

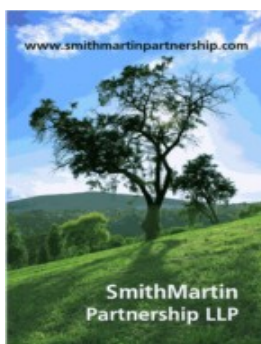
How we deliver our work

SmithMartin endeavour to operate in accord with the professional standards ratified by the Institute of Management Consultants. The profile we deliver to our clients is built around a number of simple assumptions...

- that any SMP team member will have a minimum of three years consultancy experience in their specialist field.
- that all SMP team members will understand the life-cycle of consultancy engagement.
- that we will take only appropriate ownership of the project, or identified workstream we are given.
- that we will be able to offer extensive experience of managing others in this process.
- that what we do will be effective and valued by our clients.

In delivering change to clients [SmithMartin](http://www.smithmartinpartnership.com) will effect this delivery by using the broad range of competencies listed below...

- we will offer specialist technical and business skills.
- we will bring an understanding of the context of your work.
- we will be skilled in process change management.
- we will seek to appropriately own, manage and deliver your solution without conflict or embarrassment.
- we will care for all risks and deliver the project satisfactorily.
- we will exhibit inter-personal skills of an exemplary order.
- we will not hesitate to transfer our skills and knowledge to others.
- we will offer intellectual analysis and creative solutions.
- we will evidence belief in our quality standards and in our values driven project delivery approach.

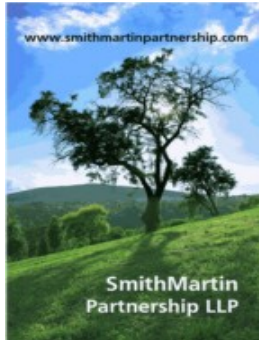


CHILD PROTECTION POLICY & PROCEDURES POLICY

In our organisation we plan to ensure children are safe from potential abuse in a way which respects the child's rights and reinforces the adults responsibilities to the children.

In order to do this we –

1. Ensure that all adults working (voluntary or paid) are aware that such work is exempt from the provision laid down in the Rehabilitation of Offenders Act 1974.
2. Require all potential workers to provide references, attend an interview, complete relevant OSFTED and CRB forms to be checked and or hold a current enhanced disclosure certificate and to work for a probationary period.
3. Provide an induction programme for new members of staff that includes child protection responsibilities.
4. Offer on going training to all adults, involved with the care and education of children, which will help them to recognise and respond to suspected abuse of children whether physical, emotional, sexual or as a result of neglect.
5. Provide activities where appropriate to enable children to develop an understanding of personal safety, express their fears and anxieties.
6. Never allow an unregistered adult to be alone with a child or children.
7. Have clearly set out procedures which all adults will be aware of to respond to concerns of suspected abuse.
8. Recognise that parents should always be involved in the monitoring of children's behaviour or development and should be the first point of contact (except in cases of suspected sexual abuse).
9. Keep an ongoing record of observations of significant changes in children's behaviour or appearance, which will be written and kept confidential.
10. Will have a designated person to whom all concerns will be referred.
11. Will ensure all adults know who to contact within the setting and what to do if that person dose not carry out their responsibility for the child's well being.
12. Work with the Social Services, Police and NSPCC to ensure the child's best interests are met.
13. Will whenever possible continue to support and work with the child's family to maintain continuity of care for the child.
14. All details of concerns, progress, case conferences etc are confidential and will not be discussed with anyone not authorised to have this information.



CHILD PROTECTION PROCEDURES

ADULTS

An allegation is made against an adult in the setting.

The designated person to talk to the person and suspend them from the setting.

The designated person assesses the evidence to decide next stage.
Collect all evidence; assess source of evidence – hearsay, opinion of factual.

- a) Hearsay – carry out internal and external investigation to establish whether there is anything to report to Child Protection Team.
- b) Opinion – monitor situation, keep records of any incidents, which might give cause for concern.
- c) Factual – report information to Duty Social Worker or Police Child Protection Unit and Early Years Directorate.

If no evidence found reinstate worker to setting.

