



Welcome to Mammamas

Volunteer Handbook

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Introduction & Orientation

Welcome to Leicester Mamas

Mamas are volunteers. We are happy to offer our time to help new mums who are learning what it's like being responsible for a tiny baby! We come from many backgrounds, cultures, faiths and nationalities and speak over 20 languages.

Between us Mamas, we have many babies and children of all ages, each with their own unique personalities and needs. We liaise with midwives, health visitors, children's centres and others across Leicester – we all want to work together to make sure every new mum gets the help she needs.

Whatever a parent's questions or challenges, whatever their personal circumstances, Mamas will always do our very best to offer the help, encouragement, and information they need to nurture their baby as they hope to.

Mission Statement:

Mamas aims to promote the health and wellbeing of mothers and babies, through the support, protection and promotion of breastfeeding, and through creating a better understanding of mother-baby relationships.

Mamas is a Breastfeeding Support Programme for families in Leicester

Mamas work with Leicestershire Partnership Trust NHS to deliver breastfeeding peer support through the Healthy Together 0-19 Healthy Child Programme (www.healthforunder5s.co.uk).

Our Vision:

Mamas support pregnant and new mothers and their families

MAMMAS supporters are mums who have breastfed their own babies and completed training to help other mothers achieve their own goals for feeding their baby

We give one-to-one, caring and effective help to mothers across Leicester

We work alongside midwives and health visitors

We support mums on the phone, through home visits, and at our groups

Our Values:

We focus on mothers and babies

- Speaking up for the needs of babies
- Support for every mother's choice
- Empathy and compassion
- Mothers supporting mothers

We are committed to equality and diversity

- All Mamas are equal
- All faiths accepted equally
- Valuing diversity and difference
- Caring for all

We are a Specialist Service

- Proactive in improving services
- Free from outside influence and power
- Trained specialist skills and knowledge

We put women first

- Accessible to all women
- Women-led
- Helping women move forward
- Women's rights to autonomy and power

We engage with our local community

- Reflecting our community
- Engaging with our community

We support, protect and promote breastfeeding

- Unique role of breastfeeding
- Breastfeeding as important to the whole community
- Supporting your breastfeeding journey
- Protecting against unethical marketing

Inclusion Statement

Every day, we're working to enhance our communities through diversity, inclusion and social impact. We believe that as a community interest company we can be a powerful platform for social change and that it is our responsibility to further equality for all.

We strive to reflect the diverse communities around us and ensure that everyone feels seen, heard, valued and empowered to succeed. We feel diversity of leadership brings valuable perspectives to our work and inclusion of our service users make for richer, more innovative practice.

Diversity and inclusion are woven into our purpose and values, and we value all unique identities and experiences (including but not limited to disability, gender, gender expression, national origin, race/ethnicity, and sexual orientation).

We are committed to creating an environment that fosters equity and respect – a place where you can bring your whole self. We achieve more collectively than we ever would individually.

Leicester Mammias Directors and Structure

Directors

Sally Etheridge – Coordinator and Founder

Aayesha Bhattay – Treasurer

Robina Hussain – Secretary/DSL

Faranaaz Jaulim – Director

Rahat Ahmed – Director

Lyndsay Poore – Director

Natasha Shepherd – Director/DSL

Anisa Panchbhaya – Director

Structure

Leicester Mammias is governed by our Board of Directors.

Directors are appointed from our volunteer peer supporters based on their commitment to driving the future of the organisation, to delivering the organisation's Mission, and their skills to enable the organisation to deliver its aims and objectives.

Running of the organisation

All running and activities of the organisation is undertaken by Directors and Mamma Peer Supporters, dependant on skills, aptitude and commitment, and are entitled to ongoing skills development.

Co production is the foundation of our approach in implementing services. We are committed in together with our colleagues in the statutory community/voluntary sector.

Paid work is on a sessional basis, and all paid work is at an equal rate of £18 per hour.

Access to opportunities for undertaking further responsibilities is open to all our volunteers, in line with our Equalities and Diversity Policy.

Contact and Role Information

Here at Mammias you will report to the lead for your project or activity.

Please write their contact name, number and email here:

Project Lead:

Phone Number:

Email:

For general concerns or if you can't contact them please contact Sally Etheridge, Programme Lead at: sallymammias@gmail.com, 07580159278.

Programmes and Roles

Leicester Mammias work is split into several areas incorporating breastfeeding support and general parenting support. Here are the volunteer roles within these:

Breastfeeding Peer Supporter

Are people who have breastfed their babies and completed our Mammias Peer Support Programme or another recognised Peer Support Programme. They provide support with common breastfeeding issues through phone lines, face-to-face groups and in the local hospitals. They refer on to the directors for more complex situations outside their remit. All peer supporters will have DBS clearance, an ID badge and complete annual training updates.

