Urban Legacy Support CIC

Policy Pack – Summary Version

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# Safeguarding Policy

Purpose: To protect the welfare of vulnerable individuals we work with.

Scope: Applies to all staff, volunteers, and anyone working on behalf of Urban Legacy.

Key Points:

- Immediate reporting of safeguarding concerns to the Designated Safeguarding Lead.

- All staff are trained in safeguarding principles.

- We comply with the Care Act 2014 and local safeguarding protocols.

# Privacy & Data Protection Policy

Purpose: To uphold confidentiality and comply with GDPR.

Scope: Applies to any personal data handled by staff or partners.

Key Points:

- Data is collected lawfully and transparently.

- Client records are securely stored and accessed only on a need-to-know basis.

- Clients have rights to request access, correction, or deletion of their data.

# Complaints & Feedback Procedure

Purpose: To handle concerns fairly and promptly.

Scope: Available to all clients, staff, and partners.

Key Points:

- Complaints can be submitted in writing, email, or verbally.

- We aim to acknowledge complaints within 3 working days.

- A full response is provided within 14 working days.

# Equality, Diversity & Inclusion Policy

Purpose: To promote a culture of fairness, respect, and inclusivity.

Scope: Covers all service users, staff, and volunteers.

Key Points:

- Zero tolerance for discrimination of any kind.

- Reasonable adjustments made for disabilities and language barriers.

- Staff training includes unconscious bias and cultural competence.

# Confidentiality Agreement

Purpose: To maintain trust and discretion in all services.

Scope: Applies to any information shared by or about clients.

Key Points:

- Information is not shared outside the organisation without consent.

- Exceptions apply where there is a safeguarding or legal obligation.

- Breaches of confidentiality are treated seriously.

# Staff Code of Conduct

Purpose: To outline expectations for professional behaviour.

Scope: Applies to all employees and volunteers.

Key Points:

- Respect, punctuality, and integrity are non-negotiable.

- Boundaries must be maintained with clients.

- Staff must report concerns or conflicts of interest immediately.

# Acknowledgement

I confirm that I have read and understood the above policy summaries of Urban Legacy Support CIC. I understand that full policies are available upon request and that it is my responsibility to uphold these standards.

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_