



## Policy and Procedure review

### Manchester Deaf Centre

Established in 1846, Manchester Deaf Centre is the largest organisation to provide support to the local deaf community and beyond in Greater Manchester. We host a variety of services and groups that offer support, learning and training opportunities, social events and much more.



Our Board of Trustees and SMT had recently updated and extended the range of the centre's policies and procedures and required a more experienced eye for peer review.

This is to be followed by a training session where some of the key points will be emphasised and Macc has shared ideas of how we might access suitable training. Written English is not always the 'first language' of MDC's beneficiaries, and so we needed to consider how best to promote/engage them with the policies so that we can embed these policies into our everyday operations.

Stuart Vaughan provided notes, amendments, feedback and raised areas for further thinking for each of our 28 policies. These were reviewed and returned to MDC promptly. Our Operations and Centre Manager along with the support of relevant colleagues were able to implement these changes further strengthening and legitimising our centre's procedures.

This service from Macc better informs us about where to access relevant, useful information and resources to strengthen our organisation's development and capacity.

"Stuart Vaughan has been an incredible support to the centre and has provided us with the confidence to begin internal policy and procedure training to all staff and trustees, further improving our services".

**January 2021**