



WELCOME TO OUR COMMUNITY!

For Our Staff, Volunteers, and Placement Students

Welcome to the Uppertunity community!

This pack introduces you to our values, the way we work, and how we support one another. Inside, you'll find guidance on supporting our members, understanding our culture, staying safe, and making the most of your time with us.



Developing skills, nurturing connections, and inspiring mindsets for thriving communities.

UPPERTUNITY LIMITED - REGISTERED CHARITY NO.SC052608



Uppertunity is a Dundee-based charity dedicated to empowering individuals to lead fuller, more meaningful lives.

We work with people aged 16 and over with additional support needs, learning disabilities, autism, and mental health barriers.

Our mission

Our mission is to create safe, supportive and creative spaces that foster growth, equality, and togetherness. We want people to explore their potential, build confidence, and develop life skills that promote independence and connection.

Why we're needed

People with learning disabilities are among the most marginalised groups, yet opportunities for growth and development remain limited. This can affect families, increase pressure on services, and create further separation in society. Uppertunity exists to bridge this gap.

What we do

Through a range of activities, we support: personal development; confidence and resilience; social connection; and transferable life skills.

Contact us

 **Location:** Ground Floor Left, The Circle at Dudhope Castle, Barrack Road, DD3 6HF

 **Phone:** 07931 560936

 **Email:** info@uppertunity.co.uk

 **Website:** uppertunity.org.uk

 **Follow us:** Facebook / Instagram / LinkedIn

Get involved

Join us in creating a more inclusive community! Visit our website or reach out to learn how you can support or participate in our programs.



OVERVIEW OF OUR SERVICES

Weekly Warriors

Get involved in our programme of fun and friendly workshops every week, running morning and afternoon! From art and drama to gardening, sports, sewing, and life skills, there's something for everyone here. These groups are a great way to build confidence, try new things, and be part of a creative, supportive community.



Social Butterflies

Take part in social activities, including group outings, themed events, our inclusive Bowling Stones League and our daily lunch club (Tues-Fri 12-1pm at Uppertunity). Come along to our Community Connections group to meet new people and discover other exciting services and opportunities across Dundee.



UppLift

Explore your potential! Join Real Talk, a group for asking and answering questions and learning what support is available. Try out volunteering roles like cooking, baking, gardening, helping to run groups, or supporting events. We celebrate everyone's progress and love to recognise your achievements.



Serendipities Enterprise

Be part of our inclusive kitchen and catering team! Learn new cooking, baking, food handling and service skills while helping us prepare food for our community and events. Serendipities is our climate-friendly project using food to promote connection, confidence & care.



Power of Diversity

Help us challenge stereotypes and celebrate uniqueness. Get involved in creating and promoting our campaign to help spark conversations, or help develop resources that can be shared with others to help promote inclusivity and diversity.



History and Nature Trail

Take time to slow down, explore and connect with nature through our creative trail at Dudhope Castle. Spot hidden objects, learn about local history, enjoy musical play, and use our mindfulness prompts to support your wellbeing. You can also help us look after the trail and use it as part of events!



OUR MISSION

WHAT WE AIM TO DO

Foster Empowerment and Belonging

Support individuals with additional support needs and those who feel marginalised to feel empowered, valued, and connected to their community.



Promote Growth and Resilience

Encourage individuals to develop thriving mindsets, transferable life skills, confidence, and resilience through curiosity, playfulness, and exploration.

Challenge Perceptions

Shift negative perceptions of self and others, fostering open-mindedness and breaking down barriers of misunderstanding.

Build Sustainable Communities

Create social, economic, and environmental sustainability by engaging communities in partnership, education, and practical action.



Encourage Connection and Collaboration

Develop meaningful partnerships and connections to overcome isolation, learn from one another, and cultivate togetherness.

OUR VALUES

HOW WE WORK

Creativity

Creativity engages the mind, enables broader thinking, and connects us to hidden parts of ourselves. We explore creativity through art, cooking, gardening, and playful activities that inspire new ideas and problem-solving.

