



Storytellthem CIC - Company Policies

1. Safeguarding Policy (Adults & Children)	1
2. Volunteer and Sessional Staff Policy	4
3. Equality, Diversity & Inclusion (EDI) Policy	6
4. Data Protection & Confidentiality (GDPR) Policy	8
5. Hybrid Working & Flexible Work Policy	12





Storytellthem CIC - Company Policies

1. Safeguarding Policy (Adults & Children)

Purpose:

To ensure that all individuals who engage with Storytellthem CIC, particularly vulnerable adults, children, and young people, are protected from harm.

Scope:

Applies to all staff (employed and freelance), volunteers, sessional workers, directors, and contractors working on behalf of Storytellthem CIC.

Policy Statement:

Storytellthem CIC is committed to safeguarding and promoting the welfare of all those we work with. We recognise that safeguarding is everyone's responsibility and we will strive to embed safeguarding principles and practices into all our projects, events, and digital platforms. We believe that everyone has the right to participate in our activities in a safe and supportive environment, free from abuse, neglect, and exploitation.

Key Principles:

- The welfare of children and vulnerable adults is paramount.
- Everyone, regardless of age, disability, gender, race, religion, or sexual orientation, has the right to live free from abuse, neglect, and exploitation.
- Safeguarding is everyone's responsibility. All individuals working for or with Storytellthem CIC have a duty to be vigilant and report any concerns.
- We will always act in the best interests of individuals at risk.
- We will work collaboratively with statutory agencies and other relevant organisations to safeguard individuals.
- We will ensure that our safeguarding practices are preventative, proportionate, and responsive to individual needs.
- We will maintain a culture of openness where concerns can be raised and addressed effectively.



Responsibilities:

- **Directors:** Are responsible for ensuring that this policy is implemented and reviewed regularly, and that adequate resources are allocated to safeguarding.
- **Designated Safeguarding Lead (DSL):** Is responsible for receiving and responding to safeguarding concerns, providing advice and support to staff and volunteers, liaising with external agencies, and maintaining accurate records.
- **All Staff and Volunteers:** Must:
 - Read and understand this policy and any related procedures.
 - Complete safeguarding induction and any relevant further training.
 - Be aware of potential indicators of abuse and neglect.
 - Know how to report safeguarding concerns.
 - Maintain professional boundaries with all individuals they work with.
 - Not put themselves or others in potentially vulnerable situations.
 - Follow safer working practices.
- **Sessional Workers and Contractors:** Are responsible for adhering to this policy and cooperating with Storytellthem CIC's safeguarding procedures.

Designated Safeguarding Lead (DSL):

Name: K. Webb-Martin **Contact Information:** info@storytellthem.com

Procedures:

- **Safer Recruitment:** We will implement safer recruitment practices for all staff and volunteers, including appropriate checks (e.g., Disclosure and Barring Service (DBS) checks where relevant), obtaining references, and conducting thorough interviews.
- **Risk Assessments:** We will conduct risk assessments for all activities and events involving children and vulnerable adults to identify potential safeguarding risks and implement appropriate control measures.
- **Responding to Safeguarding Concerns:**
 - Any individual who has a safeguarding concern must report it to the DSL within **24 hours**. If the DSL is unavailable, the concern should be reported to the most senior staff available
 - The report should include clear and factual information about the concern, including names, dates, times, and any relevant details.
 - The DSL will take appropriate action, which may include:
 - Providing advice and support.
 - Gathering further information.
 - Consulting with relevant agencies if required (e.g., social services, police).



- Making a referral to statutory authorities.
 - All safeguarding concerns and actions taken will be recorded securely and confidentially.
- **Confidential Record Keeping:** All records relating to safeguarding concerns will be stored securely and accessed only by those who need to know. Information will be shared on a need-to-know basis and in accordance with data protection legislation.
- **Partnership Vetting:** When working in partnership with other organisations, we will take reasonable steps to ensure that they have appropriate safeguarding policies and procedures in place.
- **Training and Awareness:** We will provide regular safeguarding training and awareness-raising activities for all staff and volunteers to ensure they are equipped to recognise and respond to safeguarding concerns.
- **Online Safety:** We will take steps to ensure the safety of individuals when using our digital platforms, including providing clear guidelines on online behaviour and monitoring online interactions where appropriate.
- **Photography and Filming:** We will obtain explicit consent before taking or using photographs or videos of children or vulnerable adults, and will ensure that these are used appropriately and safely.
- **Whistleblowing:** We encourage anyone with concerns about the safety or welfare of individuals involved with Storytellthem CIC to raise these concerns without fear of reprisal. Our Whistleblowing Policy [Insert link if separate, otherwise outline process here] provides further information.

