

The Oasis Centre – Cornwall

Communications Policy

The reputation of the Charity and the popularity and success of the services that it is able to provide for the community depend upon the enthusiasm, skills and dedication of all its volunteers, including its Trustees. Each individual contributes a unique mix of knowledge and abilities and the end result is a Charity of which all wish to be proud.

Communications lie at the heart of every successful joint enterprise. Every individual has the ability to communicate thoughts, ideas, experiences and suggestions regardless of the role they play. Every individual is encouraged to do so in the knowledge that all such contributions are appreciated and even the smallest of them can have an impact upon the Charity and its future. Listening to and understanding the contributions of others is just as important.

With these things in mind, this policy has been developed to encourage the sharing of all personal experiences and insights gained during the course of the Charity's activities if, in the view of the individual, they are of significance to the Charity, its image or the way it carries out any of the tasks it has undertaken. Regardless of whether the issue is massive or minuscule, good news or bad news, if it matters, it should be shared.

In the first instance, it is for the individual to decide the significance of the issue to be shared. Then, the next step is to consider how to share it. A casual conversation among colleagues may be all that is needed. A more formal discussion with specific people or a group of them may be more appropriate. Another alternative, which may be more suitable when a significant event has occurred, is to use the attached form called a 'Significant Event Report'.

There will be some occasions when the completion of such a report will be essential. Obvious examples are accidents and emergencies of which the Charity must make proper records. Less obvious are incidents that may seem insignificant when viewed in isolation but may be indicative of something bigger.

The good things are just as important. Something occurs, the right thing is done, the outcome is heart-warming, everyone feels good. This is the time to spread the good news. This is a Significant Event to be reported.

Adopted by the Trustees on 6 April 2018 and to be reviewed annually in January.

The Oasis Centre - Cornwall

Registered Charity Number 1139355,
Founded to serve the communities in the parishes of
St Columb Major, St Mawgan-in-Pydar, St Eval and St Ervan
Office: 26 Fore Street, St Columb, TR9 6RH
Telephone: 01637 889682
Website: oasiscentre-cornwall.org.uk
Facebook: Oasis Centre – St Columb



Significant Event Report

As a charity, we are committed to making a record of anything that might, at the time or later, be considered to be significant and which happens during the course of our activities or at a location for which we may have responsibility. These records relate not only to things like accidents and emergencies but also to the good things that occur and are a mark of the successes we achieve. We use them as lessons from which we can learn in the future and also to celebrate achievements that might otherwise be unrecorded. Use this form to tell us about any significant event that you know of. Tell us all that you can.

If there is insufficient room in a particular box, please continue on a separate sheet.

1. Date and Time when the Significant Event occurred:
2. Location at which the Significant Event occurred:
3. What happened?
4. How did it happen?
5. What else was going on at the same time?
6. What was good about the Significant Event?
7. What was bad about the Significant Event?

8. What feelings and thoughts has the Significant Event generated?

9. What was done about the Significant Event at the time?

10. What else could (or should now) be done about the Significant Event?

11. What lessons can we learn from the Significant Event?

12. Who else was present when the Significant Event occurred?

Your Name:

Your Address:

Your Phone:

Your E-mail:

Please deliver or send this form to the Chair of our Trustees – Jeremy Simmonds,
The Old School House, St Ervan, Wadebridge, PL27 7TA, Tel: 01841 540811
E-mail: jbc_simmonds@hotmail.com

If you think urgent action is needed, please contact any Trustee. Their contact details are on the 'Contact Us' page of the Charity's website.

Notes:

1. If the Significant Event has been reported to an appropriate authority (eg Health & Safety, Ambulance, etc.) indicate this in section 9. If you are unsure tell us in section 10.
2. Pat Walton is our Trustee with responsibility for Safeguarding.
3. Barbara Hough is our Trustee with responsibility for Health & Safety.
4. All our policies, including those on Safeguarding and Health & Safety, are on our website.