Empowerment

We work with individuals, not for them. By fostering mutual respect and encouraging ownership, we help individuals build confidence and lead fulfilling lives.

Mindset

We advocate for progress, not perfection. It's about the journey. Through exploration, learning, and curiosity, we help individuals develop resilience and shift their focus to possibilities, not limitations.

Togetherness

True change happens when we act collectively. We inspire community action, partnership, and collaboration to build stronger, more inclusive connections.

Sustainability

We aim to create a sustainable future through social, economic, and environmental practices, including creative waste reduction, awareness raising, and partnership working.

CODE OF CONDUCT

Creating a safe, respectful, and positive environment for everyone
At Uppertunity, we believe in leading with kindness, professionalism, and curiosity. Our Code of Conduct helps us maintain a safe, supportive space where everyone – staff, volunteers, placements, and members – can thrive.

Respect and Inclusion	• Treat everyone with kindness, dignity, and respect. • Celebrate differences, we all bring unique experiences, skills, and perspectives. • Use inclusive language and behaviour at all times. • Never use offensive, discriminatory, or intimidating language or actions.
Confidentiality and Boundaries	• Keep all personal information about members, staff, and volunteers private. • Never share photos, stories, or information outside of work unless you have permission. • Avoid discussing members or internal matters in public or on social media. • Maintain professional boundaries – friendships are encouraged, but roles and responsibilities come first.
Dress and Presentation	• Dress comfortably, appropriately, and in a way that reflects respect for the people you work with. • For workshops and catering: wear practical clothing and closed shoes for safety. • Avoid clothing with offensive images or slogans. • No low-cut tops, short skirts or shorts, and midriffs showing. • When representing Uppertunity externally, aim for smart-casual or as directed for the event.
Professionalism and Responsibility	• Be punctual, reliable, and communicate if you're running late or can't attend. • Follow instructions, health and safety procedures, and safeguarding guidance. • Be proactive – if something doesn't feel right or you're unsure, ask. • Take care of equipment, materials, and shared spaces. • Be mindful of confidentiality and data protection when handling any paperwork or digital information.

CODE OF CONDUCT

Photography and Social Media	• All members must give consent before any photos or videos are taken. • Only staff are permitted to take photos of members and share them within the staff group chat for internal use. • Photos must never be shared on personal social media, messaging apps, or with anyone outside of the team. • You are welcome – and encouraged – to share Uppertunity's posts from our official social media pages to help promote our work. • Always be professional, positive, and respectful when posting or talking about Uppertunity online. • If you're ever unsure whether a photo or post is appropriate, check with a manager before sharing.
Attitude and Mindset	• Approach every day with curiosity, compassion, and a willingness to learn. • Be open to feedback and reflection – we all grow together. • Support others and ask for help when you need it. • Be part of building a positive and nurturing culture for everyone.
Safeguarding	• If you experience or witness inappropriate behaviour, bullying, harassment, or safeguarding concerns, speak up. • Report concerns to your line manager or the Designated Safeguarding Lead (Danielle du Plooy). • Everyone will be treated fairly, confidentially, and with respect during any follow-up.
Safety and Common Sense	• Everyone has a role in keeping Uppertunity safe – for yourself, our members, and each other. • Always follow health and safety guidance, listen to staff instructions, and use equipment safely. • If something feels unsafe or you're unsure how to do something, stop and ask – never take risks or "just wing it." • Report accidents, hazards, or near misses straight away so we can prevent future issues. • Respect personal space and be mindful of others' needs – physical and emotional safety both matter here.