Mammias Ambassador

Ambassadors have had their own baby and are supportive of breastfeeding. They undergo training to ensure they know how to protect, promote and support breastfeeding and listen to parents. They may represent the group at events, promote our work, get involved in political campaigns or work behind the scenes on social media. They may also provide general support at groups.

Mammias Volunteer

Volunteers do not have to have had their own child. They may volunteer for a fixed period or ongoing. Mammias volunteers support in our groups with general admin, setting up and tidying away, and making people feel welcome by ensuring they have someone to chat to. All volunteers are expected to have DBS clearance which Mammias will facilitate.

Everyone within the organisation including Mammias is required to read and understand the following policies:

- Health and Safety Policy
- Safeguarding Policy
- Equality and Diversity Policy

Volunteers are encouraged to raise any concerns or questions they may have with any of the Directors.

Rights and Responsibilities

As a volunteer, you have rights and responsibilities. Mammas believes volunteers are a vital human resource and commits to support volunteer engagement.

Volunteers have the right to:

- Work in a safe & healthy workplace, to know about unsafe work and to refuse unsafe work, Mammas has Public Liability Insurance cover.
- A right to reasonable expenses covered by Mammas, e.g. Travel.
- A supportive environment in which to work and contribute
- Effective and meaningful volunteer training
- Have their say about their work and ideas regarding their role or program
- Provide feedback and receive feedback when requested and at regular intervals
- Ask for and receive support from their supervisor when required
- Be accommodated for any ability needs in order to complete non-essential tasks of the role

Volunteers have a responsibility to:

- Act with respect for the cause, community, organization and its work
- Act responsibly and with integrity
- Fulfil the duties of the role as defined in the position description, efficiently and effectively
- Respect all policies in place
- Notify their supervisor if they are unable to fulfil their duties or miss a session
- Recommend suggestions and changes if they determine any

Leicester Mammias volunteer agreement

Volunteers are an important and valued part of Leicester Mammias. We appreciate that you've chosen to volunteer with us. We will do our best to make your volunteer experience enjoyable and rewarding. We aim to be flexible and supportive. We believe that the volunteer relationship is built on trust and mutual understanding.

This agreement sets out:

- suggested start date
- what support you can expect from us when you volunteer
- our expectations from you as a volunteer

As a volunteer we ask that you:

- Strive for the best that you can do and complete your volunteering activities with dedication and commitment.
- Complete training that we think will help you in your role.
- Be positive about and support the work of Leicester Mammias
- Follow and operate within the policies and procedures of Leicester Mammias, including Health and Safety and Equal Opportunities.
- Act responsibly and within the law.
- Maintain confidentiality of Leicester Mammias activities, the people accessing our services, our team and our procedures.
- Value and respect the rights of others.
- Work in partnership with staff and volunteers to ensure smooth running of our services.
- Let your session lead know if you are having any problems or if you have any complaints, concerns or feedback.
- Meet agreed time commitments and give reasonable notice when you're not available so that alternative arrangements can be made.

In return we will:

- Introduce you to how our organisation works and your role within it.
- Give information about Leicester Mammias work, policies and procedures.
- Offer training and support for your role.
- Reimburse agreed expenses.
- Strive to resolve any concerns fairly and reasonably, applying our complaints procedure when it's needed.
- Respect and listen to your feedback, and keep you informed of any changes.
- Ensure your health, safety and welfare.
- Apply our Equal Opportunities policy.
- Encourage a positive and supportive volunteering experience.

Signed

- This agreement is in honour only. It is not intended to be a legally binding contract and either Leicester Mammias or the volunteer can end the agreement at any time.
- Start date
- Signed
- Print name.....Date.....



Health and Safety Policy

Aims

- Identify and manage Health and Safety risks arising from our organisation's activities.
- Consult with our staff and volunteers on matters affecting their Health and Safety, including work related stress.
- Provide information, instruction and supervision for staff and volunteers.
- Ensure that all staff and volunteers are competent to carry out their tasks and to provide them with adequate training.
- Maintain safe and healthy working conditions.
- Review and revise this policy as necessary at regular intervals.

Responsibilities

The overall and final responsibility for health and safety is that of Leicester Mammas CIC Directors. The day-to-day responsibility for ensuring this policy is put into practice is the Programme Lead. This is currently: Sally Etheridge (07580159278). In her absence, contact one of the Directors, whose details are to be found at the end of this policy.

All staff and volunteers must:

- Co-operate with the Project Lead and with one another on health and safety matters;
- Not interfere with anything provided to safeguard their health and safety;
- Take reasonable care of their own health and safety;
- Report all health and safety concerns to an appropriate person (as detailed in this policy).