If evidence is found dismiss worker and inform Early Years Directorate.

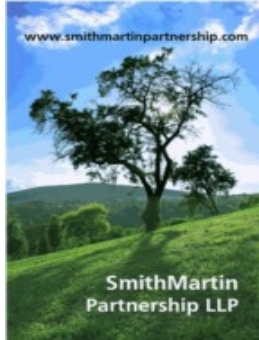
Children and Young People

You suspect a child may have been abused.

Inform the designated person (likely to be the manager on duty)

Record your observations or describe the incident on a C.P. report form.

Designated person assesses the evidence to decide next stage.



Health and Safety Policy and Procedures for Working with children

Our organisation aims to provide a safe, healthy environment for children and adults. When working in designated settings care will be taken to meet our standards wherever possible.

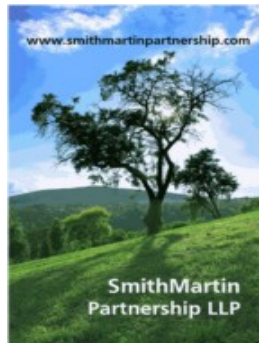
Responsibility will be taken by the organiser and the setting provider.

It is the responsibility of all employees to maintain safety in the working environment.

PROCEDURES FOR SAFETY

In order to avoid the risk of accidents we maintain safety by the following these safety procedures

- d) Children will always be supervised by a responsible member of staff. Children will not have access to areas where hazardous materials are kept.
- e) The beginning and end of sessions will be closely monitored.
- f) A formal risk assessment will be taken .
- g) Fire safety measures will be checked.
- h) A minimum of two adults will be present at all times to supervise children.
- i) The first aid box will contain the following as given in the guidance in The Health and Safety (First Aid) Regulations 1981:-
 - 15. Sterile individually wrapped adhesive dressings.
 - 16. Sterile eyepads.
 - 17. Sterile triangular bandages.
 - 18. Safety pins.
 - 19. A pair of scissors & tweezers.
 - 20. Sterile water.
 - 21. sterile dressings.
 - 22. Non Allergic waterproof adhesive tape.
 - 23. Disposal gloves.
 - 24. Yellow waste disposal bags.
 - 25. An accident incident book.



What to do if you wish to make a complaint

The SmithMartin Partnership is committed to providing good quality services to its clients and their service users. In every relationship or complex piece of work we recognise that things can go wrong or that conflicting interests can emerge.

This policy statement is about how we deal with these matters to the satisfaction of all parties. No complaint, formally made, is seen as trivial and we will take action immediately to resolve issues straight away, if we can.

1. Deal with the issues locally and informally in the first instance. Often talking to our partner or associate on the ground, informally, can be the best way to share information and put things right.
2. If you are still worried or concerned, speak to your organisational line manager – get them share the problem with our consultant.
3. If this does not resolve the issue and the complaint becomes formal, you may use the information below to contact us by telephone, letter, email or fax.
4. A SmithMartin managing partner will acknowledge your written complaint formally within three days of receipt.
5. This partner will arrange for the matter to be investigated – engaging with all the relevant parties with tact and discretion.
6. We will formally issue a response and details of actions being taken within three weeks of the complaint being received.
7. If this response does not fully satisfy the complaint you may make representations to outside agencies to pursue the matter.
8. SmithMartin, its partners and associates will cooperate fully in this process.
9. The aim of our policy is to deliver successful, supportive and effective work to all the organisations we engage with.
- 10.

You may write in the first instance to Tim Smith or Sue Martin at...

SmithMartin Partnership LLP

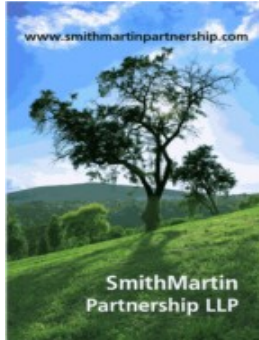
483 Green Lanes, London N13 4BS.

Fax. 020 7900 2024

tismith@smithmartinpartnership.com

suemartin@smithmartinpartnership.com

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Diversity Statement:

We believe in *Jingshen*. We recognise that policies affect behaviour and activity.

