
- Electronic files are password protected and stored on computers with protection against hackers and viruses
- Information about child protection and vulnerable adult concerns will be kept in a separate file for each child / adult.
- Any record sharing within the organisation or externally will be done with the upmost confidentiality.
- Where staff and volunteers use their personal computers to make and store record's we have clear agreement to ensure the records are being stored securely

Retention periods
Child Protection Records - The file will be kept until the child is 25 (this is seven years after they reach the school leaving age) (Information and Records Management Society (IRMS), 2016).
Vulnerable Adults Records – The file will be kept for 3 years from last date of entry
Recording concerns about adult behaviour, such as staff or volunteers:

- Clear and comprehensive records of all allegations made against adults working or volunteering with children, or vulnerable adults will be kept in their personnel file either until they reach the age of 65 or for 10 years – whichever is longer (IRMS, 2016; Department for Education (DfE), 2020). A copy will be given to the individual.
- This will consist of: what the allegations were, how the allegations were followed up, how things were resolved, any action taken, decisions reached about the person's suitability to work with children or vulnerable adults.

However, if the allegations are proven to be malicious the record will be destroyed immediately.
In some cases, records should be kept for longer periods, there are exceptions in some cases, for example, if:

- the records provide information about a child's personal history, which they might want to access at a later date
- the records have been maintained for the purposes of research
- the information in the records is relevant to legal action that has been started but not finished
- the records have been archived for historical purposes (for example if the records are relevant to legal proceedings involving the organisation).

Criminal records check's
The Shiva trust will not store copies of criminal records check certificates unless there is a dispute about the results of the check. A a confidential record is kept of:

- the date the check was completed
- the level and type of check (standard/enhanced/barred list check and the relevant workforce)
- the reference number of the certificate
- the decision made about whether the person was employed (with reasons).

Where there is a dispute about the results of a check, we will keep a copy of the certificate for no longer than six months.
Destruction of child protection and vulnerable adult's records

- Confidential records will be incinerated or shredded in the presence of a member of the organisation or entrusted to a firm specialising in the destruction of confidential material
- Electronic versions of the record will be purged.

• If not shredded immediately, all confidential records will be held in a secured plastic bag, labelled as confidential and locked in a cupboard or other secure place; or placed in a confidential waste bin.

• If the organisation is closed down, arrangements for the ongoing management of records will be made.

Review Date: 13/03/02026

This policy will be reviewed: 13/03/2027

Sign : 

Print Name : Tracy Parker

Shiva Trust Headquarters Building Risk Assessment

Service Area/Division: Whole Building	**Assessed by:** Eesha Ennis-Cole	**Date of Assessment : 13/03/2026**	**Ref No:**

Likelihood:
1 - Highly unlikely
2 – Unlikely
3 – Likely

Severity/consequences:
1 - Slightly harmful
2 – Harmful
3 - Extremely harmful

Risk rating (SC x L):
1 - Trivial risk
2 - Tolerable risk
3 - 4 - Moderate risk

Main hazards/associated risks:

Ref No	Hazard/Risk	Who is at risk? Consider: Employees, Young Persons, Disability, Children/ Pupils, Contractors, Visitors, New & Expectant Mothers, Members of the Public, Client/Service User	Control Measures	Locations	Likelihood	Severity	Risk Rating
1	Slips & Trips/ physical injury	All Employees, volunteers and visitors including children	General good housekeeping. All areas well lit, including stairs. No trailing leads or cables, where visitors walk Staff to keep work areas clear, eg no boxes left in walkways, deliveries stored immediately. Visitors are escorted up and down the stairs, where necessary due to disability services will be contained to the ground floor, or support given to the individual Rooms cleaned regularly and visual assessment done before activities Children are never left un attended Lock on the door to the spare room	All Floors	2	2	4
2	Manual Handling Muscular Skeletal Injury	Employees, New & Expectant Mothers & those with Disabilities.	Trolley used to transport boxes of paper and other heavy items when collecting deliveries, etc. High shelves for light objects only. Risk assessment for expectant mothers	All Floors	2	2	4

3	Display screen equipment (DSE) / Discomfort or pain from overuse or improper use, or from poorly designed work stations or work environments.	Employees, New & Expectant Mothers & those with Disabilities.	Users must complete the DSE self assessment checklist. Management to action any issues raised on self assessment.	All Floors	2	2	4
4	Burns or scolds from hot drinks by children at activities	Children	Parents are made aware they are responsible for their child at all times during activities Children are never left alone Signs in place to remind people to be mindful of children	Ground floor	2	2	4
5	Electricity & electrical equipment / Shock, burns fatality, fires	Employees, New & Expectant Mothers & those with Disabilities.	Fixed installation inspected & tested by competent person System in place to carry out Portable appliances testing by a competent person. Staff trained to spot and report (to office administrator) any defective plugs, discoloured sockets or damaged cable/ equipment. Defective equipment taken out of use, marked as defective and promptly repaired or replaced.	All Floors	2	3	6
6	Products - Children consuming products, products being sold past the sell by date, stock boxes of products	Children	Parents are made aware that they are responsible for their own children at all times unless attending Vidya Kids or being cared for while attending a session. Vidya Kids risk assessment, children are never left unattended and supervised at all times System in place to regularly stock check	Ground and first floor	2	3	6
7	Fire/ Fatal injury, burns, smoke inhalation.	Everyone.	Fire risk assessment in place Fire procedure in place Staff trained and aware of emergency action to take. Equipment inspected to ensure safe Emergency equipment inspected & maintained as appropriate.	All Floors	2	3	6