Risk Assessments

- Risk assessments will be undertaken as required by the Project lead and will be accessible on the organisation's shared drive.
- Risk assessments will be shared with staff and volunteers involved and any concerns raised with the Directors.
- Action required to remove or control the risks will be undertaken by the Project lead.
- Assessments will be reviewed annually or when work activity changes or new methods or processes are introduced.

In order to reduce risks to workers, procedures/guidelines which should be followed by all workers, have been drawn up regarding the following areas:

- Lone Working – Appendix 1
- Infection Control
- Safe handling and Lifting
- Work-related stress

- Copies of the procedures/guidelines are accessible on the organisation's website and shared drive.
- All new staff and volunteers will be made aware of the Policies at their Induction.

Smoking

The risks of passive smoking are extremely hazardous for babies and children. Mamas should never smoke before or during any activity carried out on behalf of the group.

Health and Safety Training

- Induction training will be arranged for all Mamas once they have been accredited, and will be reviewed and consulted on at regular intervals.
- Training needs and refresher training is identified and arranged by the Committee, in consultation with all Mamas. Where such training becomes available, all Mamas will be informed by the Programme Lead, and invited to access it as appropriate.
- Training records are kept by the organisation. It is the responsibility of all Mamas to keep their Training Profile up to date.

Supervision and Keeping Up to date with Breastfeeding and Peer Support Skills

- It is the responsibility of all Mamas to keep up to date with their skills and understanding of the role.
- It is the responsibility of the relevant Project Lead to support and supervise staff and volunteers involved.
- Attending annual training updates is an important commitment for all Mamas once graduated.

Work-related stress

- Risk assessments should include consideration and identification of workplace stressors.
- No staff or volunteer is obliged to carry out responsibilities which she feels unable to do. Guidance will always be given for all roles carried out, and supervision and support will be freely available.
- All Mamas are mothers themselves and need to balance their responsibilities with other commitments and their children's needs.
- Any staff member or volunteer finding it difficult to balance these responsibilities, is encouraged to speak with the Programme Lead or any Director.
- Raising concerns about the balance of responsibility will always be taken seriously.
- Confidentiality will be assured.

Delivery of Services/Activities

Mamas may volunteer in a variety of community settings, including, but not restricted to:

- Community Centre's
 - Children, Young People and Family Centre's (CYPFCs)
 - Health Clinics
 - Sports & Leisure Centre's
 - Libraries and Musuems
 - Café's and other Public places
 - Schools
 - Online activities
- It is the responsibility of the Programme Lead, or appropriate Project Lead, in collaboration with staff at the Community Setting concerned, to clarify the arrangements for delivery of Mammass activities, and to ensure all Mammass involved are aware of them.
 - Where a Mamma is approached by a person representing a Community Setting, requesting our services, it is important that she liaises fully with the Directors and Project Leads to ensure all parties are satisfied with the arrangements.
 - Mammass may also become Volunteer Breastfeeding Supporters for University Hospital Leicester. This entails registering with the Volunteer Service at UHL and attending their Volunteer Induction and Procedures. Any work carried out as a UHL Volunteer Breastfeeding Supporter will be in accordance with UHL's Volunteer Policies. The service is delivered in conjunction with UHL Infant Feeding team.

Safety Procedures in Settings

- It is the responsibility of Mammass to check the following on arrival at any premises where activities are carried out on behalf of the group, and provide details to all attendees:
 - Location of fire exits
 - Details of the emergency evacuation procedure

Incident Reporting Procedures

In the event of an accident or incident, the Project Lead is responsible for completing an Incident Report Form – accessible on the organisation's one drive.

All service users / learners are responsible for: co-operating with Mammass on health and safety matters by:

- Not interfering with anything provided to safeguard their health and safety
- Taking reasonable care of their own health and safety
- Reporting all health and safety concerns to a member of staff

Children and Babies of Mamas staff and volunteers

Mamas' babies or children may need to accompany them on occasion during activities carried out on behalf of the organisation.

- Children remain the responsibility of their parent at all times
- Children shall be always supervised by their parent.
- Where possible, it is preferable for other arrangements to be made for the care of children' However, this is at the discretion of the mother, who knows her child best.
- Babies in arms are always welcome to accompany their mother during her activities.

Children and Babies of service users and at training sessions

Mamas do not provide crèche facilities during activities provided by the organization.

- Children remain the responsibility of their parent at all times
- Children shall be supervised by their parent at all times
- Where possible, it is preferable for other arrangements to be made for the care of children, such as staying with a father or family member or friend. However, this is at the discretion of the mother, who knows her child best
- Babies in arms are always welcome to accompany service users, or during training for prospective Peer supporters

Monitoring

- Directors will continue to monitor health and safety practices on an ongoing basis.
- The person responsible for investigating accidents is the Project Lead in conjunction with the Directors.
- The Directors are responsible for acting on the findings of the investigation to prevent recurrence.

