



## Community Engagement and Withdrawal Policy

September 2019

## Member Engagement and Withdrawal Policy

### Criteria for Engagement:

Kilkenny LEADER Partnership provides a range of **open access** services and activities to members of the general public living in the Kilkenny city and county area. Kilkenny LEADER partnership works with adults over the age of 18. Where children under 18 are in attendance at Kilkenny LEADER Partnership premises or events, they shall at all times be accompanied by and in the control of a parent or guardian.

### Scope of Engagement

Due to the variety of activities and supports available within Kilkenny LEADER Partnership, engagement with members of the community can be classified as having the following levels for engagement. Members of the public may engage simultaneously on a number of levels.

<b>Drop-in Query</b>	This describes a short interaction which consists of a query or once-off request for support, for example filling in a form. This can include referrals and signposting to other organisations who might be better able to assist.
<b>Advocacy Case</b>	This describes longer and multiple interactions with project staff on a case which requires medium-term support for a fixed purpose, for example application, follow-up and appeals for DEASP benefits or to the Local Authority on Housing matters, accessing business supports, or with the HSE on a health service query.
<b>Programme Participation</b>	This describes a member of the public signing up to a programme of activities, for example literacy classes or a weight management group. In this case, criteria and conditions of engagement will be explained to the participant at the beginning of each programme.
<b>Once-off activities</b>	Attendance at occasional events, for example Traveller Pride Events and exhibitions.

### Conduct Requirements:

Kilkenny LEADER Partnership endeavours to work with all members of the public in a non-judgemental and equitable way. We request that all people who engage with us respect the rights of others and display acceptable and appropriate behaviour while participating in Kilkenny LEADER Partnership activities.

Kilkenny LEADER Partnership reserves the right to request that whose behaviour is inappropriate or distressing to others should leave our premises.

### **Inappropriate behaviour includes, but is not limited to:**

- Verbal abuse
- Physical abuse
- Harassment
- Obscene gestures or actions
- Abuse of staff in any form
- Profane or indecent language
- Failure to follow an established policy

### **Sanctions:**

If a participant of a programme or service is requested to leave, he or she must leave the premises immediately. He or she will later be asked to meet with the designated Coordinator responsible for the programme or service in which the alleged misconduct occurred and will be ineligible for further access to any Kilkenny LEADER Partnership programme or service until this has taken place.

If an individual is recommended to Kilkenny LEADER Partnership management for sanction, the terms of this sanction will be explained fully to the participant by a designated member of management, and an appeal will be facilitated if so wished. If a sanction is upheld, the participant may not participate in any Kilkenny LEADER Partnership services and activities until the conditions of the sanction are met or the time limit has expired. Kilkenny LEADER Partnership hopes that all incidents of misconduct end in resolution between the concerned parties.

Any incident that involves a participant who strikes, hits, pushes, threatens, spits at/on, kicks, or verbally abuses a Kilkenny LEADER Partnership employee, participant, member, or guest, will result in immediate suspension from all Kilkenny LEADER Partnership programs and services. Further, if deemed appropriate, information regarding the incident may be forwarded by Kilkenny LEADER Partnership management to An Garda Siochana.

From time to time, staff or management may become concerned about the reported involvement of a participant in serious or violent crime outside of Kilkenny LEADER Partnership programmes and activities. Where there are concerns about staff safety or the well-being of the participants, Kilkenny LEADER Partnership will conduct a risk assessment on the continuing involvement of the individual, following confidentiality guidelines.

Individuals shall not attend any Kilkenny LEADER Partnership service, activity or programme, while under the influence of drugs or alcohol.

### **Withdrawal from engagement with Kilkenny LEADER Partnership**

A participant is entitled to cease engagement with Kilkenny LEADER Partnership at any time, without prejudice or disadvantage.

Where a person wishes to cease attending a programme, service or activity, they can simply inform a staff member verbally. Any materials produced by the participant in the course of a programme can be requested to a staff member for consideration (it might not be possible if this material is part of a group display or project).

Any records held by Kilkenny LEADER Partnership pertaining to an individual can be requested, or a participant may wish for copies of advocacy information collected on their behalf to be destroyed, which can be facilitated. Kilkenny LEADER Partnership reserves the right to retain the original registration information provided by an individual to the service, activity or programme they attended; however, unnecessary or sensitive information can be removed from this.

Notwithstanding active sanctions, a member of the public may re-engage with Kilkenny LEADER Partnership at any time they wish at the preferred level, subject to availability of resources.

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