



SCYP

Staff Handbook

Last updated: January 2019

We extend a warm welcome to you on joining Sussex Clubs for Young People, and hope that you will become a happy and valuable member of our team.

We need all our staff to be successful and want to help each person to play their part. This handbook is designed to give further information about your employment and your role beyond that contained in your offer letter and your Terms and Conditions of Employment.

Please read the contents of this handbook carefully. It contains a great deal of helpful information as well as some of our policies and procedures.

If you need clarification about any of its contents, please talk to your line manager or me at any time.

Chris Cook
Chief Executive Officer



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1 Introduction

1.1 About SCYP

Sussex Clubs for Young People Ltd (SCYP) is an umbrella organisation for a diverse network of 120 local statutory, voluntary and community youth organisations throughout Sussex. SCYP has been working since 1939 to provide support, help, advice and guidance, raise the profile of youth work, share good practice and provide an activity development programme that has a real impact on young people and the organisations that support them.

Youth work creates an environment where young people can become voluntarily involved in informal educational activities. Many people who work in our affiliated clubs have taken part in comprehensive training programmes that enable them to support young people. Our youth work, whilst predominantly club based, takes part in a variety of settings. This gives a platform from which other work can take place.

Clubs affiliated to SCYP do provide opportunities for young people to increase how involved they want to be: from building the initial relationship where young people attend events for the first time through to regular attendance at clubs and activities taking a full and active role in programmes. SCYP aims to increase a young person's involvement to full participation where their skills in peer support, planning, delivering and reviewing activities are recognised. We support young leaders by recognising their achievements through an externally accredited training programme

Our ethos is that young people are voluntarily engaged in our work and access our programme by being members of a youth club or group. We strive to involve the young person in the decision-making processes where possible and encourage member groups to enable young people to play a key role in their organisation so that it is focused on their needs. The need to be anti-discriminatory and promote equality of opportunity is central to our work.

1.2 SCYP Aims

SCYP aims to:

- Provide quality activity development programmes that engage and excite young people in a safe environment.
- Provide opportunities for personal and social development of young people through training and accredited opportunities
- Provide platforms that can influence public policy that will impact at local and regional level on young people and their voluntary and community organisations.
- Improve the quality of work with young people by developing, supporting and promoting best practice and standards within organisations.
- Raise and maintain the profile of SCYP as a partnership for youth and encourage the work of voluntary and community groups with young people.

SCYP is committed to the provision of equal access for all young people to the full range of its activities. We will seek to meet the diverse needs of young people relevant to the organisations and communities of which they are members. We are fully committed to equal opportunity, respect for diversity, freedom of expression for all young people, and the need to challenge any form of discrimination.

SCYP values diversity and is committed to ensuring that diversity is reflected strongly within our Executive Committee, volunteer and employee structures. This includes a commitment to keep our practices under review, leading to action where necessary, in order to attract new people from all sections of the community.

1.3 Using the Handbook

This handbook has been developed to provide you with information you will need to be aware of while you are employed with Sussex Clubs for Young People (SCYP) (we/us below). While this handbook is not contractual, it does form general guidelines that you should adhere to. Please note that if you fail to adhere to the guidelines contained in this handbook your behavior may be considered unacceptable and liable to disciplinary action.

It is your responsibility to read and understand the content. Please use it as a reference document for information that you may need from time to time. If there is anything you are unsure about, please speak to the Chief Executive Officer.

1.4 Updating the handbook

This handbook will be updated from time to time. We reserve the right to modify, or discontinue policies, benefits and terms and conditions detailed in this handbook, unless they are contractual. The Chief Executive Officer, or a nominated person, will notify you of any changes to the handbook. Where there are changes that impact the contractual relationship between you and us, you will be notified personally in writing prior to any such changes.

2 Joining SCYP

2.1 Induction

During your first few months with us you will have an induction-training programme mapped out for you. This has been designed to help you learn the skills and knowledge you will need in order to provide an excellent level of service to our clients. We hope that you will fully engage with the programme and become a valued member of our team.

All employees, and volunteers, will be provided with relevant training and learning opportunities to suit the needs of the individual and the organisation.

2.2 Personal Details

Personnel files are held securely on our computerised system People HR or within Sharepoint and Office365. Details held will only be available to staff authorised to deal with personnel matters.

The information contained in these records may include personal data, sensitive personal data, salary and benefit details, details of jobs held and information on performance and conduct. The information is used to administer salaries and benefits, to assist with appointment decisions and in managing your performance. It will be also used in any disclosure that we are obliged to make to any legitimate Government agency.

We make every effort to ensure that the information is held securely, and we will comply with legislative requirements in terms of allowing you access to the information held about you.

Viewing your personnel file

You should be able to view your personnel records on PeopleHR at any time. Should you wish to view your personnel file in another format, you may do so at any time by sending a request to your line manager or to the Chief Executive Officer. We will aim to deliver a copy in your preferred format, of any information, as soon as possible, but not later than one month after receiving your request. If any of the information is inaccurate, please provide full details of any amendments so that we may correct this.

Whilst there is no fee for requesting your data, if you repeatedly ask for information or if your request is clearly unfounded or excessive, we may charge a fee based on our administrative costs of providing the information.

We will not ask you for, or record on paper or electronically, personal information that is not necessary for us to operate effectively as a business. We will also do our best to keep your information safe, accurate and up to date.