Guidelines on Lifting and Handling

There is some lifting and handling involved in most activities.

To reduce the risk of injury the following guidelines should be followed:

- Staff and volunteers are not required to lift or handle any object which they perceive would put themselves at risk of injury.
- Assistance or guidance should be sought from another worker.
- Use aids, e.g. sack, cart/trolley.
- Use common sense to minimise risk, e.g. carry the minimum weight possible, minimise the amount of time you spend walking with the load by involving other people in a "human chain".
- Follow the good handling techniques as advised.
- If in doubt, do not lift the object and speak to the Project Lead for guidance.

Door-to-door Leafleting Work

It is unlikely that door-to-door leafleting would be undertaken by any Mamas. However, if you are intending to do door-to-door leafleting, please follow these guidelines –

Another worker should be informed of where you are going and when you are expected to have completed your work. Details of the area to be covered should be passed to the Programme Lead.

Where possible work in pairs and stay in close contact with your partner.

Arrange for your child or children to be cared for at home or with a friend, rather than have them accompany you

Carry a mobile phone and/or personal alarm.

Do not enter any premises or area which you perceive may be threatening to you.

Do not work in the dark, or in any areas which are particularly secluded.

Attending External Meetings

Be aware of your personal safety if you are attending activities/events on behalf of Mamas in the evening.

Try to walk to car parks or public transport stations with other people you know, or call a taxi if you perceive you could be at risk.

Approved by Leicester Mamas CIC Directors

Signed: S J Etheridge
Name: Sally Etheridge
Position: Director
Updated on: 02/03/2023
Review Date: 02/03/2024



Safeguarding Children Policy Leicester Mammas CIC

Introduction

Leicester Mammas CIC is committed to creating an environment that enables children and young people to learn, develop, and express themselves in a safe, understanding and encouraging environment. We aim to safeguard the welfare of all children and young people participating in our activities.

The Children's Act makes it clear that the welfare of the child is paramount and it gives everyone involved in the care of children a responsibility for the protection of those children. It is also essential that we honour the trust of those who allow us to care for their children.

Therefore it is necessary that all concerned have an understanding of the issues involved and that procedures are in place and are understandable to anyone providing a service to young people and easy to implement.

By setting out our values and expectations, this Safeguarding Policy aims to:

- Ensure a safe working environment for all those engaged in Comic Relief's work
- Ensure the safety and well-being of the children and communities we come into contact with

What is child abuse?

Child abuse is a difficult issue and presents challenges to all involved in providing services for young people. It is not always easily recognisable but is generally divided into four categories:

1. Physical Abuse - Where adults physically hurt or injure children, hitting, shaking, squeezing, burning and biting are all forms of physical abuse. Giving children alcohol, inappropriate drugs or poison and attempted suffocation or drowning are also physical abuse.
2. Neglect - An adult may fail to meet a child's basic needs, like food, warm clothing or medical attention. Children might be left alone unsupervised. Abuse in any form can affect a child of any age.

3. Emotional Abuse – Persistent lack of love and affection damages children emotionally. Being constantly shouted at, threatened or taunted can make the child very nervous and withdrawn.

4. Sexual Abuse – this is where children are encouraged or forced to observe or participate in any form of sexual activity. This could occur through unnecessary or inappropriate physical contact or through suggestive comments or innuendo or include showing children pornographic materials.

How to recognise abuse

- Unexplained or suspicious injuries such as bruising, cuts or burns, particularly if situated on a part of the body not normally prone to such injuries;
- The child describes what appears to be an abusive act involving him or her;
- Someone else (child or adult) expresses concern about the welfare of another child;
- Unexplained changes in behaviour such as becoming very quiet; withdrawn or displaying sudden outbursts of temper.
- Inappropriate sexual awareness;
- Engaging in sexually explicit behaviour;
- Distrust of adults, particularly those with whom a close relationship would normally be expected;
- Difficulty in making friends.

If you notice any social changes in the behaviour of a child, worrying marks or bruises or hear a child/children talking about things which give cause for concern then your first responsibility is to the child.

It is not safe to assume that someone else will take action. As an adult you have a duty to take appropriate action. Recognising and coping with child abuse is very stressful and the person reporting the concern will not have to cope alone.

What to do if you suspect abuse

If a child spontaneously talks of experiences which give cause for concern, you should:

1. Explain to the child that if he/she discloses information which leads you to believe they are being abused, you will be unable to keep it confidential.
2. Listen to the child without questioning him/her. Be aware of your own reactions as showing disapproval may stop the child from continuing with their disclosure.

