

Women Who Can (CIO)'s Policies

Safeguarding Policy for Women Who Can (CIO)

1. Policy Statement

Women Who Can (CIO) is committed to ensuring that all participants, particularly vulnerable young women, engage with our services in a secure and supportive environment. We recognise our responsibility to safeguard the welfare of all young adults who interact with our charity and are committed to providing an environment that promotes safety, prevents abuse, and protects all individuals from harm.

2. Purpose

This policy aims to:

Provide a safe environment for the young women who participate in our programmes.
Prevent the physical, emotional, and mental abuse of participants, and guard against the exploitation of vulnerable young women.
Establish clear procedures for dealing with issues concerning the welfare of young adults.
Foster an ethos where participants feel secure, valued, and heard.

3. Scope

This policy applies to all trustees, staff, volunteers, and anyone working on behalf of Women Who Can (CIO).

4. Legal Framework

This policy has been drawn up based on legislation and guidance that seeks to protect adults, notably:

The Care Act 2014
The Safeguarding Vulnerable Groups Act 2006
The Equality Act 2010
The Human Rights Act 1998
The Data Protection Act 2018 and UK GDPR

5. Definitions

Safeguarding: Actions taken to protect adults' health, well-being, and human rights, ensuring freedom from abuse, harm, and neglect.

Protection: Actions taken under safeguarding procedures that respond to immediate concerns of abuse or neglect.

6. Roles and Responsibilities

Trustees and Management: Ensure the policy is implemented and adhered to by all within the organisation. Regularly review the policy's effectiveness and update it as required.

Staff and Volunteers: Be alert to the signs of abuse and neglect, and report concerns to the Safeguarding Officer or designated trustee.

Safeguarding Officer: Act as the first point of contact for concerns about the welfare of young adults. Maintain confidential records of all safeguarding concerns and actions.

7. Procedures

All concerns about the welfare of a participant should be directed to the Safeguarding Officer immediately.

The Safeguarding Officer will assess and investigate the concern in accordance with the charity's procedures and legal obligations.

Appropriate actions will be taken to ensure the safety of the individual, which may involve referrals to healthcare professionals or local authorities.

All incidents and concerns, along with the decisions and actions taken, will be recorded and securely stored.

8. Training and Awareness

All new trustees, staff, and volunteers will receive induction training on this policy.

Regular training and refreshers on safeguarding principles and practices will be provided to ensure that everyone understands their responsibilities.

Awareness materials will be distributed to all involved with the charity to maintain high levels of awareness about safeguarding issues.

9. Review

This policy will be reviewed annually or sooner if significant changes in legislation or organisational practice occur.

Health and Safety Policy for Women Who Can (CIO)

1. Policy Statement

Women Who Can (CIO) is committed to ensuring the health, safety, and welfare of all our participants, volunteers, and staff involved in our activities. We strive to maintain a safe environment for all events and workshops, aligning our operations with current health and safety legislation in the UK.

2. Purpose

This policy outlines our commitment to:

Conducting all activities in a safe manner.

Complying with statutory requirements for health and safety.

Preventing accidents and health hazards.

Providing information, training, and supervision to enhance the health and safety of all activities.

3. Scope

This policy applies to all trustees, staff, volunteers, participants, and contractors involved in the charity's operations.

4. Responsibilities

Trustees: Ensure that the health and safety policy is implemented consistently and is subject to regular review.

Health and Safety Officer: Oversee the implementation of the health and safety policy and related procedures.

All Staff and Volunteers: Follow all health and safety guidelines and report any potential hazards or risks to the Health and Safety Officer.

5. Risk Assessment

Regular risk assessments will be conducted for all new and existing activities and venues to identify hazards, assess risks, and determine necessary control measures.

Results of risk assessments will be recorded and reviewed at least annually or after any significant incident to ensure continuous improvement.

6. Training and Communication

All staff and volunteers will receive appropriate health and safety training relevant to their roles, particularly in the use of equipment and in emergency procedures.

Information regarding health and safety measures will be communicated through regular meetings and updates on the charity's internal communication channels.