We will not give out your personal details to any external body unless this disclosure is required for the purposes of payroll administration, health and safety management, or a criminal or PAYE investigation. We will only give references for mortgage or other purposes (including employment references) if you have given your written permission for this.

If during the course of your employment you have access to, or reason to handle, personnel information, you should make every effort to comply with the Data Protection Act. If you are unsure of the current legal requirements and how they impact us please check with our Data Protection Officer.

Updating your personal details^[1]

The Data Protection Act 2018 requires that any personal information kept by us is maintained, is up-to-date and is accurate. In order to help us comply, please ensure that you amend details through PeopleHR where possible or that your line manager is informed immediately of any changes to your personal details. These include change of name, address, home telephone number, marital status, emergency contacts, gain or loss of a dependent and attainment of a professional qualification or membership of a professional organisation.

Please also advise the your line manager of any changes in your personal circumstances that could affect your employment, including but not limited to changes in health and endorsements on your driving license (if you are required to drive on business).

Please see our Data Protection Policy for further information.

2.3 Probationary period

Your first six months of service constitute your probationary period, after which time you will receive confirmation of your appointment, provided that you meet the minimum requirements expected for your role.

Should you fail to meet the minimum acceptable requirement within that time period you may have your probationary period extended. If it is believed that an extended period of time would be unlikely to bring you to the required standard, your employment will be terminated at the end of the probationary period. If it becomes apparent within the probationary period that you fall far below the minimum standard, and all attempts to support you fail, you may be dismissed before the end of the probationary period.

We hope that your first six months are enjoyable and that you are able to learn the skills needed for your role. We look forward to taking the positive step of confirming your appointment at the end of your probationary period.

3 Working with SCYP

3.1 Hours of work

Full time hours are 35 hours per week.

We place great importance on good time-keeping. You are asked to make every effort to attend on time.

We operate a flexible working time arrangement. However, you may be subject to set start and end session times. This will depend upon the clients you are working with. You must keep a record of all the hours you work assigning them to appropriate projects, clients or tasks as instructed. These hours will be reviewed by your line manager.

Breaks

If you are working for more than 6 hours in one day, it is a legal requirement that you to take a break. The conditions covering breaks are set out in your Terms and Conditions of Employment. Break times should fit within the company routine and your own work commitments to ensure that you meet your obligations to our clients.

3.2 If you are going to be late

You are expected to be punctual and reliable.

If you think you will be late you should inform your manager explaining why you are delayed and your expected time of arrival. You are expected to make every effort to attend work on time.

Habitual lateness or early departure may result in deduction of pay for the time not worked; it may also lead to further action (including dismissal) under the disciplinary procedure.

Severe weather and disruption to public transport

We acknowledge that, sometimes, bad weather can cause major disruption to public transport and road travel. You should still report for work at the time agreed. If it is impossible for you attend work you must advise your line manager as soon as possible.

Returning late from holiday

If for any reason you will be late returning from holiday, you should notify your line manager as soon as possible.

3.3 Working Additional Hours

We adopt the philosophy that for some employees it may be necessary, from time to time, to work in excess of weekly contracted hours in order to complete a particular task. You will not normally be asked to work additional hours. If this is required, if possible this will be agreed in advance. If working agreed overtime, you will be paid at your normal hourly rate, or given time-off in lieu. You must agree with your line manager when lieu time can be taken.

3.4 Working Time Regulations

The Working Time Regulations limit the hours you may work to 48 hours each week averaged over a rolling 17-week period and you may not exceed this limit unless you have 'opted out'. Opting out will require your written consent.

If you are concerned about the number of hours we ask you to work then you should speak to your line manager.

3.5 Pay and Benefits

Your pay, and payment method, is shown in your Terms and Conditions of Employment. If you join part way through the month you will be paid for each working day in that month from your date of joining. Similarly, if you leave part way through a month, you will be paid for each working day in the month up to the date of leaving.

You will receive a pay slip showing how the total amount of your pay has been calculated. This shows the deductions made and the reasons for them, e.g. Income Tax, National Insurance Contributions. Any queries that you may have should be raised initially with [job title]. You should keep the payslips safe in case you need them at a later date.

3.6 Pension Scheme

We comply with the employer pension duties in accordance with Part 1 of the Pensions Act 2008.

We currently operate the Government National Employment Savings Trust (NEST) Workplace Pension Scheme

The equivalent of 5% of your annual salary will be paid into this scheme on your behalf each year by us. Your personal monthly contribution must meet the Government minimum. You can read more information about eligibility and personal contributions on the NEST website: www.nestpensions.org.uk.

3.7 Annual returns

At the end of each tax year you will be given a form P60 showing the total pay you have received from us during that year, and the amount of deductions for Income Tax and National Insurance. You may also be given a form P11D showing non-salary benefits. You should keep these documents in a safe place, as you may need to produce them if making enquiries with HMRC or if completing a self- assessment tax return.

Tax office details

Should you need to speak to the tax office you will need the following details:

Tax Office: [add tax office address here]

Employer's PAYE reference: 475 / EA56697

3.8 Salary review

A salary review will take place annually, normally in April. The review will not automatically lead to a salary increase. Where an increase is deemed appropriate you will receive a letter, with the start date and the amount of any increase. There will be no review of salary after notice has been given by you or us to terminate your appointment.

3.9 Over and underpayments of salary and other payments

If you are overpaid for any reason you should notify your line manager as soon as you become aware of the overpayment. The amount of overpayment will normal be deducted from the following payment, but if this would cause hardship, alternative arrangements to repay may be made. Failure to report an overpayment may result in disciplinary action.