3. Do not try to stop the child from recalling events. Make a note of what is said, in what context, the setting, the timing and which people were present. (complete a log if you have one)
4. Inform the designated child protection worker immediately or if they are unavailable an appropriate senior member of staff immediately. If you are unsure of what action to take it would be appropriate to seek advice from either the police or social services department.
5. The child protection worker will contact the appropriate authorities including the Duty Social Worker in the area where the child lives as soon as possible.

Allegations of abuse will be treated similarly whether the disclosure is relating to an individual from within or externally from Leicester Mamas. The information should be passed onto the designated child protection worker and handled in the same way. Social Services will also follow the same procedure as they do to investigate allegations of abuse for a family.

The designated child protection worker in Leicester Mamas is Sally Etheridge who can be contacted on 0116 2418941/07580159278 or at 51 Cardinals Walk, Leicester, LE5 1LG. Any concerns or reports of abuse must be reported to this individual as soon as possible.

Further Measures

The following extra measures will be adopted to ensure the safeguarding of young people in this organisation:

- We aim to ensure that recruitment of all staff and volunteers is conducted in a way to safeguard young people and undergo an enhanced DBS disclosure as part of this process.
- All workers and volunteers will be given a copy of the policy and receive training as part of their induction to the organisation.

Behaviour guidelines for all those working in our setting

The aim of these guidelines is to ensure everyone's safety and wellbeing and to support in providing a safe, caring environment.

- Set an example of appropriate behaviour. People learn by example
- Avoid where possible being left alone with a mother's baby
- Allow the mother to comfort her baby herself when you are in a helping situation
- Where possible parents should take responsibility for their own children
- Always be publicly open when working with children
- Avoid being alone with children unnecessarily.

- Offer respect to all children at all times and strive to be sensitive to their feelings, including for babies and young children.
- Good behaviour should be positively encouraged in every setting

Whistle Blowing and Complaints

Allegations against a member of staff or volunteer

Leicester Mammias CIC will assure all staff/volunteers that it will fully support and protect anyone, who in good faith reports concerns about a colleague's practice. Where there is a complaint against a member of staff, this will be followed up accordingly.

Action if there are concerns

1. Concerns about poor practice:

- If, following consideration, the allegation is clearly about poor practice; this will be dealt with as a misconduct issue
- If the allegation is about poor practice by the Designated Safeguarding Lead or if the matter has been handled inadequately and concerns remain, it should be reported to the Board of Directors who will decide how to deal with the allegation and whether or not the organisation should initiate disciplinary proceedings

2. Concerns about suspected abuse

- Any suspicion of abuse either a member of staff or a volunteer should be reported to the Designated Safeguarding Lead, who will take such steps as considered necessary to ensure safety of those concerned
- The Designated Safeguarding Lead will refer any allegation of child abuse to the social services department who may involve the police, or go directly to the police if out-of-hours
- The parents or carers of any child concerned will be contacted as soon as possible following advice from the social services department
- If the Designated Safeguarding Lead is the subject of the suspicion/allegation, the report must be made to the Board of Directors who will refer the allegation to Social Services

3. Internal Enquiries and Suspension

- The Designated Safeguarding Lead will make an immediate decision about whether any individual accused of abuse should be temporarily suspended pending further police and social services inquiries

Irrespective of the findings of the social services or police inquiries the organisation will assess all individual cases to decide whether a member of staff or volunteer can be reinstated and how this can be sensitively handled. This may be a difficult decision; particularly where there is insufficient evidence to uphold any action by the police. In such cases, the organisation must reach a decision based upon the available information which could suggest that on a balance of probability, it is more likely than not that the allegation is true. The welfare of the child should remain of paramount importance throughout.

This policy will be reviewed annually

Last reviewed – 02/03/2023

To be reviewed – 02/03/2024

Signed – Anisa Panchbhaya - Director

Signed – S J Etheridge – Programme Lead

Name of Young Person:	Date of birth:
Date of completing form:	Time of completing form:
Your name:	Your Position:
Your signature:	Your organisation:
Reasons for recording incident:	
Please record the following as factually as possible.	Who:
	What:
	Where:
	When:

Offer an opinion where relevant (how and why this may have happened)

Substantiate the opinion. Please note the action taken, including the names of anyone to whom information was passed.