7. Accident Reporting

All accidents and incidents will be recorded in the accident log book. Serious incidents will be reported to the relevant authorities in accordance with RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations).

Procedures for reporting accidents will be regularly reviewed to ensure effectiveness and compliance with legal requirements.

8. Emergency Procedures

Clear emergency procedures will be established and communicated to all staff, volunteers, and participants. This includes instructions on evacuations, first aid, and handling fire emergencies.

Emergency contacts and relevant health and safety information will be readily available at all venues where activities are conducted.

9. Equipment and Facilities

All equipment used during workshops and activities will be regularly inspected and maintained to ensure it is safe to use.

Venues selected for activities will comply with health and safety standards, including adequate fire exits, accessibility features, and sanitary facilities.

10. Review

This policy will be reviewed annually and updated as necessary to reflect changes in legislation, organisational practices, or in response to any identified issues in health and safety practices.

Data Protection Policy for Women Who Can (CIO)

1. Policy Statement

Women Who Can (CIO) is committed to respecting and protecting the privacy of all individuals with whom we interact. We recognise the importance of the proper and lawful treatment of personal data as it maintains confidence in our organisation and upholds our ethical responsibilities. All personal data, whether held on paper, computer, or other media, will be subject to the appropriate legal safeguards as specified in the Data Protection Act 2018 and the UK GDPR.

2. Purpose

This policy sets out how we handle the personal data of our beneficiaries, volunteers, employees, and other stakeholders:

To ensure we comply with the legal requirements set by the Data Protection Act 2018 and the UK GDPR.

To ensure that data subjects are informed about how their data is used, stored, and protected.

3. Scope

This policy applies to all data processed by Women Who Can (CIO) and affects all staff, trustees, volunteers, and contractors.

4. Data Protection Principles

Women Who Can (CIO) adheres to the following principles for processing personal data:

Lawfulness, fairness, and transparency: Data is processed lawfully, fairly, and transparently in relation to the data subject.

Purpose limitation: Data is collected for specified, explicit, and legitimate purposes and not further processed in a manner that is incompatible with those purposes.

Data minimisation: Only data that is necessary for the purposes for which it is processed is collected.

Accuracy: Every reasonable step must be taken to ensure that personal data that is inaccurate, having regard to the purposes for which it is processed, is erased or rectified without delay.

Storage limitation: Personal data is kept in a form which permits identification of data subjects for no longer than necessary.

Integrity and confidentiality: Data is processed in a manner that ensures appropriate security, including protection against unauthorised or unlawful processing and against accidental loss, destruction, or damage, using appropriate technical or organisational measures.

Accountability: Women Who Can (CIO) is responsible for, and must be able to demonstrate compliance with, the GDPR.

5. Rights of the Individual

Individuals have the right to:

Access their personal data
Correct inaccuracies in their data
Request deletion of data under certain circumstances
Restrict processing and object to processing
Data portability

6. Data Security

Women Who Can (CIC) will implement reasonable measures to protect personal data from loss, misuse, unauthorised access, disclosure, alteration, or destruction. We ensure the following:

Secure management of data online and offline.
Regular training for staff and volunteers on data protection and security.
Use of encrypted devices and password-protected systems.

7. Data Breaches

In the case of a data breach, we will promptly evaluate the risk to individuals' rights and freedoms and, if appropriate, report this breach to the Information Commissioner's Office (ICO) within 72 hours.

8. Implementation and Review

All staff, volunteers, and trustees are required to understand and adhere to this policy.
Regular audits will be conducted to ensure compliance with this policy and the law.
This policy will be reviewed annually or as required by changes in legislation or operational changes within Women Who Can (CIC).

Financial Management Policy for Women Who Can (CIO)

1. Policy Statement

Women Who Can (CIO) is committed to responsible financial management. We shall ensure that all financial matters are carried out in accordance with applicable laws, regulations, and ethical standards. Our financial practices are designed to support the long-term sustainability of the organisation, safeguard our assets, and ensure efficiency and transparency in the use of financial resources.