8	Lone working/ Staff suffering injury or ill-health whilst working alone in the office. Second door to the next door property leads to ground floor .	Employees	Any work undertaken must be authorised by management and any equipment or substances used must be used in accordance with training and instructions given. A system should be in place to ensure that help can be summoned if necessary. E.g. landline or mobile phone. When working alone, external doors should be kept locked to prevent unauthorised access.	All Floors	3	2	6
9	Conflict / challenging behaviour	Employees Visitors Volunteers	Subcontractors responsible for their own safety and participants 2 members of staff / volunteers at the centre at any one time If lone working door remains locked Ensure telephone is working and staff to take with them into differing rooms to contact emergency contacts Any concerns regarding participants reported to management asap Facilitators to have keys with them at all times	All Floors	3	2	6
10	Hot Water in the ground floor toilet	Everyone	Signs warning about hot water Small children supervised while using the bathroom	Ground Floor	2	2	6

Personal Protective Equipment: (please select PPE Symbols from document number 3c and insert into the below boxes)

Reated Assessments:

Assessment Type	Assessment Ref
Fire First Aid	

Action Plan:

Action	Person Responsible	Expected Completion Date

Conclusions:
If the above recommendations are followed then risks can be minimised.

Review Date: 13.03.2027
Review of this document should be annually or more frequent if:
After an accident / incident involving an activity from this risk assessment
Any significant changes to work practices, materials, equipment or legislation

Assessor (Signed): **Dated:**

Manager (Signed): **Dated:**

THIS RISK ASSESSMENT MUST BE SHARED WITH ALL INVOLVED IN THIS ACTIVITY

The sharing of the risk assessment with all staff involved with the activity is vital to ensure all control measures are complied with, are practical and adhered to.
Please document that this information has been provided

The Role of the Designated Safeguarding Officer

The designated safeguarding lead has additional responsibilities in ensuring the safety and wellbeing of children, young people and vulnerable adults involved in an organisation.

The designated safeguarding lead is the point of contact for anyone in an organisation who is concerned about a child, young person or vulnerable adult. The role is also responsible for leading on:

- safeguarding policies and procedures
- training and development
- receiving concerns about a child, young person or vulnerable adult
- reporting and storing records following the organisation's policies and procedures.

Purpose of the role:
To take the lead in ensuring that appropriate arrangements for keeping children, young people and adults safe are in place at The Shiva Trust.
To promote the safety and welfare of children, young people and vulnerable adults involved in The Shiva Trust's activities at all times.

Duties and responsibilities
1. Take a lead role in overseeing and reviewing The Shiva Trust's safeguarding and child protection policies and procedures.
2. Take a lead role in implementing The Shiva Trust's safeguarding and child protection policies and procedures:
ensuring all safeguarding and child protection issues Child protection lead: role description concerning children and young people who take part in Shiva Trust's activities are responded to appropriately.
3. Make sure that everyone working or volunteering with or for children, young people and vulnerable adults at The Shiva Trust, including the board of trustees/management committee members, understands the safeguarding and child protection policy and procedures and knows what to do if they have concerns about a child or vulnerable adults welfare.
4. Make sure children, young people and adults who are involved in activities at The Shiva Trust know who they can talk to if they have a welfare concern and understand what action the organisation will take in response.
5. Receive and record information from anyone who has concerns about a child or adult who takes part in The Shiva Trusts activities.
6. Take the lead on responding to information that may constitute a child protection or vulnerable adult concern, including a concern that an adult involved with The Shiva Trust may present a risk to children, young people or adults. This includes: a. assessing and clarifying the information b. making referrals to statutory organisations as appropriate c. consulting with and informing the relevant members of the organisation's management d. following the organisation's safeguarding policy and procedures.
7. Liaise with, pass on information to and receive information from statutory child protection agencies such as: a. the local authority child protection services b. the police. This includes making formal referrals to agencies when necessary.
8. Consult the NSPCC Helpline when support is needed, by calling 0808 800 5000 or emailing help@nspcc.org.uk.
9. Store and retain child protection records, and records pertaining to vulnerable adults according to legal requirements and the organisation's safeguarding policy and procedures.

10. Work closely with the board of trustees to ensure they are kept up to date with safeguarding issues and are fully informed of any concerns about organisational safeguarding and child protection practice.
11. Report regularly to the board of trustees on issues relating to safeguarding and child protection, to ensure that child protection is seen an ongoing priority issue and that safeguarding and child protection requirements are being followed at all levels of the organisation.
12. Be familiar with and work within inter-agency child protection procedures developed by the local child protection agencies, and adult safeguarding.
13. Be familiar with issues relating to child protection, adults at risk and abuse, and keep up to date with new developments in this area.
14. Attend regular training in issues relevant to child protection and adults at risk, share knowledge from that training with everyone who works or volunteers with or for children, young people and adults at The Shiva Trust
15. Work flexibly as may be required and carry out any other reasonable duties. Appointment to this role is subject to satisfactory vetting and barring checks. Child protection and vulnerable adults leads must be have received relevant safeguarding and child protection training that is specific to their role. This training should be refreshed regularly and they should keep up to date with any changes in safeguarding adults and child protection legislation and guidance

Review Date: 13/03/2026

This policy will be reviewed: 13/03/2027

Sign : 

Print Name : Tracy Parker

Safeguarding Children and Young People

The purpose of this policy statement is:

• to protect children and young people who receive Shiva Trusts services from harm. This includes the children of adults who use our services

• to provide staff and volunteers, as well as children and young people and their families, with the overarching principles that guide our approach to child protection.