Review:

This policy will be reviewed at least annually or sooner if there are significant changes in legislation or best practice.

2. Volunteer and Sessional Staff Policy

Purpose:

To define how we support, manage, and protect volunteers and sessional workers, recognising their vital contribution to Storytellthem CIC and ensuring their experience aligns with our values.

Scope:

Applies to all unpaid volunteers and paid sessional workers engaged by Storytellthem CIC.



Our Commitment:

Storytellthem CIC recognises that volunteers and sessional workers are integral to achieving our mission and enriching our activities. We are committed to providing a positive, supportive, and rewarding experience for all individuals who contribute their time and skills to our organisation. We will ensure that volunteers and sessional workers are valued, respected, and provided with the necessary support to fulfil their roles effectively and safely.

Included:

- **Clear Role Descriptions:** We will provide clear and concise role descriptions outlining the responsibilities, tasks, expected time commitment, and any necessary skills or experience for each volunteer and sessional worker role.
- **Induction and Onboarding:** All new volunteers and sessional workers will receive a thorough induction to Storytellthem CIC, including information about our mission, values, policies (including Safeguarding, EDI, and Data Protection), team structure, and their specific role. They will be introduced to key staff members and provided with any necessary resources.
- **Supervision and Reflective Practice:**
 - **Volunteers:** Will be assigned a designated point of contact for support, guidance, and regular check-ins. The level of supervision will be appropriate to the role and the individual's experience. We will encourage open communication and provide opportunities for feedback and reflection.
 - **Sessional Workers:** Will have clear lines of reporting and will receive appropriate guidance and feedback related to their specific tasks and projects. Opportunities for reflective practice and professional development may be offered where relevant and feasible.
- **Training and Development:** We are committed to providing relevant training opportunities to enable volunteers and sessional workers to effectively carry out their roles and develop their skills. This may include safeguarding training, EDI awareness, project-specific training, and other relevant workshops or resources.
- **Insurance Cover:** Storytellthem CIC will ensure that all volunteers and sessional workers are covered by our organisational insurance policies for activities undertaken on behalf of the CIC. Details of the relevant insurance will be provided during induction.
- **Reimbursement of Reasonable Expenses:** Volunteers will be reimbursed for reasonable, pre-agreed expenses incurred while carrying out their duties (e.g., travel to events). A clear process for claiming expenses will be provided. Sessional workers' expenses will be agreed upon as part of their engagement terms.



- **Health and Safety:** We are committed to providing a safe and healthy working environment for all volunteers and sessional workers. We will conduct risk assessments and provide necessary information and equipment to ensure their safety.
- **Grievance/Complaints Process:** Volunteers and sessional workers have the right to raise any grievances or complaints they may have. These will be handled fairly and promptly in accordance with our Grievance/Complaints Policy [Insert link if separate, otherwise outline process here].
- **Recognition and Appreciation:** We value the contributions of our volunteers and sessional workers and will regularly acknowledge and appreciate their efforts through various means.
- **Leaving the Organisation:** We will ensure a respectful and professional process for volunteers and sessional workers who decide to leave Storytellthem CIC. This may include an exit interview to gather feedback.

Review:

This policy will be reviewed at least annually to ensure it remains relevant and effective in supporting our volunteers and sessional workers.

3. Equality, Diversity & Inclusion (EDI) Policy

Statement:

Storytellthem CIC is committed to fostering a culture of equality, diversity, and inclusion. We believe in creating inclusive, anti-oppressive spaces where everyone feels valued, respected, and empowered to participate fully. We are dedicated to challenging discrimination and promoting fairness in all aspects of our work, from programme design and delivery to our internal operations and partnerships.