If you think you have been underpaid, again you should notify your line manager as soon as you become aware of the problem. Normally the monies due to you will be paid in the next available payroll. Where this will cause hardship, alternative arrangements may be made to ensure the underpayment is paid to you as soon as possible.

3.10 Expenses

Any reasonable payment made by you in connection with your employment will be reimbursed using the expenses procedure. Normally the requirement to spend your own money on company business will have been agreed with you in advance.

If you are unsure that a payment you are going to make is a legitimate business expense you should check with your line manager before making payment. We reserve the right to refuse payment if we do not believe that the expense is a legitimate business expense. All expenses must be approved by your line manager before a reimbursement payment is made.

The following items are generally accepted as valid expenses:

- Travel (excluding from your home to your normal place(s) of work);
- Reasonable subsistence and hotel expenses when away from home;
- Mobile phone, telephone calls, postage, stationery and printing costs;
- Reasonable hospitality on behalf of SCYP (i.e. refreshments for volunteers/visitors);
- Activity related expenses.

SCYP will only reimburse expenses supported by a receipt and submitted using PeopleHR. You should not claim sums above out-of-pocket-expense levels or for items not connected with SCYP business. All staff and volunteer expenses will be reimbursed by BACS.

Please see our Finance Policy for full details regarding expense claims.

Claiming mileage

The Inland Revenue sets tax-free mileage rates under the Fixed Profit Car Scheme (FPCS). We reimburse employees below the tax-free mileage rate; therefore, the Inland Revenue assumes the employee makes no profit. Employees do not therefore have to report payments to the Inland Revenue. The mileage rate we currently pay is 40p per mile. Mileage claims will be paid once authorised by your line manager.

Business Gifts

As an employee of a registered charity, you must not accept any gifts or hospitality.

Please see the Conflicts of Interest Policy for further information.

Volunteer expenses and tax

We only reimburse Staff and Volunteers for actual out of pocket expenses incurred, for which there is no tax liability. Staff and Volunteers will only be liable to pay tax if payments are made which either exceeded actual expenditure, or which are not supported by original receipts

Staff and Volunteer meals and accommodation

SCYP will reimburse Volunteers for the cost of a meal if they work for five continuous hours or more in one day. Only the actual cost of the meal will be reimbursed, to a maximum limit of £8.00. Receipts must support all claims for meals. If you are attending a residential event all meals and accommodation will be provided by SCYP.

3.11 Holidays

Your annual leave entitlement is specified in your Terms and Conditions of Employment. Your holiday allocation includes all recognised Bank and Public Holidays. For avoidance of doubt these days are specified below. These are New Year's Day, Good Friday, Easter Monday, May

Day, Spring Bank Holiday, August Bank Holiday, Christmas Day and Boxing Day. Occasionally there will be additional Public Holidays awarded for special occasions. These too are included in your total holiday allocation.

The holiday allocation for full-time employees is thirty-three days, pro-rated for part-time employees.

If you give us notice, or we give you notice, that your contract is being terminated, we may require you to take any unused holiday entitlement during your notice period.

Entitlement to paid holiday

Your holiday entitlement accrues throughout the year. If you join, or leave, during the holiday year your entitlement for that year will be pro-rata and rounded up to the nearest half day.

Holiday year

The holiday year runs from 1st April to 31st March.

Holiday carryover

You are not normally allowed to carry holiday over to the next holiday year, other than in exceptional circumstances. In such cases, this will be agreed by your line manager and in any case a maximum of five may be carried over. These days must be used within the first two months of the holiday year, otherwise they will be forfeited.

If, however, you have not taken the statutory minimum holiday entitlement due to long-term sickness absence or maternity, paternity or adoption leave you may carry forward the unused allocation, even though this means carrying it forward to another holiday year.

Reserving Holiday

We are closed between Christmas and New Year. You are required to reserve three days from your holiday allocation to cover the three working days during this period. If you work part-time you must reserve enough leave to cover the days that you work.

Booking Holiday

Your holiday must be signed off by your line manager for it to be authorised. Please do not book travel arrangements, hotel accommodation or package holidays without first ensuring that the holiday has been agreed. In order to maintain a service to clients it may not be possible to agree to your holiday request if colleagues have already booked the same time off. We recommend that you book annual leave as far in advance as possible to assist us in agreeing the dates.

Under normal circumstances you will not be allowed to take more than two consecutive weeks' holiday. If you require more than two weeks at any one time please speak with your line manager and your request will be considered.

You should request leave using PeopleHR for approval by your line manager.

3.12 Sickness Absence

Please see our Sickness Absence Policy for full details.

Sick Pay

If you are eligible, you will receive company sick pay as detailed in the sickness absence policy. Otherwise, you will receive Statutory Sick Pay (SSP).

Medical and Dental Appointments [SEP]

We understand that it is not always possible to get a doctor's, dentist's or hospital appointment outside normal working hours. Whilst reasonable time off to attend such an appointment will normally be given, such appointments should ideally be made on non-working days or at the start or end of the day to minimise disruption.

Occupational Health

In your own interest and in that of members, service users and other staff you may be required from time to time undergo medical examinations. Please see the Sickness Absence Policy for further details.

Sickness Absence Management

The sickness absence policy applies to all our employees. It aims to minimise the disruption caused by employee absence by setting clear guidelines on absence notification, by encouraging regular communication to assist staff to return to work as soon and as safely as possible, and by assisting managers in handling absences due to illness or injury in a fair, consistent and effective way. This policy sets out the way in which we plan to deal with absence at work.