BENEFITS OF VOLUNTEERING WITH US

At Uppertunity, we value and appreciate every member of our team—whether you are a paid staff member, volunteer, or placement (paid and unpaid). We strive to create a welcoming, supportive, and inclusive environment where everyone feels valued. As part of our commitment to your wellbeing and experience, we offer the following benefits:

Complimentary Beverages & Fruit	All staff, volunteers and placements have access to tea, coffee, juice and fruit throughout the day.
Barista-Style Drinks	Enjoy up to two barista-style drinks per day from our coffee machine, available to all staff, volunteers, and placements.
Nourishing Meals	Soup & Bread - Volunteers and placements (unpaid) receive a complimentary soup and bread on the days they are volunteering. 50% Off Menu Items - All staff, volunteers, and placements receive 50% off food from our menu on the days they are working/volunteering.
Wellbeing & Emotional Support	We believe in fostering a safe, supportive, and inclusive space for all. If you ever need to talk about anything you're struggling with, we offer confidential wellbeing check-ins. Management (and the board, if appropriate) will provide guidance, support, and signposting to further resources if needed.
Personal & Professional Development	We are committed to growth and learning. Volunteers and staff may have access to skill-building opportunities, training sessions, or workshops that align with their roles and interests.
Community & Connection	Being part of Uppertunity means joining a welcoming community. We encourage social interactions, peer support, and the chance to collaborate on creative and meaningful projects. We will share any projects and opportunities that we come across or take part in.

WHAT TO EXPECT FROM US

We believe in teamwork and mutual growth. When you join Uppertunity, you become part of a supportive community that values kindness, creativity, and progress over perfection. As a valued member of our team, here's what you can expect from us: encouragement, guidance, and opportunities to learn, connect, and thrive.

	A warm welcome	When you join, we'll ask you to complete a referral form so that we can understand your goals and needs. You'll also be added to our community wall with a Polaroid photo and an "About Me" postcard, helping us all get to know each other better.
	Staying in the loop	You'll receive our monthly newsletter, keeping you informed about all upcoming activities, opportunities, and updates. Everyone is encouraged to participate in our visual check-in wheel, helping us all share how we're feeling in a simple and inclusive way. We also have a WhatsApp group for volunteers, where you can stay connected and receive additional support. Let us know if you'd like to join!
	A supportive environment	We're here to support you. If you have any worries or need assistance, our staff are always available to listen and help. Where needed, we'll guide you to other resources or support networks.
	A safe space	Your wellbeing is our priority. All staff are PVG checked and trained in safeguarding and other support measures. We'll regularly check in with you to see how you're doing.

WHAT TO EXPECT FROM US



Your voice matters

At Uppertunity, we value your input. You'll be kept updated about new services and changes, and we'll regularly ask for your feedback to ensure your voice is heard.



Recognition and encouragement

You'll be safeguarded, supported, and encouraged every step of the way. Your contributions are important, and we'll celebrate your achievements as part of our community.

We host bi-annual volunteer celebrations and invite you to special events where we celebrate milestones and strengthen connections.



Commitment to safety and best practices

We have Employers and Public Liability insurance to protect everyone. Additionally, our external health and safety advisor ensures we're maintaining excellent practices at all times.



Opportunities to grow

We offer opportunities for skill development and training, such as workshops or mentoring, to help you grow in your role. We'll keep you updated and encourage you to let us know if you need additional support.

WHAT WE EXPECT FROM YOU

Teamwork comes from all sides. We each play a role in creating the safe, positive, and inspiring environment that Uppertunity is known for. Here's what we ask from you: reliability, respect, openness, and a willingness to grow together as part of our team and community.

	Commitment	Attend your agreed volunteering activities with dedication and consistency.
	Reliability and punctuality	Be reliable and arrive on time for your scheduled activities. If you're unable to attend, please give reasonable notice so we can make alternative arrangements.
	Respect and teamwork	Treat all team members, members, and customers with kindness, fairness, and respect. Value the unique strengths and contributions of everyone.
	Communication	Let us know if you encounter any challenges, have concerns, or need support. We're here to help you succeed.
	Safety	Take responsibility for keeping yourself and others safe by following our health and safety guidelines.