This policy applies to anyone working on behalf of the Shiva Trust, including senior managers and the board of trustees, paid staff, volunteer's and students.

Legal framework

This policy has been drawn up on the basis of legislation, policy and guidance that seeks to protect children in England

Supporting documents

This policy statement should be read alongside our organisational policies, procedures, guidance and other related documents. See Below for a full list of and location of our related policies :

- Role description for the designated safeguarding officer (see page no. 72)
- Dealing with disclosures and concerns about a child or young person
- Managing allegations against staff and volunteers (see page no. 55)
- Recording concerns and information sharing
- Child protection records retention and storage
- Code of conduct for staff and volunteers (see page no. 9)
- Behaviour codes for children and young people (see page no. 5)
- Photography and sharing images guidance (see page no. 60)
- Safer recruitment (see page no. 82)
- Online safety (see page no. 56)
- Anti-bullying (see page no. 3)
- Managing complaints (see page no. 12)
- Whistleblowing (see page no. 91)
- Health and safety (see page no. 47)
- Induction, training, supervision and support (see page no. 50)

We believe that:

- Children and young people should never experience abuse of any kind
- We have a responsibility to promote the welfare of all children and young people, to keep them safe and to practise in a way that protects them.

We recognise that:

- the welfare of children is paramount in all the work we do and in all the decisions we take all children, regardless of age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation have an equal right to protection from all types of harm or abuse

• some children are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues
• working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare.

We will seek to keep children and young people safe by:
• valuing, listening to and respecting them
• appointing a nominated safeguarding lead for children and young people, a deputy and a lead trustee/board member for safeguarding
• adopting child protection and safeguarding best practice through our policies, procedures and code of conduct for staff and volunteers
• developing and implementing an effective online safety policy and related procedures
• providing effective management for staff and volunteers through supervision, support, training and quality assurance measures so that all staff and volunteers know about and follow our policies, procedures and behaviour codes confidently and competently
• recruiting and selecting staff and volunteers safely, ensuring all necessary checks are made
• recording, storing and using information professionally and securely, in line with data protection legislation and guidance
• sharing information about safeguarding and good practice with children and their families via leaflets, posters, group work and one-to-one discussions
• making sure that children, young people and their families know where to go for help if they have a concern using our safeguarding and child protection procedures to share concerns and relevant information with agencies who need to know, and involving children, young people, parents, families and carers appropriately
• using our procedures to manage any allegations against staff and volunteers appropriately
• creating and maintaining an anti-bullying environment and ensuring that we have a policy and procedure to help us deal effectively with any bullying that does arise
• ensuring that we have effective complaints and whistleblowing measures in place
• ensuring our trustees, staff and volunteers are trained to the appropriate level
• ensuring that we provide a safe physical environment for our children, young people, staff and volunteers, by applying health and safety measures in accordance with the law and regulatory guidance
• building a safeguarding culture where staff and volunteers, children, young people and their families, treat each other with respect and are comfortable about sharing concerns.

What to do is abuse is suspected

If a trustees, staff, volunteer or member of the public accessing activities of the Shiva Trust suspects that a child or young person is suffering any kind of abuse they should follow the Safeguarding Reporting a Concern Procedure

Designated Safeguarding Lead
Ramana Ennis-Cole

ramana@shivatrust.org

Designated Safeguarding Lead

OR, Multi Agency Safeguarding Hub
0161 342 4101
Emergency duty Team out of office hours - 0161 342 2222

If you cannot contact the safeguarding lead or deputy this should not delay action being taken to protect a child at risk. Any member of the Shiva Trust may contact – Tameside Council Social Care Team's to raise their concerns directly. **If there are any concerns about the immediate safety of a child at risk then the police must be contacted on 999 without delay.**

For definitions of abuse see appendix A

Appendix A : Definitions of abuse

Definitions
A child is a child before their birth (i.e during pregnancy) and until their 18th birthday.

Identifying abuse
The term abuse is used to describe the ways in which a person can be harmed or mistreated. Child abuse is split into four categories: Physical, neglect, sexual and emotional.
Abuse of adults is split into seven categories, including the afore mentioned and including, financial, institutional and discriminatory.

Physical abuse
This may involve hitting, kicking, shaking, throwing, squeezing, suffocating, drowning, burning or scolding, or biting the child. Giving a child alcohol is also a form of physical abuse. Giving a child (against their free and informed consent) drugs, poison or over medicating using prescribed medications. Parents fabricating the symptoms of, or deliberately inducing illness in a child.

Neglect
Neglect is a persistent failure to meet a child's basic physical and psychological needs. This may include failure to meet basic needs such as providing food, shelter, warm clothing or medical attention. Neglect can occur before the birth of a child, for example, substance misuse in pregnancy, also failure to provide appropriate supervision (including leaving children with appropriate carers)

Sexual Abuse
Sexual abuse involves forcing or enticing a child or to take part in sexual activities, including prostitution, whether or not the child is aware of what is happening. Activities may involve penetrative or non penetrative acts or non contact activities such as forcing a child or adult at risk to look at or take part in the production of pornographic materials. For children it can also include encouraging them to behave in sexually inappropriate ways. Sexual abuse includes grooming a child in preparation for abuse, for example, via the internet.