Mammas

Logging your concerns about a child's safety and welfare

Appendix 1

Code of Conduct for Mammas Staff and Volunteers

- Recruitment of staff and volunteers will involve careful selection procedures. There will be a commitment to children and a fulfilment of a duty to prevent child abuse.
- Always act in such a manner as to justify the trust and confidence that mothers have in you.
- Ensure that the environment that the children play in at meetings is safe.
- Maintain appropriate professional boundaries in the relationships that you have with mothers and babies
- If visiting a mother alone, do not place yourself in a position of vulnerability e.g. long periods alone with an unknown child/children. Please refer to the Home Visit Policy.
- It will be necessary in cases of suspected child abuse and areas of concern to report your findings to someone. This can then break a promise and /or confidentiality. However, where there is an issue of child protection, you must act at all times in accordance with national and local policies, which could involve a disclosure of confidential information. Ethical and statutory codes are not intended to prevent the exchange of information between those who have a responsibility to protect children

In the event of concern

- A member of staff or volunteers may speak in the first instance to the mother involved (if they feel able), and the Designated Safeguarding Lead (DSL) for Mamas
- Mamas DSL will liaise with the family's health visitor or midwife and share concerns without delay.
- If the Designated Safeguarding Lead (DSL) is not available, the peer supporter should contact the Health Visiting team directly, with the full name and DOB of the child and the address and name of the mother.
- Information should include:

Child's name and DoB	Parent/carers details.
The child's address:	Relevant phone numbers
What is said to have happened or what was seen;	When it occurred;
Who else was there?	What was said by those involved?
Whether there is any actual evidence e.g. bruises, changed behaviour	Who has been told about it?
Who was concerned?	Whether the parents have been advised

1. The child protection co-coordinator should relay the concerns to the Social Services Department Duty Officer for the Children and Families Team for the appropriate area.

2. Strict records will be kept by the member of staff or volunteer, and the Designated Safeguarding Lead (DSL) of all that has occurred and who has been notified. These records will be kept by Leicester Mamas for five years, or longer if felt necessary.

IF THERE IS ANY DOUBT SHARE YOUR CONCERN - REFER TO SOCIAL SERVICES. IF A CHILD IS FELT TO BE IN IMMEDIATE DANGER, CALL THE POLICE

The safety and well-being of everyone connected with our work is of paramount importance. We have a responsibility to ensure this does not result in harm, abuse or exploitation of any kind. The Safeguarding Framework ('Framework') sets out the measures that must be taken to ensure:

- **Prevention:** All reasonable steps are taken to prevent harm, abuse and exploitation across our operations;
- **Protection:** All safeguarding concerns are taken seriously and receive a robust response which prioritises the safety and well-being of those at risk;
- **Personify:** Representatives of Leicester Mamas maintain the highest standards of behaviour and fulfil their responsibilities to keep people safe; and
- **Partnership:** Listening to the organisations we work with, individuals with lived experience and others in the sector to continually learn and improve.

FLOW CHART



Leicester Mammias CIC Equality and Diversity Policy

Introduction

Leicester Mammias CIC strives for high standards both as an employer and as a provider of services. In so doing, we recognise the need for encouraging diversity and wholeheartedly support a policy of equal opportunities in all areas of our work and responsibilities.

This policy provides guidance to enable all who work with or for the Organisation to comply with anti-discrimination legislation. The policy will also address anti-discrimination issues involving areas that currently fall outside any legislation. Failure to follow the procedures in the policy may lead to disciplinary or other appropriate action.

The Organisation's aims and objectives will be achieved through action planning, effective monitoring and a willingness to tackle problems where they arise. The Organisation is committed to reviewing this policy on an annual basis. Through our training, publications, interaction with members and other activities, the Organisation will ensure those we work with know our statements of policy.

The Organisation will regularly review the implementation of its Equality and Diversity Policy and strategy. Where evidence is found of ineffectiveness, immediate remedial action will be taken to ensure implementation.

The Organisation urges staff, volunteers and clients to be aware of the less obvious types of discrimination which result from general assumptions and pre-conceptions about the capabilities, interests and characteristics of individuals.

Our policy's purpose

This policy's purpose is to:

1. Provide equality, fairness and respect for all in our employment, whether temporary, part-time or full-time
2. Not unlawfully discriminate because of the Equality Act 2010 protected characteristics of:
 - age
 - disability
 - gender reassignment
 - marriage and civil partnership
 - pregnancy and maternity
 - race (including colour, nationality, and ethnic or national origin)
 - religion or belief
 - sex
 - sexual orientation
3. Oppose and avoid all forms of unlawful discrimination. This includes in:

- pay and benefits
- terms and conditions of employment
- dealing with grievances and discipline
- dismissal
- redundancy
- leave for parents
- requests for flexible working
- selection for employment, promotion, training or other developmental opportunities

Definitions

Equal Opportunities ensures that policies, procedures and practice within the Organisation do not discriminate against its employees, volunteers and stakeholders. It is about treating people fairly and equally regardless of whom they are, their background or their lifestyle.

Diversity ensures that all people are valued as individuals and are able to maximise their potential and contribution to the Organisation and to the community. It recognises that people from different backgrounds can bring fresh ideas and a different approach, which can make the way we work and learn more fun, more creative, more efficient and more innovative.