WHAT WE EXPECT FROM YOU

	Positive attitude	Bring enthusiasm and positivity to your volunteering role. Your energy helps create a welcoming and empowering space for everyone.
	Confidentiality	Respect the privacy of members and team discussions by keeping sensitive information confidential.
	Flexibility	Be adaptable to changing needs and tasks as we work to meet the evolving requirements of our members and community.
	Be a role model	Lead by example by embodying Uppertunity's values, including creativity, empowerment, and togetherness.
	Feedback	Share your thoughts and ideas with us to help improve our services and community.

RUNNING A GROUP - GUIDELINES

GETTING STARTED

Our groups run Tuesday to Friday, 10:00 AM-12:00 PM and 1:00 PM-3:00 PM. Please arrive 15 minutes before the start of the group to prepare. Let us know when you arrive and familiarise yourself with the day's group activity. Help set out any resources and get the space ready for members.



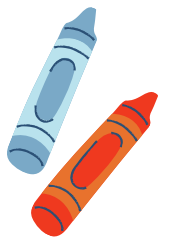
DURING THE GROUP

Supporting Staff

Ask if there are tasks you can help with.
Assist with gathering or organising resources.
Share your ideas for future group activities.

Supporting Members

Show interest by asking members about their work.
Offer help if they ask for assistance with a task.
Be friendly and encouraging, help members feel comfortable.
Support members in communicating and connecting with each other.
When engaging with members, kneel or crouch beside them, avoid standing over anyone.
Provide colouring in books for support staff for members if they would like to join in.



TEA BREAK

A vital part of our day! Tea breaks happen halfway through the group session and usually last around 15 minutes. Here's how you can help.

Payments

We collect group payments at the start of the month for all sessions. If you'd like to help with this, just ask a staff member to show you how.

Lunch Orders

Find out if anyone wants to order lunch and pass these orders to the kitchen.

Hot Drinks

Encourage members to ask others what they'd like and assist in making and handing out drinks. Place used cups on the tea tray and clean up any spillages as you go.



TIDY UP

At the end of each group, everyone pitches in to tidy up: Clear, spray, and wipe down the work tables. Take the tea tray back to the kitchen. Aim to finish tidying within 15 minutes after the group ends. At the end of the day, Hoover the floor if messy.





THE CULTURE OF UPPERTUNITY

HOW WE WORK WITH EACH OTHER

At Uppertunity, we strive to create a positive, inclusive, and empowering environment for all staff, clients, volunteers, board members, support staff, and visitors. Our culture is shaped by the following principles:

Appreciation and celebration	Value everyone's contributions equally. Acknowledge achievements and celebrate successes, big or small. Verbally recognise and celebrate each person's efforts, regularly.
Non-judgemental support	Assume the best in each other and create a safe space to ask for help. Avoid judgment and negativity; instead, foster kindness and encouragement. See the best in everyone, respecting their journey and abilities.
Respect and fairness	Respect and value diverse backgrounds, abilities, and identities. Treat everyone with fairness. No favouritism, only equity.
Playfulness and creativity	Encourage humour, curiosity, and experimentation. Provide opportunities for creative expression and new ideas. Foster a safe space where individuals can showcase their talents.
Growth mindset and learning	Embrace progress over perfection. Use mistakes as opportunities to learn and grow. Support safe risk-taking and encourage stepping outside comfort zones.



THE CULTURE OF OPPORTUNITY

HOW WE WORK WITH EACH OTHER

Communication and honesty	Communicate openly. Share knowledge, ask for help, and clarify expectations. Check in regularly and give constructive feedback. Listen actively and with empathy, asking follow-up questions to show care.
Collaboration and teamwork	Promote teamwork and inclusivity over competition. Share ideas, support each other, and work together to achieve common goals. Build a calm and fun environment where everyone feels they belong.
Accountability and trust	Take ownership of actions and be honest about successes and mistakes. Assume good intentions and practice authenticity in every interaction. Follow through on commitments and encourage continuous learning.
Empowerment	Guide and support rather than doing things for others. Believe in everyone's potential and create opportunities for independence.
Adaptability	Be open to new ideas and willing to adjust for the benefit of everyone. Check in regularly to ensure processes are working effectively.



