

TOG Mind Ethical and Social Commitment Policy

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Revision History

Date of this revision: 1 June 2023

Date of next review: 1 June 2026

Version number	Revised by	Summary of Changes	Changes marked
1	Karen Ditchfield	New policy – previously included in the Ethics and Environment Policy.	No

Approvals

This document requires the following approvals.

Name	Title	Date of Issue	Version
Cheryl Eastwood	Chair	July 2023	1

1. Introduction and Background

TOG Mind's policies are underpinned by our values of:

- Relationships: we listen and ask questions to understand others and to build trust. People matter to us both inside and outside our organisation.
- Aspiration: we support one another, clients, and communities to achieve better mental health.
- Learning: we seek insight and grow from experience; finding new or better ways to contribute to the field of mental health.
- Potential: we encourage personal responsibility for development by discovering and realising the abilities and energies of people.

TOG Mind is committed to maintaining high standards which ensure a strong ethical and community awareness.

2. Scope

This policy applies to anyone working on behalf of or in partnership with Tameside, Oldham and Glossop Mind, including the board of trustees, staff, volunteers and third parties.

3. Purpose and aims of this Policy

This policy intends to clarify and express our organisation's stance on ethical, social and community aspects of our business. It aims to support staff, volunteers and third parties to uphold our high standards, including ensuring we seek to provide social value within our local communities and services by:

- Investment in the skills of local people and supporting the wider community by providing good quality jobs.
- Supporting resilient and co-operative people and communities who flourish and cope with change.
- Supporting healthy, happy and confident people and communities through our work.

4. Legal Framework

This policy has been developed in line with the following legislation and guidance:

- Living Wage Foundation Guidance
- Social Value Practice Guidance

5. Related Policies and Procedures

This policy should be read in conjunction with the following policies:

- Employee Handbook
- Agile and Remote Working Policy
- Supervision Policy
- Volunteer and Placements Policy
- Any policies relating to specific services or organisational sites.

6. Policy Statement

6.1 Our commitment to staff

Paying the Real Living Wage and providing proper entitlements and benefits

All employees will be paid a living wage. The level of the minimum employee wage will be as good or better than the outside-London rate suggested by the Real Living Wage Foundation.

All employees will receive, at minimum, their legal entitlements to holiday, pension, parental leave, and other benefits. We will aim to provide entitlements superior to the legally required minimums.

Work-life balance and flexibility

TOG Minds recognises that providing flexible, agile and hybrid ways of working can bring benefits to attract and retaining a diverse workforce. TOG Mind has the goal of invigorating and diversifying the mental health workforce. This includes encouraging and supporting different paths to employment.

It is recognised that providing options to work flexibly can attract and retain employees, particularly those with caring responsibility or accessibility requirements. We will balance this against any service delivery requirements and the need of people using our services to have support available in-person.

Employees have the right to request flexible working such as changing or reducing their working hour. We are supportive of part-time and flexible working arrangements where possible.

TOG Mind expects employees to work their contracted hours, no more and no less. Working unpaid overtime is strongly discouraged. Employees will accrue TOIL (time owed in lieu) when they work extra hours, which they can use to start late, leave early, or take days off as they wish and in a way that fits with their work commitments and on prior approval from their manager. No more than 15% of standard contracted hours may be accrued in any calendar month. Time owed above that will not be authorised.

Treating staff as respected professionals

Employees will be treated as respected professionals. TOG Mind will make every effort to include and communicate with all members of staff as fully as possible. Employees will have regular (at least monthly) supervision meetings, as an opportunity to discuss any areas of concern and resolve issues with the support of their manager. Employees will be supported to access ongoing training and development opportunities within the organisation.

6.2 Our commitment to volunteers

Covering expenses and costs

The organisation wants to ensure barriers to volunteering are minimised. The organisation encourages volunteers to claim the appropriate expenses for any volunteer work carried out within the organisation. TOG Mind will encourage all volunteers to re-claim any agreed expenses they incur through their volunteering activities and will provide

processes for doing this that are as simple as possible. Please refer to the Volunteer and Placements Policy for further details.

Working to ensure benefit to volunteers

TOG Mind recognise that volunteers' time and skills are an important resource without which the organisation could not offer as comprehensive a service to the public. TOG Mind wants volunteers to benefit from their volunteering experience, so provides a range of support, training, and informal development opportunities.

Volunteers are encouraged to express how they hope to benefit from volunteering, and we will accommodate this as far as reasonably practicable. TOG Mind will provide a reference for volunteers upon request, providing the request is within 12 months of termination of volunteering.

Being flexible

TOG Mind recognises that volunteers often have conflicting demands on their time and is responsive to requests to adapt or suspend volunteering activities. Volunteers can take up to a 3-month break from volunteering without the need to reapply, they may however be required to retrain depending on organisational or service changes.

Treating volunteers as respected professionals

TOG Mind values the support of volunteers and will treat them as respected professionals. TOG Mind will make every effort to include and communicate with volunteers as fully as possible. TOG Mind is committed to supporting the development of volunteers' skills and expertise and providing a safe and trusting environment to learn.

All volunteers within the organisation will have access to an appropriate member of staff for day-to-day support. Volunteers are encouraged to become familiar with the staff member(s) responsible for the area they volunteer in, so they know where to access support when needed.

6.3 Our commitment to the public and those accessing services

Providing excellent services, adapting to what works best for people

We will endeavour to provide services that reflect the needs of the local community and are of benefit to local people. We will co-design services with the local community.

Making services as accessible as possible

TOG Mind has the goal of providing accessible community-based services. This includes being available to people at times and places that suit them and establishing a strong presence in our local communities. We will make all our services as accessible as possible. This includes providing services in-person on our sites and in venues in the community that are accessible for people with a wide range of needs. We will offer services via the telephone and online. Information will be provided in easy-to-read and easy-to-access to allow people to make an informed choice.

Treating people as respected independent individuals

TOG Mind will treat all persons using our services as respected individuals. This entails respecting their independence, choices and privacy, consulting with the person directly (and not with their family members or support workers without their permission),

representing our services honestly to the public, and not withholding information without good reason.

6.4 Our commitment to funders

Delivering on funded services or projects

TOG Mind will make every effort to honour its commitments to all funders. We will not knowingly misrepresent what we do for the purposes of accessing funding nor will we intentionally misrepresent the outcomes achieved through projects or services.

Being good value for money

TOG Mind will always seek to keep costs to a minimum, with good financial governance and oversight which will ensure funds are spent in line with our charity status. We will adhere to our organisational budgeting and financial management processes to ensure this.

6.5 Our commitment to society

Supporting local businesses

TOG Mind is committed to buying locally produced goods and services from small local businesses where possible. This is to support the local economy and recognise the importance of local small businesses in providing jobs for people within our communities.

Helping other good things to happen

Through all our activities we will endeavour to provide the greatest possible benefits to the local community and wider society. We will do this by seeking guidance from Social Values Best Practice Guidance.

Avoiding causing negative impacts where possible

TOG Mind will, as far as possible, avoid knowingly causing negative impacts in society. We will not seek to grow as an organisation simply for the sake of growth and will not compromise our ethics for the sake of expansion.

Policy Revisions

This policy will be reviewed every 3 years, and any amendments made as necessary or earlier if changes to national legislation or operational procedures at TOG Mind occur. We welcome feedback on policies to help us continuously improve. If you would like to provide any suggested improvements on the content of this policy, please email your feedback to HR@togmind.org

All policies are subject to Executive Committee approval.