



Procedural Overview

March 2026

Last review completed by:

Board of Trustees

Date of last review:

March 2026

Next review due:

March 2027

Document owner:

J Holmes

Distribution list:

Board of Trustees

Procedural Overview

1. Purpose

This Procedural Overview explains how Both Sides Foundation's procedures support the organisation's policies and day-to-day delivery. It provides clarity on how procedures are used in practice and how they relate to the Foundation's governance framework.

Policies set out **principles, commitments and standards**.

Procedures explain **how those standards are applied in practice**.

2. Scope

This overview applies to all procedures used by Both Sides Foundation and to all individuals working with or on behalf of the Foundation, including trustees, staff, volunteers, practitioners, facilitators, contractors and delivery partners.

3. Relationship Between Policies and Procedures

- **Policies** are approved by the Board of Trustees and set the Foundation's values, responsibilities and expectations.
- **Procedures** are operational documents that guide consistent, safe and appropriate practice. They are designed to be practical, proportionate and accessible.

Procedures must always be followed in line with the relevant policy. Where there is any conflict or uncertainty, the policy takes precedence.

4. List of Current Procedures

The Foundation maintains the following procedures to support safe and effective delivery of its work:

- Safeguarding Procedure
- Child Protection and Adults at Risk Procedure
- Complaints Procedure
- Emergency Procedure
- Risk Assessment Procedure
- Managing Challenging Behaviour Procedure
- Photography and Video Procedure

Each procedure should be read alongside the relevant policy documents, including the Safeguarding Policy, Code of Conduct, Confidentiality Policy and Data Protection Policy.

5. Use of Procedures

Procedures are intended to:

- Support safe, consistent and respectful practice
- Provide clear guidance in situations that may involve risk, concern or escalation
- Help individuals understand what action to take and who to contact

Procedures are designed to be used in real situations and should be referred to whenever uncertainty arises.

6. Review and Updating

All procedures are reviewed regularly to ensure they remain appropriate, proportionate and aligned with current legislation, safeguarding guidance and the Foundation's activities.

Procedures may be reviewed or updated where:

- Lessons are learned from incidents, near misses or complaints
- Safeguarding concerns highlight the need for change
- Activities, delivery models or participant groups change
- Legal, regulatory or sector guidance is updated

Minor updates may be made by senior leads where required, with significant changes approved by the Board of Trustees.

7. Responsibility and Access

All individuals working with or on behalf of Both Sides Foundation are expected to:

- Be familiar with the procedures relevant to their role
- Follow procedures in practice
- Seek guidance where they are unsure how to apply them

Procedures are made available to staff, practitioners, volunteers and delivery partners as part of their induction and must be accessible when needed during delivery.