BEING A GREAT FACILITATOR

HOW WE BEHAVE AS INDIVIDUALS



To effectively support adults with additional support needs and empower them, facilitators at Uppertunity embody the following behaviours:

Be a role model	Demonstrate positive behaviour in attitude, language, and actions. Show respect, kindness, and healthy habits to inspire confidence and trust. Is the behaviour you show or what you're talking about helpful to you, or helpful to the person? It should be helpful to the person.
Show initiative	Be proactive, offer help and stay engaged during activities. Check in with members and join in creatively when possible. See where things can improve, and share ideas.
Build confidence and empower	Provide specific, meaningful compliments that highlight individual strengths. Empower individuals to take ownership of their learning and experiences. Focus on personal growth, not perfection.
Foster fun and balance	Create a safe and engaging atmosphere with enthusiasm and positivity. Balance fun with purpose. Focus on the journey, not just the destination.
Ensure safety and professionalism	Be aware of safeguarding responsibilities and report concerns. Maintain professional boundaries, keeping physical contact to a minimum and no private communication outside of the workspace with clients. Share updates with the team to keep everyone informed.
Be prepared and on time	Know your responsibilities for workshops, events, and activities. Stay informed about Uppertunity's plans and ensure readiness.
Practise kindness and boundaries	Be nurturing yet professional. Balance kindness with clear boundaries. Respect others' needs, and create space for learning and growth.
Share and collaborate	Share knowledge, resources, and skills with others. Teach and learn from team members and volunteers.
Create a positive team environment	Support colleagues and volunteers by noticing and addressing struggles. Practice gratitude and show appreciation for others' efforts. Make space for individuals to be themselves and feel valued.

HEALTH AND SAFETY



At Uppertunity, we're committed to maintaining a safe, supportive, and positive environment where everyone can thrive. Health and safety is a shared responsibility, and each of us plays a vital role in keeping our spaces safe for ourselves, our members, and one another.

This section gives an overview of our health and safety practices and where to find further information.

We receive professional Health & Safety support from our external advisor, Citation, who reviews our documents and procedures to ensure they meet current regulations and best practice.

Key Handbooks and Policies

You can find all our Health & Safety documents on the Uppertunity website:

- Organisational Handbook
- Employee Handbook
- Health & Safety Handbook
- Health & Safety Policy
- Staff and Volunteer Welcome Pack
- Risk Assessments

When You First Join

As part of your induction, you'll be shown:

- The layout of our space
- The location of the first aid boxes
- The fire exits and evacuation routes
- Any specific safety information related to your role or activity

Why This Matters

A safe environment helps everyone feel confident, comfortable, and able to focus on what matters most: developing skills, nurturing connections, and inspiring mindsets for thriving communities.





HEALTH AND SAFETY

SAFEGUARDING

Keeping everyone safe, respected, and supported.

At Uppertunity, everyone has the right to feel safe and valued. Safeguarding means protecting people from harm, abuse, or neglect, and creating an environment where everyone can thrive.

What safeguarding means

Safeguarding is about:

- Treating everyone with dignity and respect.
- Recognising when someone might need help or support.
- Speaking up quickly if you're worried about someone's safety or wellbeing.
- Making sure all staff and volunteers are suitable for their roles (through the PVG Scheme).

Who it's for

Safeguarding applies to everyone – staff, volunteers, placements, and members. Most of our work involves adults with additional support needs, but safeguarding also protects anyone under 18 or any adult who may be at risk of harm.

What to look out for

Harm can take many forms – physical, emotional, financial, neglect, or discrimination. If something doesn't feel right, it's always better to share your concern. Trust your instincts.

What to do if you're worried

If you see or hear something that concerns you:

1. Stay calm and listen.
2. Don't investigate, just note what you see or hear.
3. Report it immediately to the Designated Safeguarding Lead (DSL).

Designated Safeguarding Lead: Danielle du Plooy

✉ danielledp@uppertunity.co.uk

☎ If someone is in immediate danger, call 999.