2. Purpose

This policy sets out the framework for managing the finances of Women Who Can (CIO), including:

Ensuring accurate and complete financial reporting.

Establishing clear lines of accountability and oversight.

Providing guidelines for budgeting, expenditure, and resource allocation.

3. Scope

This policy applies to all trustees, employees, volunteers, and contractors who have financial management responsibilities within the organisation.

4. Principles

Transparency: Financial records will be transparent and open to scrutiny by authorised parties.

Accountability: All financial decisions are recorded and are subject to internal and external audit or review.

Prudence: Financial resources are managed responsibly, with consideration for the long-term stability of the organisation.

Integrity: All financial activities are conducted honestly and ethically.

5. Roles and Responsibilities

Treasurer: Oversees the organisation's financial affairs, ensuring regular review of financial reports and adherence to this policy.

Trustees: Ensure that adequate funds are available to meet the organisation's goals and that resources are managed effectively. Review and approve annual budgets and significant expenditures.

Financial Manager (or equivalent): Manages day-to-day financial operations, prepares budgets, maintains accurate books and records, manages payroll, and ensures compliance with tax regulations.

6. Financial Practices

Budgeting: An annual budget will be prepared and approved by the trustees before the start of the fiscal year. This budget will be monitored regularly, with actual expenditures compared against budgeted amounts.

Expenditure: Expenditures must be approved in accordance with the authority levels delegated by the trustees. All expenditures must be supported by appropriate documentation.

Revenue Management: All funds received will be recorded and banked promptly. Appropriate records will be maintained for all transactions.

Financial Reporting: Regular financial reports will be prepared, showing income, expenditure, and the financial status of the organisation. These will be reviewed at quarterly trustee meetings.

Audits: Financial audits will be conducted annually by an independent certified accountant. Results of the audit will be communicated to the trustees and made available to stakeholders as required.

7. Risk Management

Financial risks will be identified and managed through controls and procedures which include segregation of duties, regular reconciliation of accounts, and secure handling and recording of cash and financial transactions.

8. Review and Amendments

This policy will be reviewed biennially or as required by changes in legislation or organisational circumstances. Amendments will be approved by the trustees.

Volunteer Management Policy for Women Who Can (CIO)

1. Policy Statement

Women Who Can (CIO) recognises the valuable contributions made by volunteers to our mission of supporting and empowering young women. We are committed to managing volunteer involvement in a way that ensures a rewarding experience for the volunteers while meeting our organisational goals, particularly focusing on the comfort and safety of our participants.

2. Purpose

This policy aims to:

Define the roles and responsibilities of volunteers within the organisation.

Ensure volunteers are recruited, trained, and managed in a fair and equitable manner.

Recognise and reward the contribution of volunteers, with a focus on creating a safe and supportive environment for our beneficiaries.

3. Scope

This policy applies to all individuals volunteering in any capacity for Women Who Can (CIO).

4. Principles

Inclusivity: We are committed to creating an inclusive environment that respects the specific needs of the young women we support. While our volunteer roles are primarily filled by women, due to the nature of our work and the comfort and safety of our participants, we ensure that all volunteers, regardless of gender, feel valued and respected within the capacities they serve.

Support: Volunteers will be supported through orientation, training, and access to resources necessary for fulfilling their roles.

Recognition: Volunteers' contributions will be acknowledged and celebrated.

5. Roles and Responsibilities

Volunteer Coordinator: Oversees the volunteer programme, including recruitment, training, and management of volunteers.

Volunteers: Expected to commit to the ethos of the organisation, perform their volunteered roles to the best of their ability, and adhere to the policies and procedures of the organisation.

Trustees and Staff: Provide support and guidance to volunteers, ensuring they have a meaningful and rewarding experience.

6. Recruitment

Volunteer opportunities will be promoted through various channels to reach a diverse audience.

All potential volunteers will undergo a selection process appropriate to the role, which may include interviews, reference checks, and necessary background checks.

Volunteers will be selected based on their suitability for the role and their commitment to the organisation's values. The need for female volunteers in specific roles will be justified by the nature of the work and documented as a Genuine Occupational Requirement.