3.13 Unauthorised Absence

If you are absent from work for any reason other than the approved holiday or sickness absence (which you have notified us of) your absence will be treated as unauthorised and therefore will be unpaid.

If you are unable to come to work for any reason, you or someone on your behalf must notify your line manager and give the reason for your absence as soon as is reasonably practical.

3.14 Absence Monitoring

We monitor all absence. Where absence becomes an issue, in the first instance your line manager will have an informal discussion with you. After due process, should your attendance

remain a problem, you may be invited to a disciplinary meeting, which may ultimately lead to dismissal on the grounds of ill-health.

3.15 Family Friendly Leave of Absence

We embrace family friendly policies. These are discussed in the following section.

Dependent Leave [SEP]

Should you have a major unforeseen problem with a dependent child, or elderly relative, where you are the primary carer, you will be granted leave in order to put in place a temporary care package. Payment for such leave is discretionary. If you require such leave you should speak to your line manager.

Should you have a requirement to leave work due to unforeseen illness or emergency, you should advise your line manager as soon as possible, preferably before you leave work. If you are working at client premises you must also advise the client that you have left. Payment for such leave is discretionary.

Planned activities such as hospital admissions, school closure days and child-minder holidays would normally be covered by your annual holiday entitlement. Where this is not possible unpaid leave may be granted.

Parental Leave [SEP]

Where someone has a parental responsibility for a child's upbringing they may wish to take some leave. Parental leave is unpaid. Leave can be taken anytime up to the child's 18th birthday. Up to 18 weeks leave can be taken per child. If you wish to discuss this further please speak to your line manager.

Maternity Leave [SEP]

We value the contributions of all our staff and every effort is made to encourage women to return to work from maternity leave.

If you're pregnant, we'll ask you to complete a Checklist and Risk Assessment for Pregnant Workers soon after you tell us of the pregnancy.

Maternity leave and pay are in line with statutory guidelines.

If you wish to discuss this further please speak to [person to speak to].

Paternity Leave [SEP]

Where someone has a paternal responsibility for child's upbringing they may wish to take some leave at the time of the birth (or adoption).

There is also an entitlement to unpaid time off to attend up to two antenatal appointments with the expectant mother.

If you wish to discuss this, or shared parental leave, further please speak to [person to speak to].

Adoption Leave

Where someone decides to adopt a child they have the right to take leave to allow time to form a bond with that child. If you wish to discuss this further please speak to [person to speak to].

Flexible Working [SEP]

All employees with at least 26 weeks' continuous service, who have not made a previous request within the previous 12 months, can request flexible working. There is no right to have the request accepted, but we have a duty to consider the request in a reasonable manner. Please speak to your line manager if you wish to make a flexible working request.

3.16 Special Leave

Compassionate Leave

If you suffer bereavement within your immediate family, we will do our utmost to support you and generally compassionate leave will be granted to help you deal with the immediate issues, or to attend the funeral. Additional time off may be granted if extensive travel is required.

'Immediate family' is defined as:

- spouse, partner or civil partner;
- brother or sister;
- child or step-child;
- parent.

Three days' [paid] leave will be granted if you are responsible for arranging the funeral and need to deal with other urgent issues for an immediate family member.

For extended family members, or where you are attending the funeral of an immediate family member, one day's [paid] leave will be granted to attend the funeral.

'Extended family' is defined as:

- brother or sister-in-law;
- son or daughter-in-law;
- parent-in-law;
- grandparent;
- grandchild;
- uncle or aunt.

Public Duties

You are entitled to reasonable unpaid time off work to perform public duties. These include Justice of the Peace; member of a local authority (local councilor); member of a statutory tribunal authority; member of a police authority; member of NHS Trust or Health Authority Board and School Governor; or Army Reserve soldier.

Where you take on such responsibilities you should speak to your line manager outlining your duties and the expected commitment during a normal calendar year. All reasonable requests for time off will be granted provided that you notify your line manager in advance, preferably at least 20 working days ahead of the commitment.

Jury Service

Should you receive a request to serve on jury service, you should inform your line manager as soon as possible providing a copy of the request so that arrangements can be made to cover your absence. The court questionnaire should be given to the Chief Executive Officer for completion and return to the court.

Where your jury service will cause disruption to the organisation we will write to the court requesting a deferment and giving the reasons for the request. This course of action will only be taken if your period of jury service will cause a major issue for the business.

We will continue to maintain your basic pay level for two weeks by supplementing your juror's allowance, which you should claim from the court. The court will issue you with a loss of earnings form, which you should pass to your line manager for completion. Any subsistence, travel and other expenses can only be claimed from the court.

Where you are not required to attend court, or you are released for a half-day or more in any jury day you must telephone [person to speak to] to discuss where you will work on that day.

Appearing as a Witness

If you are called to appear as a witness in court, we will maintain your income up to your basic pay for a maximum of 2 days by supplementing the court's daily allowance. If you are called to appear as a witness for us in court, we will maintain your income up to your basic pay by supplementing the court's daily allowance for the time that you are appearing. The court will issue you with a loss of earnings form that you should pass to your line manager for completion.

Court Summons

Paid time off work will not be authorised for time off to answer civil or criminal charges. All days required to attend court and/or meet solicitors etc. must be taken as annual leave or as an unpaid absence.

