



## **GIFT POLICY & PROCEDURE**

V1.0 November 2025

### **POLICY STATEMENT**

It is important that all staff recognise the distinction between being friendly in their approach to the people they support and being their 'friend'. The staff role is not one of being a friend. For this reason the giving and receiving of gifts is an area where clarity and special care is needed to protect the interests of both service users (from exploitation) and staff (from allegations of abuse).

Staff should not accept gifts from service users, or from the service user's family or friends, either for themselves, or on behalf of members of their own family. Gifts of cash should never be accepted. Where a service user, or their family or friends, insist on making a gift, this should be notified to the line manager. Where the gift has a value of more than £20 it should be recorded in the hospitality register.

The exception to these rules would be where the member of staff and the service user are related.

### **PROCEDURES**

Staff should not accept gifts from service users. Gifts of cash should never be accepted. Service users, their family or friends who wish to make a gift to staff should be made aware of this policy and that receiving gifts may put staff in breach of SSSC Codes of Practice guidelines. Should someone wish to make a gift to staff they should be encouraged to either make a small gift (under £20 value) to the team as a whole, or make a donation to the ELCAP Trust, established for the benefit of service users.

Gifts purchased by service users, or on behalf of service users by staff, should be recorded in accordance with the Finance Guidelines. Gifts received by staff from service users, should be noted in the service user's diary and the Support Practitioner should inform their line manager. Gifts offered to staff from family or friends of a service user should be notified to the line manager who will decide whether or not the gift can be accepted. Similarly if a service user, their family or friends give a gift to any family member of staff, then this must be notified to the line manager who will decide on the action to be taken.

Any gift with a value of more than £20 should be notified to the Registered Manager and recorded in the hospitality register which is held at the head office in Woodbine Cottage.

It is appropriate for service users to give gifts to people who are friends and regular visitors. Staff should be aware of conflicts of interest if the service user wishes to give a gift to a friend who is related to the member of staff.

The receipt of a gift may constitute a breach of the SSSC Codes of Practice 3.8 and 5.3.

Staff should always talk to their line manager about whether it is appropriate to receive a gift or support a service user to give a gift to a person who is not part of the service user's family. The service user's diary should record the purchase of any gifts. These actions will protect the member of staff from any allegation of financial abuse.

In some cases, the manager may need to talk to the financial guardian or family member(s) who makes decisions about a service user's money, in order to seek their agreement to the purchase of a gift.

No gifts may be accepted from suppliers or contractors to staff.