Emotional Abuse
For children emotional abuse is the persistent emotional ill treatment of a child, such as to cause severe adverse effects on that child's emotional development. This may involve a lack of love and affection, telling a child they are worthless, serious bullying or being constantly shouted at. Emotional abuse also occurs when the child is only valued insofar as they meet the needs of another person. Also when the child is overprotected and unable to explore and learn on their own, or when they witness the ill treatment or abuse of another, for example domestic violence or animal cruelty. Other examples include serious bullying, including cyber bullying, making fun of what the child says and how they communicate.

Reviewed: 13/03/2026

This policy will be reviewed: 13/03/2027

Signed: Tracy Parker Print Name: Tracy Parker

Safeguarding Vulnerable Adults

The purpose of this policy statement is:
- to protect vulnerable adults right to live in safety and free from abuse and neglect
- to provide staff and volunteers, as well as vulnerable adults with the overarching principles that guide our approach to safeguarding vulnerable adults

.
This policy applies to anyone working on behalf of the Shiva Trust, including senior managers and the board of trustees, paid staff, volunteer's and students.

Legal framework
This policy has been drawn up on the basis of legislation, policy and guidance that seeks to protect adults in England, in particular the Care Act 2014.

Supporting documents
This policy statement should be read alongside our organisational policies, procedures, guidance and other related documents. See Below for a full list of and location of our related policies:

- Role description for the designated safeguarding officer (see page no. 72)
- Dealing with disclosures and concerns about a Vulnerable Adult
- Managing allegations against staff and volunteers (see page no. 55)
- Recording concerns and information sharing
- Vulnerable Adult protection records retention and storage
- Code of conduct for staff and volunteers (see page no. 9)
- Behaviour codes for Vulnerable Adults (see page no. 5)
- Photography and sharing images guidance (see page no. 60)
- Safer recruitment (see page no. 82)
- Online safety (see page no. 56)
- Anti-bullying (see page no. 3)
- Managing complaints (see page no. 12)
- Whistleblowing (see page no. 91)
- Health and safety (see page no. 47)
- Induction, training, supervision and support (see page no. 50)

We believe that:
- Vulnerable adults should never experience abuse of any kind
- We have a responsibility to promote the welfare of all vulnerable adults, to keep them safe and to practise in a way that protects them.

We recognise that:
- the welfare of vulnerable adults is paramount in all the work we do and in all the decisions we take all adults, regardless of age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation have an equal right to protection from all types of harm or abuse

- some adults are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues
- working in partnership with vulnerable adults and other agencies is essential in promoting young adult's welfare.

We will seek to keep vulnerable adults safe by:

- valuing, listening to and respecting them
- appointing a nominated safeguarding lead for vulnerable adults, a deputy and a lead trustee/ board member for safeguarding
- adopting safeguarding best practice through our policies, procedures and code of conduct for staff and volunteers
- developing and implementing an effective online safety policy and related procedures
- providing effective management for staff and volunteers through supervision, support, training and quality assurance measures so that all staff and volunteers know about and follow our policies, procedures and behaviour codes confidently and competently
- recruiting and selecting staff and volunteers safely, ensuring all necessary checks are made
- recording, storing and using information professionally and securely, in line with data protection legislation and guidance
- sharing information about safeguarding and good practice with vulnerable adults via leaflets, posters, group work and one-to-one discussions
- making sure that vulnerable adults know where to go for help if they have a concern using our safeguarding procedures to share concerns and relevant information with agencies who need to know, and involving vulnerable adults appropriately
- using our procedures to manage any allegations against staff and volunteers appropriately
- creating and maintaining an anti-bullying environment and ensuring that we have a policy and procedure to help us deal effectively with any bullying that does arise
- ensuring that we have effective complaints and whistleblowing measures in place
- ensuring our trustees, staff and volunteers are trained to the appropriate level
- ensuring that we provide a safe physical environment for vulnerable adults staff and volunteers, by applying health and safety measures in accordance with the law and regulatory guidance
- building a safeguarding culture where staff and volunteers, vulnerable adults, treat each other with respect and are comfortable about sharing concerns.

What to do is abuse is suspected

If a trustees, staff, volunteer or member of the public accessing activities of the Shiva Trust suspects that a vulnerable adult is suffering any kind of abuse they should follow the Safeguarding Reporting a Concern Procedure

Designated Safeguarding Lead
Ramana Ennis Cole

ramana@shivatrust.org

OR, Multi Agency Safeguarding Hub 0161 342 4101 / Emergency duty team out of office hours - 0161 342 2222

If this is also not possible to contact the safeguarding lead or deputy this should not delay any action being taken to protect an adult at risk. Any member of the Shiva Trust may contact –

Tameside Council Social Care Team's to raise their concerns directly. **If there are any concerns about the immediate safety of a child or adult at risk then the police must be contacted on 999 without delay.**

For definitions of abuse see Appendix 2

Appendix 2

Definitions
An adult at risk is any adult needing community care services due to a mental or other disability, age, illness, who are unable to protect of themselves against harm or exploitation.