7. Induction and Training

All volunteers will receive an induction into the organisation, including an overview of organisational policies, health and safety information, and any role-specific training.

Ongoing training opportunities will be provided to enhance volunteers' skills and support their personal development.

8. Supervision and Support

Volunteers will have a named contact person who will provide regular supervision and support.

Regular meetings will be held to discuss any issues or feedback, ensuring that volunteers feel integrated and valued.

9. Recognition

The organisation will recognise and appreciate the hard work and dedication of volunteers through formal and informal methods such as thank-you events, certificates of appreciation, and public acknowledgment in communications.

10. Resolving Concerns

A procedure will be in place to handle any issues or grievances raised by volunteers, ensuring these are dealt with fairly and promptly.

11. Review

This policy will be reviewed every two years to ensure it remains relevant and effective. Feedback from volunteers will be sought as part of the review process

Complaints and Feedback Policy for Women Who Can (CIO)

1. Policy Statement

Women Who Can (CIO) is committed to providing a high standard of service to all with whom we engage. We recognise that occasionally there may be concerns or feedback about our services or experiences within our organisation. We value all feedback as it provides us with the opportunity to improve our services, rectify mistakes, and better meet the needs of those we serve.

2. Purpose

This policy aims to:

Provide a clear and transparent procedure for handling complaints and feedback.
Ensure all complaints are handled equitably, promptly, and effectively.
Encourage a culture of openness and learning by acknowledging and addressing concerns.

3. Scope

This policy applies to all complaints and feedback received from our participants, volunteers, staff, donors, and other stakeholders about our activities or the conduct of our staff or volunteers.

4. Principles

Transparency: We will handle all complaints fairly and openly, keeping complainants informed of both the procedures and outcomes.

Accessibility: Information on how to make a complaint or provide feedback will be clearly available to all stakeholders.

Responsiveness: We will respond promptly to complaints. If a complaint is upheld, we will take appropriate action to remedy the situation as swiftly as possible.

Confidentiality: All complaints will be treated with confidentiality to the extent possible while allowing for a thorough investigation.

Learning and Improvement: We will use the information from complaints and feedback to improve our services and operations.

5. Making a Complaint

Complaints may be made in writing, by email, or verbally to any staff member or volunteer, who will then pass the information to the designated Complaints Officer.

Clear information about how to make a complaint can be provided by a trustee.

6. Handling Complaints

Upon receiving a complaint, it will be logged and acknowledged within three working days. The Complaints Officer will be responsible for managing the complaints process. They will investigate the complaint, ensuring that it is dealt with impartially and respectfully. Complainants will receive a full response within 15 working days. If the investigation is not completed within this time frame, an update will be provided on the progress.

7. Escalation

If the complainant is not satisfied with the initial response, they can escalate the complaint to the next level, where it will be reviewed by a senior member of the staff or board. Final review findings and actions will be communicated within 10 working days of the escalation.

8. Review

This policy will be reviewed every two years to ensure it remains effective and relevant to our operations. Adjustments will be made based on feedback and changes in organisational needs or legal requirements.

Risk Management Policy for Women Who Can (CIO)

1. Policy Statement

Women Who Can (CIO) recognises the importance of risk management as an integral part of its governance and management. We are committed to identifying, evaluating, and managing risks associated with our activities to protect our participants, staff, volunteers, assets, and the reputation of our organisation.

2. Purpose

This policy aims to:

Establish a framework for risk management that aligns with our strategic and operational goals.

Ensure systematic and consistent identification, assessment, and management of risks.

Promote a culture of informed risk-taking and proactive risk management throughout the organisation.

3. Scope

This policy applies to all levels of the organisation, including trustees, staff, and volunteers, encompassing all aspects of our operations.

4. Principles

Proactivity: We will anticipate and address risks before they escalate into actual problems.

Responsibility: All individuals associated with our organisation are responsible for managing and reporting risks within their areas of operation.

Transparency: Risk management processes will be conducted openly and with clear communication to ensure all involved parties are informed.

Continuous Improvement: Risk management is a dynamic process that will evolve with our organisation's activities and external environment.