Direct Discrimination, as defined in law, occurs when an individual is dealt with less favourably than other people on the grounds of race, ethnic or national origin, disability, sex, actual or perceived religion or belief or sexual orientation.

However, in terms of this policy the definition is taken to be wider and includes, for example, colour, nationality, marital status or caring responsibility, age, mental health, political, class, HIV status, employment status, unrelated criminal convictions, union activities.

Indirect Discrimination occurs when a provision, criterion or practice puts people of a particular group at a disadvantage and is not justified in relation to the job, for example a rule about clothing that disproportionately disadvantages a racial group cannot be justified.

Victimisation means that if a person has made or is making an accusation of discrimination in good faith, it is unlawful to discriminate against them for having done so, or because they intend to do so or it is suspected that they intend to do so. People must be able to act against unlawful discrimination without fear of reprisals.

Harassment means unwanted conduct based on race, sex or age etc. which has the purpose or effect of violating the dignity of a person or creating an intimidating, hostile, degrading, humiliating or offensive environment for the person. Harassment can be sexual, racial, directed against people with disabilities or indeed related to any characteristic exhibited by the individual. (See the Organisation's Harassment Policy for guidance where harassment has occurred).

Positive Action refers to measures taken to assist employees, or learners who have been under-represented in specific areas, to reach a level of workplace knowledge and competencies that is comparable with 'representative' employees. These measures could take the form of additional training or providing the job application

form in other languages to encourage applicants from these communities. 'Positive discrimination' at the point of selection for work is not permissible.

Policy Statements

Diversity

The Organisation will actively encourage diversity to maximise achievement, creativity and good practice and to bring benefit to individuals and communities. The Organisation encourages all people it works with, and for, to contribute to an environment in which people feel comfortable expressing how they feel and what they need, knowing they will be treated with respect and that their contribution will be valued.

The way we work, train and learn within the Organisation reflects both the Mission and Objectives of the Organisation and the spirit and intentions of legislation that outlaw's discrimination and promotes equality and diversity.

The Organisation will make reasonable adjustments to working practices, equipment and premises and offer, where appropriate, additional support to staff and volunteers to ensure they are able to take a full and active part in the Organisation's work.

The Organisation will endeavor to deliver services in a way that genuinely recognises the importance of an inclusive society that brings opportunities and access, not barriers to individuals.

Equal Opportunities

The Organisation is an equal opportunities Community Interest Company and provider of services. No job applicant, employee, volunteer, member or service user should receive less favourable treatment on the grounds of race, colour, nationality, ethnic or national origin; sex; marital status or caring responsibility; sexual orientation; age; physical, sensory or learning disability; mental health; political or religious beliefs; class; HIV status; employment status; unrelated criminal convictions; union activities. Nor will such person's sex, disability, race, marital or civil partnership status, sexual orientation, religion, colour, nationality or ethnic or national origin, age, trade union membership or non-membership, be disadvantaged by conditions or requirements which cannot be shown to be justifiable.

This principle applies to all aspects of the Organisation's activities as an employer and provider of services, including recruitment, promotion, transfer, training, benefits, facilities, procedures and all terms and conditions of employment.

Aims and Objectives

The aims and objectives of the Equality and Diversity Policy are:

To encourage, promote and celebrate diversity in all our activities and services

To ensure equal access to jobs, volunteer opportunities

To ensure compliance with legislation on discrimination and equality including Equality Act 2010, Equal Pay Act 1970, Sex Discrimination Act 1975, Race Relations Act 1976, Disability Discrimination Act 1995, Employment Rights Act 1996, Race Relations (Amendment) Act 2000, Employment Act 2002, Race Relations Act 1976 (Amendment) Regulations 2003, Religion or Belief Regulations 2003, Sexual Orientation Regulations 2003 and Employment Equality (Age) Regulations 2006.

To promote equal opportunities in other areas not currently covered by legislation.

To create environments free from harassment and discrimination.

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 be between colleagues, or in any other area relating to the Organisation's work.

To make a willingness to accept and implement this policy to be a necessary qualification for any position in the Organisation.

To ensure, through positive action and so far, as is practicable, that all the Organisation 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.

Policy Implementation: Expectations

The Organisation recognises that passive policies do not provide equality and encourage diversity in employment/training/services. The Organisation will seek to promote equality and diversity within the following framework of responsibilities.

Responsibility for implementing and developing the policy rests with the Committee.

The overall coordinating responsibility for equal opportunities and management of diversity is delegated to the Project Lead.

However, the Organisation believes 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. Therefore, the Organisation requires individuals:

To implement measures introduced by the Organisation to ensure equality of opportunity, diversity and non-discrimination.

