

Headway House
Jackies Lane
Newick
East Sussex BN8 4QX
T: 01825 724323 F: 01825 724363
E: info@headwayeastsussex.org.uk
W: www.headwayeastsussex.org.uk



Working Safely: Governance Processes

To ensure we provide a safe and professional environment for our clients, visitors, staff, volunteers and students, we have a robust governance structure in place.

Our staff receive regular mandatory and non-mandatory training to keep their skills updated. New staff/volunteers receive a detailed induction programme and all staff/volunteers receive regular supervision. Personal Development Plans form part of the staff appraisal process and inform our annual training programme.

The management team reports to the Trustee Board and sub-committees are in place to manage Finance, Governance, Health & Safety and Facilities. Members of the management team have completed accredited Health & Safety training and several of our staff are qualified First Aiders.

Our services are audited by Brighton & Hove City Council and East Sussex County Council, and we provide regular activity reports to those organisations.

Our Outreach Service is registered with the Care Quality Commission (CQC) and we have Investors in People (IIP) accreditation.

WORKFORCE

- Mandatory & non-mandatory training
- Headway UK accredited training in ABI
- Supervision, appraisal and PDP's
- Induction, supervision for volunteers

ORGANISATION

- Trustee Board
- Finance, Governance, H&S and Facilities sub-committees
- Robust structure for responsibility & accountability
- Compliance with HWUK service delivery standards

AUDIT & REVIEW

- B&HCC and ESCC quality audits
- Outreach service is CQC registered & compliant
- Investors in People accreditation

- Our Investors in People status was renewed following inspection. This is due for review in December 2017
- Unannounced CQC inspections demonstrated that our service is compliant with the standards in all domains covered
- Positive feedback is received from our annual Quality Audits by ESCC and B&HCC

Updated November 2016



Affiliated to Headway UK
The Brain Injury Association
A registered charity

Patron: Baroness Julia Cumberlege
Registered Charity no: 1084715
Limited by Guarantee, Registered in England no: 04027768