5. Roles and Responsibilities

Trustees: Oversee the risk management process and ensure it is integrated into the strategic decision-making of the organisation.

Risk Management Officer/Committee: Responsible for implementing the risk management policy, coordinating risk assessments, and reporting to the trustees.

Staff and Volunteers: Identify and report risks associated with their activities and participate in risk assessments and mitigation measures.

6. Risk Assessment Process

Identification: Regularly identify potential risks that could affect the organisation through brainstorming sessions, interviews, and analysis of past incidents.

Assessment: Evaluate the identified risks to determine their potential impact and likelihood, classifying them according to their severity.

Mitigation: Develop and implement strategies to manage or mitigate identified risks, which may include avoiding, transferring, accepting, or controlling the risks.

Monitoring and Review: Continuously monitor the risks and the effectiveness of mitigation measures. Review and update the risk assessment regularly or when significant changes occur in the organisation or external environment.

7. Training and Awareness

Provide training to all staff and volunteers on risk management principles and their specific roles and responsibilities within the risk management framework.

Raise awareness about the importance of risk management through regular communications and discussions.

8. Reporting and Documentation

Maintain documentation of all risk management activities, including risk assessments, decisions made, and actions taken.

Regularly report on risk management activities and status to the trustees and relevant stakeholders.

9. Review

This policy will be reviewed annually or more frequently if significant changes in the organisation or external environment occur.

Fundraising Policy for Women Who Can (CIO)

1. Policy Statement

Women Who Can (CIO) commits to fundraising in a responsible, transparent, and ethical manner. Our fundraising efforts support our mission to empower young women through education and support services, adhering to all applicable laws and best practices to ensure respect for donors' rights and maintain our organisation's integrity.

2. Purpose

This policy aims to:

Ensure clarity and transparency in how funds are raised, recorded, and used.
Build and maintain trust with donors, participants, and the wider community.
Uphold and promote the highest standards of fundraising ethics.

3. Scope

This policy applies to all fundraising activities undertaken by or on behalf of Women Who Can (CIO).

4. Principles

Transparency: We will provide clear and honest information about how donations are used and their impact.

Accountability: We are accountable to our donors and stakeholders to use donations effectively for their intended purposes.

Respect: We respect the rights and privacy of our donors and will adhere to data protection regulations in handling donor information.

Integrity: We will conduct all fundraising activities with integrity, avoiding any actions that could bring our reputation into disrepute.

5. Roles and Responsibilities

Trustees: Ensure the organisation's fundraising strategies align with its goals and ethical standards. Trustees will oversee major fundraising initiatives and ensure compliance with this policy.

Staff and Volunteers: Those involved in fundraising are expected to adhere to the principles set out in this policy and report any concerns or deviations to the trustees.

6. Fundraising Practices

Donor Communication: All communications with donors shall be truthful and non-deceptive. Donors will be promptly thanked and provided with appropriate acknowledgment and certification as required.

Fundraising Approaches: All fundraising solicitations will respect the wishes and preferences of the donor, including any requests for anonymity or restrictions on the use of their donation.

Record Keeping: Maintain accurate and detailed records of all fundraising transactions for audit and accountability purposes.

Use of Funds: Ensure that all funds raised are used in accordance with the donors' intentions and directly support the stated objectives of the organisation.

7. Compliance and Legal Obligations

Comply with all relevant laws and regulations relating to fundraising, including, but not limited to, the Charities Act and regulations regarding charitable solicitations.

Adhere to the standards set by the Fundraising Regulator and other governing bodies relevant to our operations.

8. Handling Complaints

Implement a procedure for handling complaints related to fundraising activities. Complaints will be dealt with promptly and fairly, with outcomes communicated to the complainant.

9. Review

This policy will be reviewed every two years or more frequently if significant changes in fundraising practices or legal requirements occur.

Privacy Policy for Women Who Can (CIO)

1. Policy Statement

Women Who Can (CIO) is committed to protecting the privacy and security of personal data collected from stakeholders including beneficiaries, volunteers, staff, and donors. We ensure that personal information is processed in a manner that complies with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and other relevant privacy legislation.