Physical abuse
This may involve hitting, kicking, shaking, throwing, squeezing, suffocating, drowning, rough handling burning or scolding, or biting the adult. Also r Giving an adult at risk (against their free and informed consent) drugs, poison or over medicating using prescribed medications. It also include the unlawful use of restraint, making someone purposefully uncomfortable (e.g. opening a window and removing blankets), involuntary isolation or confinement, forcible feeding or withholding food

Sexual Abuse
Sexual abuse involves forcing or enticing an adult at risk to take part in sexual activities, including prostitution, whether or not the adult is aware of what is happening. Activities may involve penetrative or non penetrative acts or non contact activities such as forcing an adult at risk to look at or take part in the production of pornographic materials. Sexual abuse includes grooming an adult in preparation for abuse, for example, via the internet. It also includes Rape, attempted rape or sexual assault, inappropriate touch anywhere, non- consensual masturbation of either or both persons, any sexual activity that the person lacks the capacity to consent to, inappropriate looking, sexual teasing or innuendo or sexual harassment, indecent exposure

Neglect
Neglect is a persistent failure to meet the adults basic physical and psychological needs.
This may include failure to meet basic needs such as providing food, shelter, warm clothing, medical attention, stimulation and personal care. Also failure to administer medication as prescribed, refusal of access to visitors, not taking account of individuals' cultural, religious or ethnic needs, not taking account of educational, social and recreational needs, ignoring or isolating the person, preventing the person from making their own decisions, preventing access to glasses, hearing aids, dentures, etc., failure to ensure privacy and dignity

Psychological
For adults at risk, emotional or psychological abuse can include threats of harm or abandonment, blaming or controlling behaviour, or enforced isolation, Removing mobility or communication aids or intentionally leaving someone unattended when they need assistance, preventing someone from meeting their religious and cultural needs, preventing the expression of choice and opinion, failure to respect privacy, preventing stimulation, meaningful occupation or activities, addressing a person in a patronising or infantilising way, cyber bullying

Financial Abuse
This type of abuse is mainly for adult at risk, unless you feel a child is also at risk you should report this in the usual way. Financial abuse is when an adult is exploited for financial gain. This includes theft, fraud, pressure regarding wills or inheritance, exploitation, the misuse of property, possessions or benefits.

Institutional Abuse
Again, this is mainly regarding adults at risk, however if you feel a child is being exploited in this way you should report this in the usual way and consider contacting the Local Authority Designated Safeguarding Officer.

Institutional abuse occurs when the routines, systems and regimes of an institution results in inadequate standards of care or poor practise which affects the whole setting. It denies, restricts or curtails the privacy policy, choice independence, or fulfilment of adults at risk. It also includes decisions that are made in the best interests of staff rather than the adult at risk.

Discriminatory Abuse
This is behaviour that makes or sees a distinction between people and uses it as a basis for prejudice or unfair treatment. This can include racism, sexism, homophobia, disablism and not respecting individual's rights to worship.

Reviewed: 13/03/2026

This policy will be reviewed: 13/03/2027

Signed: 

Print Name:

Safer Recruitment

The Shiva Trust is dedicated to ensuring the safe recruitment of staff and volunteers. This policy includes the induction process of staff and volunteers. It applies to anyone involved in the recruitment process of inducting staff and volunteers to the Shiva Trust.

Principles

The Shiva Trust is committed to:

- Promoting the welfare of children, young people and adults at risk, and keeping them safe
- Equality, valuing diversity and working inclusion across all its activities
- Having a workforce that represents a variety of backgrounds and cultures, which provides different and relevant skills, knowledge and abilities

Aims of the policy

- To take reasonable steps to prevent unsuitable people joining the organisation
- To ensure candidates are judged to be competent before we make them an offer of a job
- To ensure that new members of staff and volunteers are given a proper induction

The Shiva Trust recognises that:

- Our workforce is one of our most valuable resources
- Unsuitable individuals sometimes seek opportunities via working or volunteering with children with an intent to harm them
- Children and adults as risk benefit from our efforts to recruit suitable, competent and skilled people from a range of backgrounds
- New staff and volunteers need an efficient induction to enable them to perform their role to the best of their ability
- Staff and volunteers require ongoing support and supervision to enable them to continue to perform their role to the best of their ability

The Shiva Trust safely recruits and inducts its staff and volunteers by:

- Advertising posts in an appropriate way that ensures we attract quality applicants from a range of backgrounds
- Providing the appropriate information regarding the role for applicants
- Involving more than one person in the selection process
  Where appropriate involving the views of children and adults at risk in the selection process
- Obtains one or two references followed up with a phone call
- Obtains two pieces of identification and original copies of any necessary relevant qualifications
- Carries out DBS checks and any other necessary vetting procedures for each member of staff

or volunteer working with children and adults at risk, in line with DBS and other official guidelines

- Provides an appropriate induction for all new staff and volunteers
- Provides all new staff and volunteers with the relevant information on keeping children and adults at risk safe in the organisation
- Appoints staff and volunteers for an agreed trial period with a review before confirming their post
- Follows the recruitment process

The Shiva Trust are committed to reviewing our policy and good practise annually.

Signed: 

Print Name: Tracy Parker

Review Date: 13/03/2026

This policy will be reviewed: 13/03/2027

Sponsorship or Fundraising

1. Purpose of the Policy
Shiva Trust is a registered charity and relies on income from fundraising to secure its business activities. We must ensure that by undertaking fundraising activities we uphold any legal, statutory or regulatory requirements, and maintain our reputation and adherence to our company values. This Policy provides guidance on how fundraising at Shiva Trust will be managed to ensure that we maintain these standards, and provide reassurance and transparency to our donors and sponsors of our processes. We committed to maintaining good practice in fundraising.

This Policy will be reviewed every three years or more frequently as legislation, guidance from official bodies or industry best practise changes.