They are the framework on which we build quality engagement with others and deliver effective work.

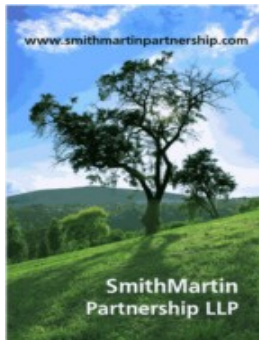
Jingshen is the Mandarin word for spirit and vivacity.

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SmithMartin is committed to diversity and equality of opportunity, ensuring the elimination of discrimination on improper grounds. We value and promote equality of access and opportunity for all, including people people disadvantaged through multiple forms of discrimination.

SmithMartin Mission Statement:

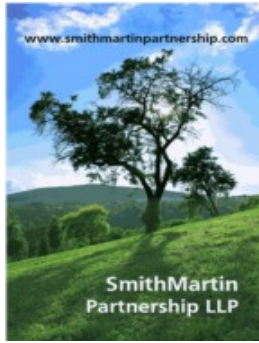
- SmithMartin will always ensure that all its activities work in concert with the needs of users, the philosophies of its partner organisations and within the boundaries of good practice.
- SmithMartin will always ensure that project associates, staff and volunteers are appropriately qualified and have access to recognised training and personal development programmes.
- SmithMartin will strive in its work, to encourage access to, and provide gateways towards, training, education and holistic personal development for all.
 - SmithMartin is a family friendly organisation.



Environmental Policy Statement:

SmithMartin, operating a variety of services, is committed to the principle of environmental sustainability, safety, energy efficiency and the reduction of waste.

- SmithMartin actively seeks to work with service users, associates, employees, volunteers and all partners in projects, local, regional and national to promote its environmental policy.
 - SmithMartin seeks to establish all current environmental regulations, laws and codes of practices as minimum standards of operation. The project will work in concert with all its partners to develop and build operational practices that continually reflect change, revised best practice and learned experience.
 - SmithMartin disseminates an understanding of its environmental policy to associates, service users, volunteers and staff through publication of operational developments, staff training and opportunities for inclusive debate.
 - Purchasing, disposal of waste, material recycling and all consumption of resources will be factored in the light of SmithMartin's commitment to a sustainable environment.
- SmithMartin reviews its environmental policy and procedures annually.



Recruitment Policy Statement:

As an equal opportunities employer SmithMartin treats all applicants for positions with the Partnership fairly and equitably. The Partners recognise the importance equality of opportunity for all and also recognise the benefits derived from having a diversity of talent, skills and potential within the partnership.

SmithMartin recognises its responsibilities with regard to the fair treatment of associates, staff, volunteers and service users. This fair treatment will be effected regardless of age, race, gender, disability, religion, sexual orientation, and responsibilities for dependants.

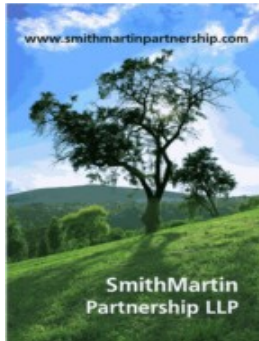
All candidates will be selected for interview on the basis of their skills, qualifications and experience in relation to the requirements of the job.

All recruitment information, interview processes and interview outcomes will be conducted in accordance with these statements.

For positions where it is considered relevant, a disclosure from the Criminal Records Bureau of the presence of a criminal record will be required.

This will be made clear to applicants during the recruitment process. Consequently, it follows that any offer of employment to such positions will be conditional upon further assessment of the relevance of any conviction/s to the job in question before being confirmed.

It is Partnership policy that no employment may be undertaken without the completion of all these relevant checks and references.



The SmithMartin Partnership is flexible, robust, agile and persistent. We operate with high values, in a learning culture and with sensitivity.

We recognise that delivery of complex projects requires these attributes.

You may see more of our work at www.smithmartinpartnership.com

We welcome the opportunity to discuss any project further.

SmithMartin Partnership LLP

A Limited Liability Partnership

Registered in England and Wales No. OC 315758

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www.smithmartinpartnership.com