2. Purpose

This policy explains:

The types of personal data we collect and how we collect it.

How we use personal data.

How we store and protect personal data.

The rights of individuals regarding their personal data.

3. Scope

This policy applies to all personal data collected by Women Who Can (CIO) via our website, during events, or through other interactions connected with our services.

4. Data Collection

We collect personal data to provide our services effectively and responsibly. This includes:

Contact Information: Such as names, addresses, email addresses, and phone numbers.

Financial Information: Details related to donations or transactions.

Health Information: Where relevant, for participation in events or programs.

5. Use of Data

Personal data collected is used for the following purposes:

To manage our relationship with you, including processing donations, providing information about our work, and responding to enquiries.

To improve our services and tailor our communications.

To comply with legal obligations.

6. Data Sharing and Disclosure

We do not sell or rent personal data to third parties. Data may be shared with third parties when:

Necessary for providing services through third-party platforms (e.g., payment processors).
Required by law or requested by governmental or law enforcement bodies.
Explicitly agreed upon by the individual whose data is being shared.

7. Data Security

We implement technical and organisational measures to protect personal data against unauthorized access, accidental loss, destruction, or damage. This includes encryption, access controls, secure software development practices, and regular security reviews.

8. Rights of Individuals

Individuals have the right to:

Access their personal data.
Request correction of inaccurate data.
Request deletion of their data in certain circumstances.
Object to the processing of their data.
Request the restriction of processing their data.
Data portability.

9. Cookies and Tracking Technologies

Our website uses cookies to enhance user experience and analyse site usage.

10. Changes to the Privacy Policy

This policy may be updated periodically to reflect changes in our practices or regulatory changes. We will provide notice of any significant changes on our website.

11. Contact Information

For any questions or concerns about this policy or your personal data, please contact us at [insert contact information].

12. Review

This policy will be reviewed biennially or sooner if significant changes in data protection practices or legal requirements occur.

Terms and Conditions for Women Who Can (CIO) Website

1. Introduction

Welcome to the Women Who Can (CIO) website. By accessing and using our website, you agree to comply with and be bound by the following terms and conditions of use, which together with our privacy policy govern our relationship with you concerning this website.

2. Intellectual Property Rights

The content, layout, design, data, databases, and graphics on this website are protected by UK and other international intellectual property laws and are owned by Women Who Can (CIO) or its licensors. No part of the website may be reproduced, transmitted, or stored in any other website or other form of electronic retrieval system.

3. Use of Website

You may only use our website for lawful purposes. You may not use our website:

In any way that breaches any applicable local, national, or international law or regulation.
In any way that is unlawful or fraudulent or has any unlawful or fraudulent purpose or effect.

4. Privacy Policy

Our Privacy Policy, which sets out the terms on which we process any personal data we collect from you or that you provide to us, is available here [Insert link to Privacy Policy]. By using our site, you consent to such processing and you warrant that all data provided by you is accurate.

5. Links to Other Websites

This website may contain links to third-party websites. These links are provided for your convenience to provide further information. They do not signify that we endorse the website(s). We have no responsibility for the content of the linked website(s).

6. Limitation of Liability

Women Who Can (CIO) will not be liable for any loss or damage, including without limitation, indirect or consequential loss or damage, arising out of or in connection with the use of this website.

7. Governing Law

These terms and conditions are governed by and construed in accordance with the laws of England and Wales. Disputes arising here shall be exclusively subject to the jurisdiction of the courts of England and Wales.

8. Changes to the Terms and Conditions

We may revise these terms and conditions from time to time. The revised terms and conditions will apply to the use of our website from the date of publication of the revised terms and conditions on this website. Please check this page regularly to ensure you are familiar with the current version.

9. Contact Information

For any questions or queries regarding these terms and conditions, please contact us at [Insert Contact Information].

10. Agreement to Terms

By using this website, you acknowledge that you have read, understood, and agree to be bound by these terms and conditions.

11. Checkbox on Contact Form

I agree to the Terms and Conditions and the Privacy Policy.