Not to harass, abuse or intimidate any other participant on the grounds of race, colour, nationality, ethnic or national origin; sex; marital or civil partnership status or caring responsibility; sexual orientation; age; physical, sensory or learning disability; mental health; political or religious beliefs; class; HIV status; employment status; unrelated criminal convictions; union activities.

To inform the Committee if they suspect discrimination is taking place.

All members of the organization will endeavor to ensure that the highest standards of Equality Opportunities practice are observed in the delivery of the Organisation's services and to undertake training and development opportunities to ensure that competence is maintained.

To collate and discuss relevant organisational information and make recommendations to the Project Lead.

To seek the views and opinions of volunteers, customers and clients on the operation of the policy when acting on behalf of the Organisation, in particular to meet the diverse needs of the users.

To facilitate training and discussion on Equal Opportunities and Diversity issues as appropriate.

The Committee will:

Ensure that the Equality and Diversity Policy and associated documents are reviewed on an annual basis.

Review and approve policies, procedures and practices that impact on equal opportunities and diversity practice.

Co-ordinate the delivery of an equality and diversity strategy and action plan.

Policy Implementation: Recruitment and Promotion

The Organisation strives to ensure that our committee, staff and volunteers reflect the wider community.

Clear and accurate information on vacant posts should be available through advertisement, job descriptions, person specifications and interview. Vacancies should be advertised sufficiently widely to reach the widest possible range of candidates, either internal and/or external.

All recruitment material should not imply any preferred group, unless a genuine occupational qualification exists limiting a post to a particular group. Applicants will be informed, through all recruitment material of the Organisation's commitment to Equal Opportunities and Diversity.

Person specifications may include 'essential' and 'desirable' requirements that are necessary and justifiable. Care, and advice where necessary, is needed to ensure these are not discriminatory.

Staff and volunteers should be encouraged to discuss their development and training needs through a process of regular support and annual appraisals.

Job titles that are discriminatory must be avoided.

Policy Implementation: Training

In line with the intentions of this policy, the Organisation will not discriminate in the provision of training courses/ opportunities wherever possible.

Appropriate training will be provided to enable staff, volunteers and committee members to perform their jobs effectively. The training offered will take into account the needs of all people.

Policy Enforcement – Grievances

The purpose of the grievance procedure is to ensure all those acting for the organisation have an opportunity to raise any concern or complaint arising from their role within Wesley Hall Mammias, and that the matter is dealt with swiftly and thoroughly. The procedure is designed to establish the facts and deal consistently with grievances.

At any stage during the procedure, support may be provided by one person of the complainant's choosing.

Raising a grievance will not be prejudicial to the complainant in her role within Leicester Mammias.

The Procedure –

Stage 1 – Informal Resolution

Grievances should first be raised informally with the persons concerned. All parties should seek to resolve the issue at this stage. If this is not possible, or the parties concerned are dissatisfied with the outcome, the procedure at Stage 2 should be followed.

Stage 2 – Formal Grievance Notification

A formal grievance notification in writing, giving sufficient information to allow a decision to be made, should be addressed to the Chair of the Committee. A response will be made within fourteen days of receipt. If further time is necessary, a

reply detailing reasons for the delay will be given. If the matter is not resolved to the satisfaction of all concerned, the procedure at Stage 3 should be followed.

Stage 3 – Final appeal

A written appeal to the Chair of the committee should be made, and the grievance referred to the next full committee meeting. Representation may be made in person if this is desired, and the complainant may have a supporting person of her choice accompanying her. The committee's decision will be final and will be given to her in writing within seven days of the meeting.

Policy Enforcement - Disciplinary Procedure

Any volunteer or member of the committee, found to be in breach of this policy will be counselled on her actions and may, where necessary, be removed from the Organisation's volunteer register.

Any service user found in breach of this policy will, where appropriate, be counselled on his/her actions and may, where necessary, be referred back to their Organisation or refused future services from the Organisation.

Monitoring

The Organisation regards the collection/analysis of data as vital in informing change and improving performance. Where appropriate, statistics on the Organisation's services will be collected and analysed in relation to equality and diversity matters.

In order to determine the impact of this policy it is important that a monitoring system be developed which will measure commitment, progress and effectiveness. The Diversity and Equality Policy will be monitored and reviewed on an ongoing basis by the Committee.

The Committee will undertake an annual policy review. All relevant parties will be encouraged to submit comments for consideration.

Where it appears that there may have been or there is a breach of the policy, the Project Lead will investigate the circumstances and action will be taken to counter any proven breach of policy.

If it is found that the policy is excluding or discouraging the development of staff or volunteers or restricting service users, the Committee should take positive action to re-adjust the policy.

Approved by Leicester Mammias Directors

Signed: Robina Hussain - Secretary

Signed: S J Etheridge – Director/Programme Lead

Date: 16th March 2023

Review Date March 2024