

# FIRST LIGHT

## PERSONNEL CHARTER

### 1. INTRODUCTION

First Light provides first class domestic abuse and sexual violence services in an environment where personnel feel valued and supported.

To do this, we:

- Put people who use our services first
- Maintain high standards of personal conduct
- Behave in a reasonable way.
- Model our organisational values

The Personnel Charter is designed to provide all staff, volunteers and temporary workers (such as contractors or consultants) with clarity and a shared understanding of what is expected at work in order to deliver first class services in the environment we all want, and expect.

First Light achieves its vision, mission and charitable objectives when all personnel work to our organisational values and have a clear understanding and model our standards of practise and behaviour.

The Personnel Charter is not designed to replace current developmental systems or performance management arrangements; rather it is intended to complement existing systems. The Charter is not a replacement or substitute for job descriptions or person specifications.

### 2. VISION, VALUES AND GUIDING PRINCIPLES:

First Light believe that the following vision, values and mission statements form the foundation of our ethos and success

**Our vision:** a world where everyone lives in safety, free from violence and abuse.

**Our values:**

- Respect
- Integrity
- Non-judgement
- Teamwork

**Our mission:**

- **Save Lives** by supporting you and your relationships to become safer;
- **Adapt and transform lives** by working together with partner agencies;
- **Free lives** by empowering you to cope, recover and thrive following violence and abuse;
- **Enhance lives** by educating society and rehabilitating harmful behaviour;
- **Respect Lives** by valuing your life choices and developing your resilience.

### 3. EXPECTATIONS:

What can you expect from First Light:

- All personnel will have an open and honest relationship with you and will always treat you with dignity and respect;
- A healthy and safe working environment;
- Clear guidelines on how to carry out your role to the required standard
- Enough supervision to ensure you are doing your role properly
- Regular information on your personal performance
- Support when you have challenges with your role
- Ongoing training and development to allow you to do your role to the required standard
- Intolerance of abusive or violent behaviour
- Intolerance of any acts of bribery or corruption
- Involvement in the future development of the charity
- A clearly defined grievance procedure
- A working environment which is free from harassment

What is expected from First Light personnel:

- Understand and contribute in your team to the aims and values of the charity
- Do the best you can and take responsibility for, and pride in your work
- Contribute to and participate in the development of the charity
- Value and respect your colleagues and be a team player
- Be open to change, new ideas and challenge
- Be committed to your own learning and development
- Adhere to all company and role related standards
- Be an ambassador for the charity, its vision, mission and values

## 4. OUR BRAND

**First Light** believes in a world where **everyone** lives in **safety**, **free** from **violence** and **abuse**. Recognising shared values, ethos and vision, Twelves Company and Skoodhya merged to form **First Light** in 2017. Collectively, we have supported people for 25 years and are an award-winning charity. (GHP Social Care Awards 2017, Reed UK & Ireland Not for Profit Awards 2014, West Briton Community Safety Awards 2014, Centre for Social Justice 2008)

Our organisational **VALUES** are **respect**, **integrity**, **non-judgement** and **teamwork**

Our **MISSION**, 'SAFER', is to:

- **save lives** by supporting you and your **relationships** to become **safer**
- **adapt** and **transform lives** by **working together** with partner agencies
- **free lives** by **empowering** you to **cope**, **recover** and **thrive** following violence and abuse#
- **enhance lives** by **educating society** and **rehabilitating harmful behaviour**
- **respect lives** by **valuing your life choices** and **developing your resilience**

The centre circle represents people that we support. Placing them at the centre of our logo reaffirms our commitment that they are our passion and focus



The circles are the colour 'synopia' – the first colour at dawn

The centre circle is supported by a number of services reflecting our mission and values

**FIRST LIGHT**

Rounded corners soften appearance

The 'i' in each word is enhanced by a raised circle. These 2 circles represent the 2 charities that came together to create First Light.

The name 'First Light' represents hope, resilience and a positive future

Wide letter spacing gives off a calm, yet assured confidence

A balanced '5 + 5' composition feels solid and is enhanced by a heavier 'Bold' weight to the letters

## 5. ZERO TOLERANCE

First Light supports people. In order to do that, we offer an environment that is safe for people and personnel. We do not tolerate unacceptable, abusive or violent behaviour.

Any act or potential act of violence or abusive behaviour will be immediately reported to the police and may result in a subsequent prosecution. In the interest of safety, First Light may no longer be able to provide support to the individual involved.