Trade Union Duties

We do not recognise any trade union. Whilst you are free to join any union or professional association of your choice, time off for union activities is not permitted during your normal working hours.

Companion or witness in disciplinary or grievance

If you are asked by a work colleague to act as a companion, or you are called as a witness by any manager or another employee you will be paid your normal basic pay for the duration of the meeting.

Unpaid Leave

Unpaid leave is not encouraged, but we understand there may be times when you may need to be away from work for some other reason not covered above. Under such circumstances, and provided that you have at least twelve months service, you should speak to your line manager who will consider your request. Such leave is entirely discretionary and will be considered on a case-by-case basis.

3.17 Taking on other employment

Your main employment is with us and you may not hold any other paid or unpaid employment without our specific prior written approval for you to do so. If you wish to take on any other employment, you must notify your line manager so that we can discuss any implications arising from the Working Time Regulations or any conflict of interest.

3.18 Facilitating good working practices

We aim to be an inclusive firm where everyone is treated with respect and dignity. We respect and value the diversity of all our staff, suppliers and clients.

Code of Conduct

During your engagement, you will be subject to our standards of conduct and rules as set out in the relevant policies and procedures. You are responsible for maintaining high standards of work and personal behaviour and conduct in particular with respect to the safeguarding of children and young people. Please see our Safeguarding Policy for further details.

Equal Opportunities and Diversity

It is the responsibility of every employee to act in accordance with our principles of equality. This applies to treatment of colleagues, members and service users, and anyone else with whom the employee comes into contact through the course of their employment. Staff should take care not to discriminate on the basis of race, age, religion, ethnicity, gender, sexuality, disability or pregnancy. Failure to comply with this will result in disciplinary action. All employees are required to treat all those with whom they have contact with respect, dignity and courtesy at all times.

Our Diversity, Equality and Inclusion Policy reflects our aims and the spirit and intentions of legislation which outlaws discrimination. We recognise that people from different backgrounds can bring fresh ideas and skills. We value diversity and welcome interest from all sections of the community. We are committed to building and reinforcing a culture where people value each other and treat each other with dignity and respect.

We will not discriminate or treat any individual less favourably on the grounds of sex, marital status, race, colour, nationality, ethnic origin, faith, religion, disability, age or sexual orientation.

Entry to employment and promotion or change of post for paid staff, or the equivalent for directors and volunteers, within SCYP is determined by personal merit and abilities. Please also see our Recruitment Policy.

We are committed to keeping requirements and practices under review and will take action where necessary in order to facilitate the recruitment, involvement and development of paid staff, directors and volunteers from all sections of the community. We welcome difference and recognise that action may be needed to give everyone a chance to contribute on equal terms.

It is the responsibility of every individual, both staff and volunteer, to eliminate discrimination by ensuring the practical application of the equal opportunities policy and by reporting incidents of discrimination to an appropriate senior person.

All allegations of discrimination will be treated seriously. Any discrimination is totally unacceptable to SCYP and anyone found to be discriminating will face disciplinary action.

Sexual and racial harassment are forms of discrimination on the grounds of a person's sex or race. This and any other harassment is totally unacceptable to SCYP and any such behaviour is considered a disciplinary offence. All allegations of harassment are treated seriously and all practicable steps taken to prevent the behaviour continuing.

Bullying and Harassment Policy

Harassment is unwanted behaviour which causes distress and annoyance to the victim. It can bring about fear, stress, anxiety and demoralisation in the victim and the damage, tension and conflict which harassment creates make for an unpleasant working environment for all.

We believe all our employees have the right to work in an environment free from bullying behaviour and any form of harassment. We believe that every individual should be treated with dignity and respect

Harassment may be persistent or an isolated incident and may be directed towards one or more individual. It can range from extremes, such as assault, to less obvious forms like ignoring someone. Other forms include physical contact, jokes, offensive language, gossip, slander, emails and letters, posters, graffiti, obscene gestures, isolation or non-co-operation and exclusion from social activities, coercion for sexual favours, intrusion by pestering, spying and stalking.

Harassment will be treated as a serious disciplinary offence. In serious cases, it may result in dismissal. In certain circumstances, harassment may be a criminal offence. Staff should not ignore behaviour which makes them feel uncomfortable but take appropriate action so that the behaviour stops. For example, minor sexual harassment may well be stopped by the victim making it clear to the harasser that the behaviour is unacceptable and must stop.

However, where approaches by the victim have failed or where more serious harassment has occurred the victim should make a formal complaint. It is best to follow the route outlined in the Grievance Procedure.

All allegations of harassment will be treated seriously and confidentially and the matter will be thoroughly investigated and dealt with as quickly as possible. If it is found that an allegation of harassment has been made maliciously, the matter will be treated very seriously and disciplinary action taken against the person who made the allegation.

Whatever the outcome of a complaint of harassment, no-one who has made a complaint will be allowed to suffer victimisation for having made the complaint.

Disability Policy

We will not discriminate or treat any individual less favourably on the grounds of disability.

As an employer, we aim to ensure that no job applicant or staff member receives less favourable treatment on the grounds of disability.

We also aim to ensure that people with disabilities are given equal opportunity to enter employment. In so doing, it will fully consider making reasonable adjustments to working practices, equipment and premises to ensure that a disabled person is not put at a substantial disadvantage. In addition, when staff members become disabled in the course of their employment, every effort will be made through reasonable adjustment, retraining or redeployment to enable them to remain in our employment.