2. Definitions
Shiva Trust fundraises through the following means:
“Sponsorship” is where a business provides money in order to secure the marketing and promotion of its business name, products, services or image. Sponsorship may also include the giving of services or goods for the same in return.
A “donation” is a gift for which no direct benefit is sought. A donation may take various forms including cash, services or goods and can be from an individual or an organisation. A donor’s name or list of donors may be on display or included in publicity if the Shiva Trust chooses to do so by way of thanks. It must be made clear to the donor that any decision to display or include the donor’s name is at the sole discretion of the Shiva Trust. Shiva Trust is entitled to claim Gift Aid on donations from individuals where a Gift Aid Declaration is made that confirms that the individual is tax resident in the UK and has paid tax during the period in which the donation is made. Donations are not subject to VAT.
A “membership” scheme is where a donor makes a gift to a charity in return for a limited programme of benefits e.g. priority booking, exclusive content. The value of the benefits given must not outweigh the value of the membership. If the value of the benefits is less than the total value of the membership, then the membership may be divided into a donation and a payment for VAT purposes.
A “grant” is cash given to an individual or an organisation for a specific purpose. There is an obligation to fulfil any criteria the funding body may place upon the grant i.e. to ensure the project that is funded satisfies their aims and objectives and proceeds as outlined during the grant application process. Funding bodies usually require some level of profile in return for their grant and this should be in proportion to the size of grant and agreed in writing before accepting the grant. This is usually in the form of a logo or line credit with agreed wording in publicity. Grants should always be documented in some form of written agreement between the parties. Grants are not subject to VAT, unless we are providing goods or services in return.

3. Requirements
Shiva Trust will only accept funds if they meet the following requirements:
Benefit: there are strong grounds for believing it will result in benefit to Shiva Trust.
The benefit sought should be viewed as good value for the level of support given and the resource required to secure it.
Integrity: the company, organisation, partnership or activity will not bring Shiva Trust into disrepute, damage our reputation or integrity, or be likely to result in loss of income for example through
Strategic fit: partnerships, activities and the objectives of companies or organisations we work with, do not contradict Shiva Trust mission, aims and objectives.

Independence: donations, partnerships or activities do not compromise our independent status.
Influence: there is no attempt on the part of the partner, donor, company or organisation to influence our policy or actions either explicitly or implicitly.
Legality: partnerships, activities and the wider business activities of partner companies or organisations must be, as far as we can ascertain, wholly legal under applicable law.
Codes of Practice: acceptance of donations, partnerships and activities must comply with the Fundraising Regulator Code of Fundraising Practice and the Fundraising Promise.
Standards: the partnership, company or organisation and activity must meet any appropriate and associated national or international standards, and abide by any relevant regulations.

4. The role of Trustees
Final responsibility for actions under this Policy and our Fundraising Strategy rests with Shiva Trust trustees, who will be able to demonstrate they act in 'the best interests of the charity'. This means trustees will not be influenced by personal moral perspectives or judgements, or derive any personal benefit from funding to the charity.

Trustees will declare a conflict of interest where it exists.

5. Consideration of opportunities
Some companies, organisations or donors will require special consideration before funding can be accepted from them.

Examples include funders that:
may have unethical practices with regard to the manufacture of their products e.g. animal welfare, human rights; promote or are involved in tobacco, pornography, weaponry or similar activities; is in financial or legal conflict with Shiva Trust; as far as Shiva Trust is aware, does not uphold the same values of our Equality & Diversity Policy.

The above list is not exhaustive and Shiva Trust retains the right to decline funding from any funder, which Shiva Trust in its sole discretion considers inappropriate.

5. Authority to proceed
All gifts (including sponsorships) should be channelled through the Fundraising team to ensure they are documented and handled in line with this Policy & company procedures.
Gifts can only be accepted providing that appropriate authority for approval has been secured.
The thresholds for approval are as follows:
Gifts up to £5,000 = Manager approval
Gifts above £5,000 until £75,000 = Director approval
Gifts above £75,000 = Full Trustee Board approval

6. Transparency
A copy of this policy will be displayed on our website and given to any third parties who undertake any fundraising on our behalf.

7. Process for managing Corporate Sponsorship
Before a sponsorship can be secured, the following steps must be undertaken:
Research: businesses approached should be researched to ensure a best fit in line with this policy.
Valuation: benefits to be offered to a sponsor must be valued to ensure proposals are fair and reasonably priced.

Benefits: all crediting & branding permitted must be agreed in advance based on the valuation.
Invoicing: full payment should be received before the activity sponsored takes place.
Contracting: all sponsorships over £1,000 should be documented with a written contract.
Evaluation: sponsors should be provided with an evaluation demonstrating return on investment after the activity.
Review: sponsors should not be contracted for longer than 3 years without consideration of whether the partnership still presents best value for Shiva Trust.
All sponsorship is unrestricted income to the charity as a service provided in return for payment.
All sponsorships should be recorded.

8.Process for managing Donations & Grants
When a donation or a grant is received, staff should ensure the following:
Clarify where the donation or grant will be spent and whether it should be treated as unrestricted or restricted funds.
Document the gift and log any relevant details agreed such as management of the gift and activity funded, decision making for any changes to the activity supported, payment schedule etc.
Procedure for thanking the funder, ensuring that benefits of significant financial value are not given that will conflict with this policy or significantly off-set the value of the gift.
If the gift is being made by a UK resident tax payer, undertake full documentation for possible Gift Aid claim purposes.
Shiva Trust needs to know source of funds to ensure it complies with this policy.