The following are examples of unacceptable behaviour:

- Recurrent loud or intrusive conversation or shouting;
- Threatening or abusive language involving swearing or offensive remarks;
- Threats or threatening behaviour;
- Derogatory racial or sexual remarks;
- Taking drugs, alcohol or other substance in any First Light premises;
- Being under the influence of drugs, alcohol or other substance whilst working or volunteering for First Light
- Dealing prohibited substances in any First Light Premises
- Wilful damage to property or theft

All incidents which fall into any of the examples outlined above must be recorded under the Incident Reporting and Learning Framework (IRLF) and will be dealt with under the Disciplinary Policy.

## 6. ANTI-BRIBERY AND CORRUPTION

First Light is committed to operating lawfully, ethically and with integrity. All forms of bribery and corruption are prohibited and any acts committed by personnel may result in disciplinary action being taken under the Disciplinary Policy. In most circumstances, common sense will determine when a bribe is being offered although it must be noted that a bribe does not have to take place, just the promise to give one or agreeing to receive one is prohibited.

Lavish, unreasonable gifts or hospitality whether these are given or received, are unacceptable as they can create the impression that we are trying to obtain or receive favourable treatment by providing individuals with personal benefits. In addition gifts and hospitality can themselves be a bribe. It is imperative to avoid even the appearance that the giving or accepting of gifts or hospitality may influence the decisions taken on behalf of First Light.

If in doubt, you should ask yourself;

- a) Am I being asked to pay something or provide any other benefit over and above the usual services being performed (e.g. a lavish gift)?
- b) Am I being asked to make a payment for services other than the service provider?
- c) Are the hospitality or gifts I am giving or receiving reasonable and justified or would I be embarrassed to disclose them?
- d) When a payment or other benefit is being offered, do I know or suspect it is to induce or reward favourable treatment; to undermine an impartial decision making process or to persuade someone to do something that would not be in the proper performance of their role?

If there is still doubt, please discuss with your line manager. If you suspect or observe anything that might be in contravention of this section, you have an obligation to report it.

## **7. NON SMOKING AND NON VAPING**

All First Light premises are smoke free, and all personnel have the right to work in a smoke-free environment. Smoking is prohibited in all enclosed and substantially enclosed premises in the workplace and any pool or lease vehicles. The same prohibition applies to vaping (the use of electronic cigarettes). Appropriate 'no smoking' signs will be clearly displayed at the entrances to and within the premises, making everyone who uses them aware that they are legally required to be smoke-free.

If the frequency of vaping warrants it, signage will be provided to make it clear that this practice is also prohibited. Non-compliance by personnel may result in disciplinary action being taken, under the Performance Support Policy. First Light will help support individuals to stop smoking i.e. time off to go to cessation support.

## **8. CONFLICT OF INTEREST**

First Light is committed to ensuring, as far as is reasonably possible, the privacy and anonymity of our personnel, except when required within the role or job (e.g. press releases, media interviews etc.). In particular, First Light wants to ensure that its personnel are not required to work in a situation where their personal life will be in conflict with their professional life. Therefore personnel should not be asked to take on work or take on work themselves where there is a known potential conflict of interest.

All personnel have a responsibility to notify the charity of any situation in their personal life which may have an impact on service delivery, the company's relationships with its stakeholders or the charity's reputation with its clients or the general public.

Examples of potential conflicts of interest;

- a. An Independent Domestic Violence Adviser (IDVA), Independent Sexual Violence Adviser (ISVA), or volunteer knows a client in a personal capacity. This could be identified at the point of referral when the name is recognised or it could occur during the first telephone call or at the first face to face meeting.
- b. A Sexual Assault Referral Centre (SARC) Crisis Worker recognises a client when they arrive at the SARC.
- c. The SAFE Project is invited to deliver lessons in a school where a pupil(s) or members of school staff are related (or known) to the sessional worker
- d. A member of staff or volunteer begins a relationship with a member of staff of a partner agency
- e. A member of staff or volunteer establishes (or has established) a business or organisation that can, or has the potential to compete with, replicate services of, or provide risk (physical, financial or reputational) to First Light.

First Light is committed to the promotion of good health amongst its personnel however it recognises that there are health risks, performance and legal issues associated with drugs, alcohol and substance misuse. First Light recognises that drugs, alcohol and substance misuse can have a detrimental effect on work performance and behaviour. For procedures in dealing with instances of drug, alcohol and substance misuse, refer to Drug, Alcohol and substance misuse at Work policy