What We Do:

- **Embed Inclusion in Programme Design and Delivery:** We will actively consider the diverse needs and experiences of our target audiences when designing and delivering our programmes. This includes ensuring accessibility, using inclusive language, and representing a range of perspectives and stories.
- **Actively Seek Diverse Representation:** We will strive for diverse representation across our staff, volunteers, board members, speakers, artists, facilitators, and collaborators, reflecting the communities we serve. We will actively seek out individuals from underrepresented groups.



- **Provide Reasonable Adjustments:** We are committed to making reasonable adjustments to ensure that individuals with disabilities or other specific needs can participate fully in our activities and work with us effectively.
- **Challenge Discrimination:** We will not tolerate discrimination, harassment, or victimisation on any grounds, including but not limited to those related to the Key Protected Characteristics outlined below. We will take appropriate action to address any instances of discriminatory behaviour.
- **Promote Inclusive Language and Communication:** We will use respectful and inclusive language in all our communications, both internal and external. We will be mindful of the potential impact of our language and strive to avoid perpetuating stereotypes or biases.
- **Ensure Accessible Environments:** We will endeavour to make our physical and digital environments as accessible as possible to all individuals.
- **Monitor and Evaluate:** We will regularly monitor and evaluate our practices to identify areas for improvement in relation to EDI and will use this learning to inform our future work.
- **Work in Partnership:** We will seek to work with partner organisations that share our commitment to EDI.

Key Protected Characteristics:

This policy applies to all protected characteristics as defined by the Equality Act 2010, which are:

- Age
- Disability
- Gender Reassignment
- Marriage and Civil Partnership
- Pregnancy and Maternity
- Race
- Religion or Belief
- Sex
- Sexual Orientation

We recognise that individuals may experience multiple forms of discrimination based on intersecting protected characteristics and are committed to addressing these complexities.

Training and Accountability:

- All team members (staff, volunteers, and board members) will receive regular Equality, Diversity, and Inclusion training appropriate to their role.



- EDI responsibilities will be integrated into job descriptions and volunteer role outlines.
- Line managers will be accountable for promoting and upholding this policy within their teams.
- We will encourage open discussion and feedback on EDI issues and provide channels for individuals to raise concerns.

Review:

This policy will be reviewed at least annually to ensure its ongoing relevance and effectiveness in promoting equality, diversity, and inclusion within Storytellthem CIC.

4. Data Protection & Confidentiality (GDPR) Policy

Purpose:

To ensure that Storytellthem CIC handles all personal data lawfully, transparently, securely, and in accordance with the Data Protection Act 2018 (incorporating the UK General Data Protection Regulation - GDPR). This policy also outlines our commitment to maintaining the confidentiality of sensitive information.

Key Principles:

Storytellthem CIC is committed to processing personal data in accordance with the following principles:

- **Lawfulness, Fairness, and Transparency:** Personal data will be processed lawfully, fairly, and in a transparent manner in relation to the data subject.
- **Purpose Limitation:** Personal data will be collected for specified, explicit, and legitimate purposes and not further processed in a manner that is incompatible with those purposes.
- **Data Minimisation:** Personal data will be adequate, relevant, and limited to what is necessary in relation to the purposes for which they are processed.
- **Accuracy:** Personal data will be accurate and, where necessary, kept up to date; every reasonable step will 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.
- **Storage Limitation:** Personal data will be 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. Our standard retention period is a **maximum of 2 years** after the end of engagement, unless a longer period is legally required.

- **Integrity and Confidentiality:** Personal data will be 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.
- **Accountability:** Storytellthem CIC is responsible for and able to demonstrate compliance with the above principles.

Consent-Based Data Collection:

Where required by law, we will obtain explicit and informed consent from individuals before collecting and processing their personal data. Individuals will be provided with clear information about how their data will be used and their right to withdraw consent at any time.

Data Minimisation:

We will only collect personal data that is necessary for the specific purposes for which it is being collected. We will regularly review the data we hold and delete any data that is no longer required.