Confidentiality

The unauthorised disclosure to another party of information deemed to be confidential and gained in the course of your work with SCYP may be treated as gross misconduct within the terms of our disciplinary procedure. This includes, contacting or passing information to the press without permission.

Public Interest Disclosure Procedure

We are committed to the highest standards of quality, integrity, openness and accountability. Through team work and good, open channels of communication we welcome and we value the contributions of all to the success of our work.

There may be occasions where staff or volunteers have a concern about inappropriate actions or behaviour in our organisation. Such concerns may include:

- fraud, corruption or malpractice;
- health and safety;
- abuse or neglect of vulnerable people;
- failure to deliver proper standards of service;
- failure to comply with a legal obligation;
- damaging personal conflicts; and

- bullying, discrimination, harassment or victimisation.

We take such concerns very seriously. You must let us know of them at the first opportunity so that we can deal with the matter and take any appropriate remedial action as soon as possible. If anyone has such a concern it should be reported to the Chief Executive Officer or the Chair or the Treasurer for SCYP.

Please also refer to our safeguarding policy which contains procedures for reporting suspected disclosed or discovered child abuse.

We recognise that staff may be deterred from raising concerns because they are worried that they may be victimised for doing so. Anyone justifiably reporting concerns will be protected from any victimisation. Anyone found victimising another for raising concerns under that procedure will be liable to disciplinary action. However, if any allegations are found to be deliberate fabrications against colleagues or against SCYP, the person making such allegations will face disciplinary action.

Please also see our Whistleblowing and Managing Allegations Policy.

Conflicts of Interest

There are times when there can be potential for conflicts of interest. If the goods or services of another member of your family, or those of a company or organisation that you are associated with, are likely to be used by SCYP, you must declare this as soon as you become aware of it.

You should declare on your appointment, any other employment or business interests with which you are, or plan to become, involved.

Please also see our Conflicts of Interest Policy.

3.19 Corrective Action within SCYP

Disciplinary and Dismissal Policy

In any organisation there is a need for rules and standards to guide staff. Our rules are principally laid down in our Disciplinary and Dismissal Procedure, but others are implied in working for us, for example the overriding requirement for care, honesty and confidentiality in handling our affairs and those of others with whom we have dealings.

It is important that any breaches of our rules are dealt with effectively, fairly and consistently in the interests both of us and staff.

In most cases, when minor problems arise, it is possible to discuss the matter and overcome any difficulty with help and guidance. In these situations, we believe it is more important to understand what has led to the situation and to re-establish cooperation and understanding to prevent a recurrence rather than resorting to formal disciplinary action.

We have responsibility for the maintenance of standards both of work and conduct. Leading by example ensures that all staff are aware of the expected standards.

It is important to read and make yourself familiar with the Disciplinary and Dismissal Procedure, which sets out how we will manage unacceptable behaviour.

Please make yourself familiar with our Disciplinary & Dismissal Procedure.

During your probationary period a modified procedure will be used.

Grievance Procedure

This procedure has been designed to allow you to raise work related issues with management. Some examples that may give rise to a grievance are actions by colleagues, clients or our management that upset you.

This procedure has been designed to ensure that work-based issues can be quickly dealt with, and where possible solved at an informal stage. Please familiarise yourself with our Grievance Procedure.

Suggestions and Complaints from Members and Service Users

It is the duty of all members of staff to try and ensure, so far as is possible, that any problem or complaint raised by a member or service user is resolved on the spot or with your line manager, unless the complainant expressly wishes the matter to be placed before the Chief Executive Officer or Board of Directors. Members and Service Users should be made aware that their problem and its resolution will be communicated to the Chief Executive Office. Any formal complaints by members and service users should be referred to the Chief Executive Officer.

3.20 Training and External Meetings

We believe that staff should engage in continuous professional development. You will therefore be expected to attend appropriate training courses, meetings and conferences. Some of these will be outside your normal working hours. Any such training will be considered work and you will be paid at your normal hourly rate.

You will have the opportunity to discuss your training needs with your line manager from time to time. All fees and costs involved will be met by us. If you pay for the training or meeting, we will reimburse you once you provide a receipt, or invoice.

We may ask you to sign an agreement under which you will refund us the costs of the training or development in the event that you leave our employment before we have had the opportunity to benefit from your development.

Training in use of Company equipment

You will be trained in the use of equipment and computer packages and will receive additional training as needed. It is your responsibility to tell your line manager if you believe you are not suitably trained. Suitable training will then be arranged.

3.21 Work Reviews and Appraisals

We operate a system of annual and on-going Regular Work Review for all staff and volunteers. The Regular Work Review acts as a tool in the development of the overall performance of the member of staff and, in turn, furthers the effectiveness of SCYP.

Where performance is identified as falling below an acceptable level we will use the Performance Improvement Procedure to support a return to acceptable performance.

3.22 Use of Company Property

Company property is to be used solely for the purpose of our business and is not for personal use.

You must advise your line manager and the Data Protection Officer immediately if there has been any loss of confidential data relating to clients, young people or partners.

3.23 Personal Property

We cannot accept any responsibility for money, or personal property, of any member of staff which may be stolen or damaged on the premises where you work. You must exercise due care and control over your personal property.

3.24 Dress Code and Standards of Behaviour

We have built up a reputation for a high standard of client service and presentation.

Appearance and attitude are of the highest importance, and all staff are expected NOT to dress in a manner which can be deemed inappropriate by young people or parents within the setting in which they work. Failure to do so may lead to disciplinary proceedings and even dismissal.