Our shared responsibility

Everyone plays a part in keeping Uppertunity safe. That means:

- Following our Code of Conduct and safeguarding policy.
- Respecting boundaries and confidentiality.
- Speaking up if you're ever unsure or concerned.

Together we are developing skills, nurturing connections, and inspiring mindsets for thriving communities - safely.

Full policy and more info

You can find out full policy on our website: <https://uppertunity.org.uk/policies-%26-documents>



HEALTH AND SAFETY

FIRE SAFETY

Fire safety is everyone's responsibility. Staying calm, aware, and proactive helps prevent fires and keeps everyone safe.

Fire Alarm Testing

Our fire alarm is tested every Tuesday morning. You do not need to evacuate unless instructed.

Fire Prevention – Everyday Safety

We can all help reduce fire risks by following these simple steps:

- Keep radiators, heaters, and electrical appliances clear – never place clothes, paper, or other items on or near them.
- Do not leave cooking or electrical equipment unattended while in use.
- Avoid large piles of cardboard, paper, or flammable materials. Recycle regularly and keep walkways clear.
- Switch off appliances and lights at the end of the day.
- Report faulty equipment, sparks, or strong smells (e.g. burning or overheating) immediately to a manager.
- Know where the fire exits and extinguishers are in your area.

If You Discover a Fire

1. Activate the alarm using the nearest fire alarm point.
2. Call 999 immediately and provide clear details.
3. Inform a manager, who will contact The Circle management.
4. If safe to do so, close doors behind you to contain the fire.

When You Hear the Fire Alarm (Evacuation Procedure)

- Evacuate immediately using the nearest exit.
- Assist members, volunteers, and visitors to leave safely.
- Check all areas – bathrooms, art rooms, kitchen, and basement – to ensure everyone has left.
- Turn off kitchen equipment (oven, grill, microwaves) if safe to do so.
- Close doors as you exit to contain the fire.
- Go to the assembly area (car park behind the Castle) and wait for instructions.
- Do not use lifts and do not re-enter the building until advised it's safe.

Fire Marshals

All Managers and Leads at Uppertunity are Fire Marshals. They will take responsibility for coordinating safe evacuation and checking rooms. We also work closely with The Circle management team, who oversee the wider building's safety and will bring the register to the assembly area.

Please make sure you are familiar with:

- Evacuation routes and fire exits
- The location of fire alarms and extinguishers
- The designated assembly point

Emergency Evacuation Plan - Uppertunity



Emergency Assembly Area

CAR PARK BEHIND THE CASTLE

Discovery of fire or emergency

- Activate fire alarm by breaking glass.
- Notify manager and The Circle management.
- Call 999.
- Follow evacuation procedure.

INSTRUCTIONS

Evacuation Procedure

- When fire alarm sounds, evacuate the building immediately at your nearest exit, and go to assembly area.
 - Ensure all clients, volunteers & staff have left the building.
 - Switch off kitchen equipment (Oven, grill, microwaves, hobs).
 - Close doors to contain fire.
- Remain calm, do not use lifts and do not enter building until advised.

Extinguisher operation

Only use an extinguisher to escape, not to fire fight.

- P - pull the pin from the correct extinguisher
- A - Aim the nozzle at the base of the fire
- S - squeeze the handle
- S - sweep from side to side