9. Handling Memberships
Membership schemes for corporate or individual supporters are a useful fundraising mechanism but must be handled appropriately to ensure that the value of any benefits does not outweigh the value of the membership.
All memberships should therefore be valued against the cost of benefits and may be split into a taxable benefit value and a donation value if the total value of the benefits is less than the cost of the membership. If a donation does form part of the membership, then this should be documented so that any applicable Gift Aid may be reclaimed on any part of a membership that is not a taxable benefit.

10. Data Protection
Shiva Trust will administer all fundraising in line with its Data Protection Policy.
Funders will never be given direct access to mailing lists or data held by Shiva Trust, unless it has the express permission of the data subject.

All funders have a right to request access to their data and may obtain this by contacting a member of the Fundraising team.

Shiva Trust acknowledges the donor's right to privacy and will uphold the values of the Fundraising Regulator's Fundraising Promise.

Should any funder or donor wish to make a complaint about fundraising, then they may do so under the Shiva Trust Complaints Policy.

11. Gift Aid
We will seek to maximise all donations by claiming gift aid from HMRC wherever possible. Donors will be asked for a gift aid declaration, which will be stored through our fundraising system. Claims will be made to HMRC in line with the requirements of current legislation.

12. Use of agencies & third parties
On occasion, we may work with third parties, sponsorship agencies, consultants and partners on our fundraising. Where such parties are engaged, they must also adhere to this policy.
The use of their services must be communicated to prospective donors and the value of their use must be assessed to ensure that significant ROI on is obtained.

Policy Updated: 17/03/2026

Next Policy Update: 17/03/2027

Signed:  Print Name: Tracy Parker

Volunteer Policy

Introduction
Shiva Trust values the contribution of volunteers by sharing their experiences, skills and knowledge. We aim that your volunteering is a positive experience and can provide an opportunity to boost confidence and learn new skills.

It also outlines that all volunteers will be treated in a fair and consistent way. It should also help our volunteers understand what support is available to them and what they can expect from us.

Recruitment and Selection
Volunteers are asked to provide 1 or 2 references and confirm their ID. Volunteers are also asked to attend an induction meeting for the volunteer to find out about the role and how they can support the organisation.

Some volunteer roles will require an Access DBS check to inform the Shiva Trust 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 an Enhanced DBS

Safeguarding
Volunteers are given basic safeguarding training, and safer recruitment procedures are followed. Volunteers are made aware of the Shiva Trust safeguarding policy which they are expected to follow.

Insurance, health and safety, accidents and risk assessment
The Shiva Trust has a valid insurance policy so that volunteers are covered by public liability insurance. Volunteers will be signposted to the Health and Safety. We have a risk assessment that will be shared with you, and the hazards and risks will be highlighted during the induction.

We have clear procedures for accidents and emergencies and will always have a first aider available. Volunteers who physically work with the Shiva Trust, will be given simple instructions on how to perform each task safely

Training and Support
Volunteers are supported by a Volunteer Manager, who is responsible for providing support and guidance, answering queries and resolving concerns.

Volunteers will be invited to support chats and volunteer meetings to review and discuss the volunteer's contribution, and share skills and knowledge.

Policies
Shiva Trust volunteers carry out their tasks in line with our policies and procedures which will be shared with them. They include:

- Health and Safety
- Safeguarding
- Safe Recruitment
- GDPR
- Confidentially
- Hate Crime

- Complaints
- Grievance
- Whistleblowing
- Allegations against staff
- Disciplinary
- Equality and Diversity
- Conflict of Interest
- Code of Conduct
- Behavior code for staff
- Behavior code for vulnerable adults
- Privacy
- Intellectual Properties
- Anti Bullying
- Covid 19
- Financial and Payments
- Induction, Training and Supervision
- Online Safety and Digital Media
- Photography and Image Sharing
- Records, Retention and Storage

Expenses
Volunteers agree to cover their own expenses, unless individually agreed by the volunteer manager.

Who can volunteer
Shiva Trust welcomes diversity and encourages different types of people to volunteer.

• If you are claiming state benefits, advise your benefits advisor of your intention to start volunteering

• If you have a disability, let us know about any additional support you require.

• Foreign nationals are welcome as long as there are no legal barriers to you volunteering in the UK

Monitoring and Evaluation
Shiva Trust values the contribution of volunteers. We will ask for volunteers' feedback from time to time through questionnaires, surveys and exit feedback.

Data Protection
Shiva Trust keeps personal information about volunteers secure, in line with our Data Protection policy.

References
Volunteers may request a reference to help secure employment or training.

Resolving Problems
Volunteering should be a positive experience for all involved. If a volunteer has a problem the volunteer manager will help to resolve the situation.

If Shiva Trust needs to resolve an issue with the volunteer they will do this in line with the relevant policies such as grievance, disciplinary, code of conduct and behavior code for staff and volunteers.

If a volunteers wishes to complain they can use the complaints policy. If a volunteer wishes to raise a concern about malpractice they can use the whistleblowing policy.

Policy Updated: 13/03/2026

Next Policy Update: 13/03/2027

Signed:  Print Name: Tracy Parker

WhistleBlowing Policy

Employees or volunteers are often the first to realise that there may be something seriously wrong within the organisation. However, they may not express their concerns because they feel that speaking up would be disloyal to their colleagues or organisation. They may also fear harassment or victimisation. In these circumstances it may be easier to ignore the concern rather than report what may just be a suspicion of malpractice. The Code applies to all staff and volunteers of the organisations and to persons employed by bodies in a contractual relationship providing goods or services.