3.25 Email and Internet Usage

Please refer to the Acceptable Use of IT Policy.

Private and personal use of email

Email is provided for work-related purposes only and it should not be used for personal or private purposes except in an urgent or emergency situation.

Email Presentation

The style and content of an email should be consistent with the normal standards of letters sent out by SCYP. Ensure that all emails contain SCYP standard header and footer and your own name and job title. Ensure that emails include a disclaimer. Please remember that emails can be legally binding. Re-read, and your email before you press send.

Avoiding computer system overload

Please observe the following points:

- Avoid automatic forwarding of long messages
- Avoid sending large attachments if not necessary
- Avoid subscribing to non-essential news groups or bulletin boards.
- Efficient use of the system
- Check mailbox regularly and respond promptly, within 2 days.
- Security and Confidentiality
- Take care when receiving an email from an unknown source or an attachment from an unknown external source.
- Care should be taken with email addresses, messages can easily be mis-sent
- Recognise that email is not secure and refrain from sending confidential information by email
- Do not send e-mails in someone else's name.

Consequences Failure to Follow Email and Internet Policy

Deliberate or persistent misuse of the computer system and or failure to follow the policy on computer usage will result in disciplinary action.

4 Health & Safety with SCYP

We attach great importance to your health, safety and welfare. You have a personal responsibility for ensuring that you understand and follow our health and safety policy. We will provide and maintain working conditions and equipment for all employees, contractors and visitors that are safe, healthy and comply with statutory requirements and codes of practice.

It is our policy to ensure, so far as is reasonably practicable, the health, safety and welfare of all staff and that anyone else who may be affected by our work activities are protected from risks to their health and safety.

We firmly believe that the success of our health & safety policy relies on the full co-operation of all staff. We welcome feedback from anyone that believes there is any issue that may need to be addressed. We will regularly review our health and safety policy to take account of any significant changes in our operations.

Please also refer to our Health & Safety Policy.

4.1 Risk Assessment

Risk assessments will be carried out in accordance with the Management of Health & Safety at Work Regulations 1999. Any significant findings will be communicated to all staff. The Chief Executive Officer is responsible for managing the risk assessment process. See the Health and Safety Policy for further information.

4.2 Security

Every individual member of staff holds responsibility for taking all due and reasonable care to protect self, colleagues, young people and visitors. If you witness anyone behaving violently or suspiciously then you should follow the contact procedures in the Safeguarding Policy.

For lone workers please refer to our Lone Working Policy.

4.3 Accidents at Work

You should report all accidents at work, no matter how minor, to your line manager and complete the online form provided.

4.4 Smoking

We operate a no-smoking policy. We aim to provide a working environment that is safe and minimises any risks to health. We also aim to make adequate arrangements for your welfare whilst at work. If during a designated break you wish to smoke you must find a designated smoking area.

The use of e-cigarettes in the workplace is not currently prohibited by legislation. Whilst it is recognised that employees may use e-cigarettes as an aid to give up smoking tobacco, it is not known if there are any health risks to individuals from the vapour released by e-cigarettes.

The use of e-cigarettes by any workers or visitors is not permitted on company premises, in company vehicles, or while working on client sites.

A breach of these rules may result in disciplinary action.

4.5 Drugs and Alcohol

We aim to provide a working environment that is safe, which minimises any risks to health and which makes adequate arrangements for everyone's welfare whilst they are at work. The use or abuse of any substances, including drugs or alcohol, by any person may put themselves or others at risk. It may result in harm to themselves or others. It may also result in poor work performance.

A breach of these rules is considered gross misconduct and may result in disciplinary action.

4.6 Driving on Company Business

You may be required to use your own vehicle on company business. However, where possible you should investigate the use of public transport for longer journeys, and use this wherever it is cheaper and does not cause unnecessary inconvenience

Driving Licence and Vehicle Insurance

If you use your own car on SCYP business you must ensure that appropriate insurance cover for such use has been arranged. We will ask to see your Driving Licence, Certificate of Insurance, and up to date MOT Certificate.

If you need your driving licence for your job and you have your driving licence revoked you may be dismissed if you can no longer do your job.

Using a Mobile Phone When Driving

It is a criminal offence to drive (or have another person drive) a motor vehicle while using a 'hand-held' mobile telephone.

Driving includes sitting in a stationary vehicle while the engine is running and a hand-held mobile phone will include any “hands-free” mobile phone if it is held at any point during the call. The use of a hands-free mobile phone, while it is in its holder, will not constitute an offence. However, we recommend that you do not use a hands-free mobile for making or receiving calls if it can be avoided. If you wish to make a call while in your vehicle, you should only use the mobile phone once the vehicle has been parked in a safe place and the engine has been switched off.

If you incur a fixed penalty or fine in relation to the use of a mobile phone while driving, you will be responsible for the fine and associated costs. You must inform the Chief Executive Officer immediately of any fine or penalty points placed on your licence or if you are disqualified from driving.

Safe Driving

You are required to drive in a safe, lawful and efficient manner, in all weather and traffic conditions, observing the recommendations of the Highway Code. If you incur a fixed penalty or fine you will be responsible for the fine and associated costs.

Accidents

If you are travelling on SCYP business you must report any accident to your line manager or the Chief Executive Officer as soon as possible. This applies to any accident whether it is your fault or someone else’s.

4.7 Safety Information

The Health & Safety Policy details all the safety rules. You should familiarise yourself with these rules. Any wilful disregard for health & safety rules will be regarded as gross misconduct.

