

# BIRMINGHAM LINK POLICIES AND PROCEDURES

The documents in this folder are the Policies and Procedures of Birmingham LINK and are designed to complement the agreed code of conduct.

As a Participant or ELECTED MEMBER of Birmingham LINK, or as someone working under contract to Birmingham LINK, you need to be familiar with and understand these Policies and Procedures.

## WHAT ARE THE POLICIES AND PROCEDURES FOR?

The Policies and Procedures have a number of purposes:

- They offer you protection as a participant or ELECTED MEMBER or contractor
- They provide a guide to good and best practice to help you
- They protect the Birmingham LINK and provide assurance to our partners and those we are accountable to
- They connect Birmingham LINK to the wider public sector by setting a quality benchmark for what we do that can be recognised and respected by other organisations
- Most importantly they provide protections for the people with whom we work, by promoting best practice, by setting standards for how we do what we do that demonstrate respect for our citizens. This creates a structure where the responsibility for promoting welfare and protecting people who are vulnerable is truly shared

Where particular Policies and Procedures are very applicable to how you participate, for example enter and view, you will receive direct training to ensure that you and your colleagues are able to work to a common standard and so that the standard can be supported and enforced by a collective accountability.

Where you are uncertain about the applicability of the Policies and Procedures this should be taken up with the Senior Manager of the Host organisation for the Birmingham LINK – immediately, where you see a potentially significant risk for yourself or others.

Birmingham LINK will always treat your concerns with respect and support you to get the best from your participation in Policies and Procedures that govern all our work.

If you have suggestions for changes or improvements to the Policies and Procedures these will always be gratefully received and happily discussed.

However any variation to Policies and Procedures is part of a formal process involving the Birmingham LINK Board. Neither individuals nor Working Groups can vary Policies and Procedures.

The only possible exception is where you perceive an immediate risk to a service user, to yourself or to the organisation and any such issue must be taken up immediately with the Senior Manager of the Host organisation for the Birmingham LINK.

**PLEASE USE THESE POLICIES AND PROCEDURES AS THEY WERE INTENDED TO BE USED – TO HELP YOU, TO CREATE AN ENVIRONMENT IN WHICH WE CAN ALL BE PROUD TO BE PART OF BIRMINGHAM LINK THAT OFFER THE BEST POSSIBLE OPPORTUNITIES AND OUTCOMES FOR OUR CITIZENS.**