THE SAFETY OF PEOPLE TAKE PRECEDENCE

HEALTH AND SAFETY

H&S OVERVIEW

Item	Notes	Where to find more info
Health and Safety policy	Our approach to health and safety is realistic and balanced, focusing on managing risks to ensure continuous improvement. While we cannot eliminate all risks, we aim to control hazards as much as reasonably practical. • Responsibilities: Health and safety are overseen at the highest management level, but every employee, volunteer, and member must cooperate in maintaining a safe environment. Staff and volunteers need to make management aware of any health needs that may impact them at work. • Action: Read the policy, report any issues immediately, and avoid tasks beyond your ability, training or expertise. • If you identify a workplace hazard (e.g., trip hazards, faulty equipment, or unsafe conditions), report it immediately to a manager. Do not attempt to fix hazards beyond your expertise	Access the full policy on the Citation website (login required), as well as Uppertunity's website.
Roles and responsibilities	Preparation for groups: Plan activities that are safe and enriching. Weekly rota and plans are shared to ensure everyone knows their role. • Team support: Check in with other staff to provide help when needed, especially during busy times like lunch. • Daily tasks: Ensure rooms are set up in the morning, and tidy at the end of the day. Empty bins promptly to reduce fire risks. • Communication: Use the staff WhatsApp group and weekly co-manager updates for clear communication.	We host regular team meetings and one to ones, and have an open door policy where you can ask for support
Risk Assessments	Assessments are reviewed annually or sooner if required, based on specific activities or changes in circumstances. • Staff Responsibilities: All staff must familiarise themselves with relevant risk assessments and adhere to the outlined guidelines and protocols. • All staff who use laptops frequently will complete individual DSE assessments. All staff who may use their car for work purposes will complete a driver check assessment.	These documents are available on the Citation platform and the Uppertunity website.



HEALTH AND SAFETY

H&S OVERVIEW

Item	Notes	Where to find more info
Accidents and Incidents	An accident or incident is any event requiring a response, such as administering first aid (e.g., applying a plaster or running an injury under cold water). While accidents can happen, it's essential to prioritise everyone's safety and respond appropriately. • Immediate action: Ensure the injured person is cared for promptly and calmly. • First aid resources: A first aid trained staff member will always be on-site, and each room is equipped with a first aid kit. • Reporting: All accidents and incidents must be documented accurately. Notify a manager as soon as possible for further guidance.	
COSHH	At Uppertunity, we are committed to maintaining a safe working environment. Staff and volunteers must adhere to all Control of Substances Hazardous to Health (COSHH) regulations and use required PPE where required. An overview of all hazardous substances is available in the kitchen, art room 1 and on designated metal COSHH cabinet in basement. All flammable substances must be stored in the designated metal COSHH cabinet.	Full data sheets are available on Citation platform
Emergency Procedures	Basic steps for handling emergencies: • Stay calm: Keep yourself and others calm to manage the situation . • Assess the situation: Determine the type and severity of the emergency. • Act quickly: Follow the appropriate procedure for the specific emergency type. If life threatening, call emergency services (999). If urgent but not an emergency, inform managers. • Document the event: Record the details as soon as possible for review and follow-up.	



HEALTH AND SAFETY

H&S OVERVIEW - STAFF ONLY

Item	Notes	Where to find more info
Training	All staff are required to complete mandatory training, including: • Manual Handling • Food Safety • Safeguarding • Risk Assessment • Fire Safety • First aid Additional in-person training (e.g., first aid, mental health first aid etc) may be scheduled depending on availability. DSE Assessments (for frequent laptop users) and Driver Safety Checks (for those using personal vehicles for work-related travel) are also required.	Online training is available through Care Skills. Every staff member will have a login.
Supporting Members	• Member Information: Summaries for clients and volunteers are in the register folder in Art Room 1. If a carer or support staff need to be contacted, please speak to Danielle or Caroline • Team Collaboration: Review and update member information as needed. Communicate updates to the team and managers to ensure everyone is informed. • Info on members can only be accessed by paid staff.	
Workplace Wellbeing	Uppertunity supports staff wellbeing by maintaining an open-door policy, encouraging regular communication, and providing mental health support. If any adjustments are needed to support your wellbeing at work, please inform management. Uppertunity also values and supports volunteers, encouraging all team members to reach out for support whenever needed.	



CONTACT US

We have an open-door policy and are always here to help, please reach out at any time if you need support, guidance, or just a chat.

We believe communication is key to everything we do. Keep us in the loop, share your ideas, and let us know if something isn't working. We grow stronger together through openness and teamwork.

Thank you for being part of Uppertunity, a place where we're all developing skills, nurturing connections, and inspiring mindsets for thriving communities.

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