The organisation is committed to the highest possible standards of openness and accountability, along with being committed to improving the performance of all its functions. The organisation expects its staff and volunteers who have serious concerns about any aspect of the organisations work to raise those concerns. The organisation accepts that employees may prefer to do this in a confidential way that avoids any public disclosure of their identity.
This Code makes it clear that staff and volunteers can do so without fear of victimisation, subsequent discrimination or disadvantage.

In April 2011, the Equality Act 2010 was introduced. This Act ensures discriminations (direct and indirect), harassment and victimisation are challenged to ensure equality. This policy is written and reviewed in light of this Act to ensure the organisation is fulfilling its statutory duty.

WhistleBlowing is not the same as making a complaint. A complaint is where the individual is saying they personally have been poorly treated. A whistleblower is usually not directly personally affected by the concerns. The whistleblower raises the concerns so others can address it.

Aims

The code aims to ensure staff and volunteers are:

Encouraged to feel confident in raising serious concerns and to question and act upon concerns about practice.
Provided with a way to raise a concern and be sure of the action to be taken
Ensured that they will receive a response to their concerns and that they are aware of how to pursue them if they are not satisfied.
Reassured that they will be protected from possible reprisal or victimisation if they have a reasonable belief that they have made any disclosure in good faith.

This Code is intended to deal with concerns not covered within the Staff Complaints Procedure, for example:

•Conduct which is an offence or a breach or a law
•Disclosures relating to miscarriages of justice
•Health and safety risks, including risks to the public as well as other employees
•Damage to the environment
•The unauthorised use of public funds
•Possible fraud and corruption
•Sexual or physical abuse of pupils in our care
•Other unethical conduct

Any serious concerns you have about any aspect of our organisation and provision, the conduct of staff or volunteers, or others acting on behalf of the organisation, can be reported through this code.

This could be something that:
•Makes you feel uncomfortable in terms of known standards, your experience or the standards you believe the organisation adheres to
•Is against the organisations other polices and procedures •Falls below established standards of practise or
•Amounts to improper conduct.

Harassment or victimisation

The organisation is committed to maintaining high standards, good ethical practise, and wants to be supportive of its staff and volunteers. It realises the decision to report a concern can be a difficult one to make, however if what you are saying is true then you have nothing to fear as you are doing your duty to your employer and for those who you are providing a service.

The organisation will not tolerate any harassment or victimisation and will take appropriate action to protect you when you raise a concern in good faith.

Confidentiality

Concerns reported will be treated confidentially. Unless you agree your identity will not be disclosed. In the event the concern is regarding alleged criminal activity, you may be asked to help the police or other appropriate enforcement agencies. If the concerns involved a disciplinary procedure you may be asked to give evidence under the disciplinary procedure.

Anonymous allegations
The code encourages people to put their name to the allegations wherever possible, however when we receive anonymous allegations they will be considered with discretion. The factors taken into account will be:
•The seriousness of the issues raised
•The credibility of the concern
•The likelihood of confirming the allegation from attributable sources.

Untrue allegations
If you make an allegation in good faith, but it is not confirmed by the investigation, no action will be taken against you. If, however, you make an allegation frivolously, maliciously or for personal gain, disciplinary action may be taken against you.

How to raise a concern
The first step would be to raise the concern with the trustees of the charity (info@shivatrust.org) If the concern is about a trustee, contact the other trustees of the charity at info@shivatrust.org.

Concerns may be raised verbally or in writing. Staff or volunteers who wish to make a written report are asked to use the following format:
•The background and history of the concern (giving relevant dates)
•The reason why you are concerned about the situation

Although you are not expected to prove beyond doubt the truth of an allegation, you will need to demonstrate there are reasonable ground for your concern.

How the organisation will respond

Initially the trustees of the charity (info@shivatrust.org) will determine if the concern raised should:
•Be investigated by internal investigation or through a disciplinary process
•Be referred to the police
•Be referred to an external organisation

In order to protect the individual and those accused of misdeeds or possible malpractice, initial enquiries will be made to decide whether an investigation is appropriate and, if so, what form it will take. Concerns falling under the scope of other policies, for example safeguarding, will be dealt with under these policies.

Some concerns may be resolved by the organisation without the need for further investigation.

Within 10 days of the concern being raised the organisation will write to you :

•Acknowledging the concern has been received
•Indicating the matter is being dealt with
•Giving an estimate of how long it will take to provide a final response
•Explaining if further investigations will be made, if not, why not

If necessary the organisation will seek further information from you.

The organisation will try to eliminate any difficulties you may experience as a result of raising the concern. For example if you have to give evidence in a disciplinary procedure we will arrange for you to be given advice about this.

Where there is an investigation the organisation will endeavour to inform you the matter has been addressed, and subject to any legal constraints, will inform you of the outcome of the investigation.

The responsible officer will maintain a record of the concern and the outcome.

How the matter can be taken further

The code is aimed at providing you with a safe way within the organisation to raise concerns which be hope you are satisfied with. If you are not satisfied and feel it appropriate to take the concerns further then you can contact other relevant organisations such as:
Inland Revenue
Audit Commission
Charity Commission
Commission for Social Care Inspection

You can also find further information here: **https://www.gov.uk/whistleblowing**

Review Date: 13/03/2026

This policy will be reviewed: 13/03/2027

Signed:  Print Name: Tracy Parker



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