Secure Storage:

All personal data will be stored securely using appropriate technical and organisational measures to protect against unauthorised access, loss, or destruction. This may include:

- **Cloud-based Storage:** Using reputable cloud service providers with robust security measures.
- **Encrypted Devices:** Encrypting laptops, mobile phones, and other devices used to store or access personal data.
- **Secure Physical Storage:** Locking away paper-based records containing personal data.
- **Access Controls:** Limiting access to personal data to only those individuals who need to know it for their work.

Time-Bound Retention:

We will retain personal data for no longer than is necessary for the purposes for which it was collected. Our standard retention period is a **maximum of 2 years** after the end of the individual's engagement with Storytellthem CIC (e.g., project participation, volunteer role), unless a longer retention period is legally required (e.g., for financial records). We will have procedures in place for the secure disposal of personal data once it is no longer needed.



Your Rights:

Individuals whose personal data we hold have the following rights:

- **The right to be informed:** To receive clear and transparent information about how their personal data is being processed.
- **The right of access:** To request access to their personal data and information about how it is being processed.
- **The right to rectification:** To request that inaccurate or incomplete personal data be corrected.
- **The right to erasure ('right to be forgotten'):** To request the deletion of their personal data where there is no compelling reason for its continued processing.
- **The right to restrict processing:** To request the restriction of the processing of their personal data in certain circumstances.
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- **The right to data portability:** To receive their personal data in a structured, commonly used, and machine-readable format and to transmit that data to another controller.
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- **The right to object:** To object to the processing of their personal data in certain circumstances, including for direct marketing purposes.
- **Rights in relation to automated decision making and profiling:** To not be subject to decisions based solely on automated processing, including profiling, which produces legal effects concerning them or similarly significantly affects them.
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Participants may exercise these rights by contacting [Insert Contact Person/Role for Data Protection Enquiries] at [Insert Email Address or Phone Number]. We will respond to all requests within one calendar month.

Compliance:

This policy is implemented in line with the Data Protection Act 2018 and the UK General Data Protection Regulation (GDPR). All staff, volunteers, and contractors who handle personal data on behalf of Storytellthem CIC are responsible for complying with this policy and related procedures. Any breaches of this policy will be taken seriously.

Review:



This policy will be reviewed at least annually to ensure it remains compliant with relevant legislation and best practices.

5. Hybrid Working & Flexible Work Policy

Purpose:

To support staff and volunteers in working effectively and flexibly, whether from home, on-site at Storytellthem CIC premises, or in a hybrid arrangement. This policy aims to promote work-life balance, enhance productivity, and reduce our environmental impact while ensuring the effective delivery of our services.

Scope:

Applies to all staff (employed and freelance) and volunteers who undertake work for Storytellthem CIC that can be performed remotely or flexibly. The applicability of this policy to specific roles will be determined by the needs of the organisation and the nature of the work.

Principles:

- **Flexibility:** We recognise that different working patterns can support individual needs and preferences while meeting the requirements of the organisation.
- **Effectiveness:** Hybrid and flexible working arrangements should maintain or enhance individual and team productivity and communication.
- **Equity:** We aim to ensure that opportunities for flexible working are considered fairly and consistently across the organisation, where feasible.
- **Wellbeing:** We are committed to supporting the wellbeing of staff and volunteers in all working environments.
- **Communication:** Clear and consistent communication is essential for effective hybrid and flexible working.
- **Security:** All individuals working remotely must ensure the security of organisational data and equipment.

Expectations:

- **Maintain Regular Communication:** All staff and volunteers working remotely or flexibly are expected to maintain regular communication with their line manager and team members using agreed platforms such as email, phone, Zoom, WhatsApp, or other designated tools. Response times should be reasonable and agreed upon within teams.



- **Attend On-Site Meetings and Events:** Individuals working remotely may be required to attend on-site meetings, team gatherings, events, or other in-person activities as deemed necessary for the effective functioning of the organisation. Reasonable notice will be provided.
- **Availability:** While flexible hours may be agreed, individuals are expected to be available during core working hours or as otherwise agreed with their line manager to facilitate team collaboration and communication.
- **Secure Working Practices:** When handling sensitive data remotely, individuals must use secure Wi-Fi connections and ensure that organisational equipment and information are protected in accordance with our