Personal Safety

We will not accept violence directed towards staff and volunteers while at work. We do not expect staff or volunteers to put themselves at risk while at work. We recognise our responsibilities for the safety of our staff and volunteers and for the provision of a safe workplace and a safe system of working.

We will make every effort to take steps to ensure that the work environment is made as safe as possible, to minimise the risk of violence and we will undertake to make available to staff and volunteers any relevant preventative aids or practical help.

SCYP also puts responsibility, where appropriate, on staff and volunteers to take steps to ensure their own safety.

Fire and Other Reasons for Evacuation

You have a personal responsibility to act with due care and attention to the health and safety needs of themselves and others. Please see our Health and Safety Policy. You should familiarise yourself with its contents.

You are also required to be aware of the fire and evacuation procedures and the location of all fire extinguishers and alarms in the place, or places, where you work.

4.8 Looking after our Environment

Caring for our environment is one of our key responsibilities and an important part of the way we do business. Please refer to our Environmental Policy for further details.

5 Leaving SCYP

5.1 Resignation

Should you wish to terminate your employment, please discuss your decision with your line manager. Your notice, which should be in writing, and be dated, should be handed to your line manager. The period of notice to terminate your employment by either party is specified in your Terms and Conditions of Employment.

Working your notice

At your request, we may be prepared to waive the requirements for you to work some, or all, of your notice period. If we agree to your request you will only be paid for the time you are working with us. If you leave, and do not give the required notice period, you will be paid up to the last day you worked. Holiday entitlement will accrue to the last day you worked.

[This is new information that you might want to consider having in the handbook. Currently you say that the person must work their notice.]

If you commit any act of gross misconduct during your notice period we have the right to terminate your employment summarily without notice.

Exit Interview

You may be asked to attend an exit interview before you leave. We value information that will help to make us a better place to work and welcome any comments you are prepared to share with us. All information provided during the exit interview is treated in the strictest confidence.

5.2 Retirement

There is no default retirement age. This means that you can work up until the age you feel you no longer wish to be employed. As with any other employee, should your performance fall below the level required for the role, you may be performance managed in order to work with you to improve your performance. Should there be no acceptable improvement, following the normal performance management process, you may be dismissed due to inadequate capability.

You will also remain subject to all processes and procedures as set out in section 98 of the Employment Rights Act 1996.

5.3 Redundancy

It is our intention to offer security of employment. However, circumstances may arise which necessitate a reduction of staffing levels leading to a situation of redundancy. We recognise the value of all staff and regret that we may have to dismiss in such circumstances.

In all cases support and guidance will be offered to assist individuals to seek alternative employment.

5.4 Other termination information

Garden Leave

We may insist that notice is taken as 'garden leave', during which time you will continue to receive your salary and benefits, but will not be required to attend our premises, nor will you be permitted to contact our clients, suppliers or your fellow employees.

During a period of garden leave you may be required to undertake duties at home (although we do not guarantee that work will be provided or expected). We also reserve the right to change the nature of your work. We may also ask you to resign from any office(s) you hold.

Please also note that during a period of garden leave you must not work for any other company or undertake paid work on your own behalf.

Payment in lieu of notice

We reserve the right to make a payment in lieu of notice (PILON) under certain circumstances.

Final Payment

Your final salary will include all the monies owed to you, together with any outstanding holiday pay and expenses. If you have taken more holidays than your entitlement at your date of leaving, a deduction will be made from your final salary.

Your final salary will be paid in the next available payroll following your date of leaving. Your P45 will be posted to you as soon as possible after your last salary payment has been processed.

Returning property

When your employment with us ends, please ensure that all property and information, including tools, files, keys, mobile telephone and portable computer which belongs to us is returned to your line manager on your last working day. We will not release final payments until all items are received and accounted for.

You must irretrievably delete any information relating to the business of SCYP stored on any magnetic or optical disk or memory and all matter derived from such sources which are stored on your personal equipment.

References

We do not give open 'to whom it may concern', references to employees leaving our employment, but will normally reply to written requests from prospective employers who should be advised to direct such requests to the Chief Executive Officer. References will only be provided where you have agreed that we can do this.

Whilst employees may provide personal references for their colleagues, such references should be clearly marked as such, and our headed notepaper or email system must not be used to give personal references.

Restrictive Covenant

Your Terms and Conditions of Employment will state any restrictions that will become effective following termination of your employment. Please refer to this document to see the restrictions that have been placed on you and timescales involved.

6 Policies and Procedures

The following is a list of our policies and procedures (in alphabetic order).

These can be viewed on our website at www.sussexcyp.org.uk or through the Company Documents section on PeopleHR.

Policy Name	Version	Date Created
Acceptable use of IT Policy	1.0	May 2017
Conflicts of Interest Policy	1.0	November 2015
Data Protection Policy	1.0	June 2018
Disciplinary and Dismissal Procedure	2.0	November 2018
Diversity, Equality and Inclusion Policy	3.0	September 2018
Environmental Policy	1.0	May 2012
Finance Policy	1.0	May 2012
Grievance Procedure	1.0	November 2018
Health & Safety Policy	2.0	September 2018
Performance Improvement Procedure	2.0	November 2018
Recruitment Policy	1.0	September 2018
Safeguarding Policy	3.0	September 2018
Sickness Absence Policy	2.0	November 2018
Whistleblowing and Managing Allegations	2.0	September 2018