

The Management of Policies, Procedures & other Written Documents

Policy & Procedure



Title of Policy: Management of Policies & Procedures & Written Documents

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Policy Administrator: Tracy Kinghorn

Policy authorised by: Nicola Williams

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Introduction

Allsorts Support community & Allsorts Support Services CIC, subsequently in this policy referred to as the 'organisation', has a statutory duty to ensure that appropriate policies, supporting procedures and guidelines are in place to comply with legislation, enabling all staff to fulfil their roles safely and competently to provide effective and appropriate services for service user's.

We want all service users to have successful and fulfilling lives.

This policy document should be considered in conjunction with all other relevant duties, policies and guidance.

Aim of the Policy

This policy is intended to set out the values, principles and policies underpinning the organisation's approach to the Management of Policies, Procedures & other Written Documents for all staff.

The policy has the following aims:

- To maintain a safe and healthy environment for all service users and employees.
- To comply with applicable laws and legislation.

This policy is informed by the organisation's understanding of its statutory duties as an employer.

Having effective, up to date and easy to follow policies and written documents minimises risk to service user's, employees and the organisation itself and can ensure that statutory requirements, standards and regulations are understood and provides a framework to monitor compliance. To ensure the organisation provides a robust and clear framework, the organisation has developed this policy to manage processes to achieve compliance and effective co-ordination across the organisation.

Through this policy the organisation will ensure that there is a process whereby all policy documentation is consistent. In addition, there will be an effective process for managing and reviewing policies and any associated written documents on a regular basis, to ensure that documentation remains legally compliant and actions are undertaken in a safe and efficient manner.

This policy will ensure that the organisation meets its legal responsibilities and provides a clear organisational approach to documentation.

Policy Statement

The organisation will provide a structure for the development of policies and other written documents.

This will include:

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- Ensuring that staff has access to the most recent copies of the organisation's documents.
- Establishing a control procedure for all policies and other written documents to ensure that those in use are current and relevant.
- Ensuring that the equality impact assessment process is completed on all policies and procedures.
- Ensuring systems exist to monitor the use of, and compliance with, all written documents
- Developing and maintaining a central database of policies, procedures and written documents
- Maintaining an archive of past written documents, for reference and to meet legal requirements.

Scope

This policy applies to the entire organisation's staff in all locations and sets out the route to be followed when developing or updating policies and other written documents, and distributing them as appropriate within the organisation.

Objectives

To enable the organisation's wide consistency in the format and compilation of policies and other written documents, ensuring that these are:

- Reviewed in line with statutory requirements.
- Considered and approved by the manager.
- Supported by appropriate development and training throughout the organisation.
- Available to the public in accordance with the requirements of the Freedom of Information Act.

Definitions

Policies and supporting written documents are essential in the delivery of a high quality service.

They form an integral element of the governance framework by which the organisation regulates its activities to achieve its goals, and are used as reference points to assist staff in their day to day working.

Roles and responsibilities

The manager is responsible for ensuring that all policies and other written documents are maintained and updated by liaising with the policy administrator.

Accountable Officer for all policies and procedures is the policy administrator, as the Accountable Officer, has overall responsibility for ensuring the organisation has

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appropriate policies and other written documents in place to ensure the organisation works to best practice and complies with all relevant legislation.

The policy administrator is responsible for the effective management of, and compliance with, this policy.

This includes ensuring that:

- A database of policies and procedures is maintained.
- The documents are accessible to all relevant staff.
- All policies and other written documents are reviewed in a timely manner.

The Policy administrator will:

Manage the development and maintenance of the organisation's policy database.

- Manage the approval process in line with this policy.
- Issue reminder notices to ensure the timely review of any documents.
- Approved/amended policies and other written documents in line with the organisation's communications system.
- Ensure policies and other written documents are passed onto employees as appropriate.
- Maintain an archive of the previous versions of any revised or reviewed policy and other written documents.
- Provide advice and assistance as required.

The Policy administrator of Policies and Procedures

Are responsible for ensuring that the guidance provided in this policy is followed. This will include:

- Liaising with the manager to ensure that policies and other written documents are implemented appropriately.
- Ensuring that there is an appropriate review of policies and other written documents.
- Ensuring that training needs and resources required for implementation are clearly identified.

The manager must take responsibility to:

- Ensure that any new members of staff that join the organisation are made aware of all policies, and how to access the policies.
- Allocate an appropriate Policy administrator to take overall responsibility for the development and management of the respective policy documents in accordance with the organisation policy process.
- Understand the policy process and their role in supporting best practice.
- Work with staff to ensure they have access to relevant documentation.

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All Staff

Are responsible for ensuring that:

- Their practice is in line with policies and other written documents in use across the organisation.
- Information regarding failure to comply with the policy, for example, lack of training, inadequate equipment, is reported to the Manager.
- Information regarding any changes in practice, organisational structure or legislation that would require an urgent review of documents is immediately reported to the Manager.
- They comply with the provision of this policy and where requested to demonstrate such compliance. Failure to comply will be dealt with under the organisation's Disciplinary Policy as appropriate.

Policy Organisation

The diverse nature of the organisation means there will be a large number of policies and procedures in place. Some will apply across the organisation and be relevant to all staff, and others will be specific to certain areas or activities.

Policy Development

Each policy will be reviewed by the Policy administrator.

When the need for a new policy document arises, the Policy administrator will write the policy and add to the file.

The Manager will ensure that all policies and other written documents are reviewed and appropriately monitored.

The development of new policies and other written documents, or the amendment of existing documentation, will be overseen by the manager.

The manager will be responsible for ensuring that content and scope are fit for purpose.

In accordance with the requirements of the Data Protection Act 1998, the names of individuals will not be contained within policies and other written documents. Individuals with particular responsibilities will be identified by their job title only.

All policy and written document development should be undertaken in line with current legislation, national and professional guidance.

All policies and other written documents

It is the responsibility of the Policy administrator to ensure that when a document is revised, a copy of the original is forwarded to the Manager.

Once revised policies and other written documents are approved, the Manager will pass on to all employees.

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Staff will be notified of newly approved/revised policies, procedures and guiding documents within one week of approval by the manager.

Non-compliance with this Policy

In the unlikely event of a member of staff not respecting the policy, the organisation's manager should attempt to resolve the situation informally in the first instance. Ultimately, repeated breaches of the policy will result in disciplinary procedures and may lead to dismissal.

Policy Implementation

It is the responsibility of the Policy administrator to keep all policies and procedures up to date. The manager will identify how any policy or written document will be implemented. This will include liaising directly with the policy administrator in order to ensure that staff training requirements have been highlighted. Overall responsibility for ensuring the policy is implemented, monitored and reviewed rests with the organisation's Manager.

Information on the policy will be:

- Circulated to all staff
- Provided to all new employees

Training

All new staff will be required to read all policies as part of their induction process.

Review Process

The Manager requires that certain policies must be reviewed annually. These are:

- Safeguarding policy
- All other policy documents must be reviewed no later than three years after initial approval and regularly reviewed on the same basis thereafter.
- Documents will be reviewed more frequently if changes in legislation or the service requires it.
- It is the responsibility of the policy administrator will ensure that documents are reviewed in line with their review dates.

Where a review necessitates considerable change to the previous document, the process will be treated as though it is a new document.

Minor amendments can be notified by distributing copies of the policy to appropriate recipients, with a cover sheet with the changes are and their implications. This sheet should be kept with the original.

Review of Policy

This policy will be reviewed on a three yearly basis or at an earlier date if changes are required due to changes in government advice.