



Staff Handbook September 2023-2024

AIM:	To provide staff with clear guidance on the processes and procedures for CWP activities
NAMED STAFF/PERSONNEL WITH SPECIFIC RESPONSIBILITY FOR POLICIES AND PROCEDURES	<ul style="list-style-type: none"> • Lead – Steve Egan • Deputies – Anita McGreevy • Nominated Trustee – Bill Adams
DISTRIBUTION:	<ul style="list-style-type: none"> • CWP staff • Website
DATE FOR IMPLEMENTATION:	1 st Sept 2023
DATE OF NEXT REVIEW:	31 st Aug 2024
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Staff Handbook

WELCOME to Creativity Works Preston

We are dedicated to excellent quality and service and recognise that we will only achieve that if we look after our employees.

CWP was established in September 2014 to provide education and training to disengaged people.

We deliver government funded training for learners aged 14+ but with special focus on those aged 13-19. We offer an integrated programme of work experience and in-house training, helping people to develop knowledge and skills to achieve their educational and employment goals.

Our aim is to be a fair, caring and inclusive employer in within which all employees, at every level, are equally valued.

We hope that you enjoy your employment with CWP and wish you every success.

Steve Egan
Chief Executive

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INTRODUCING CREATIVITY WORKS PRESTON

Creativity Works Preston (CWP) is a company Limited by Guarantee and a Charity.

It was 'born' from the closure of CSV Springboard Preston which had developed a bespoke service to provide alternative education to disengaged young people aged 13-19.

CWP is based upon the Danish Production school model and our model is Production Education.

The crux of the learning environment and pedagogy is learning through doing; practical work and the solving of tasks in a working community aimed a real production and marketing of goods and services.

Mission Statement

To provide an inclusive, professional and supportive learning environment for individuals irrespective of their circumstances or background.

We believe passionately in partnership and will work with existing providers, such as Preston College, to provide complementary not competitive services. The learners will be at the centre of everything we do.

Our programmes and activities are designed to help us achieve three main priorities:

1. Be an innovative and responsive learning provider
2. Invest in people and communities
3. Strive for continuous improvement

Seven key values inform our work.

1. We believe that everyone has something to offer. We value all people equally and we welcome people from a diverse range of backgrounds.
2. We provide high quality and innovative training that meets the needs of learners, funders and communities.
3. We work in partnership with other organisations to enhance the service that we provide.
4. We design imaginative learning programmes that widen participation in learning.
5. We encourage people to participate in areas where they might normally feel they cannot.
6. We recognise the contribution of staff and volunteers and encourage their continuing professional and personal development.
7. We have the confidence to celebrate success, to recognise and solve problems quickly and to learn from our mistakes.

CWP operates principally in the city of Preston and the surrounding area. We offer training opportunities from a dedicated and well-equipped training centre.

A significant proportion of our learners have not achieved well at school and need additional support to make the transition from education to work and training. Many of the barriers to learning are social, with some of Preston's most deprived wards within our catchment area.

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HOURS

Normal working hours for CWP staff are from 08.45 to 15.30, Monday to Thursday, 08.45-15.00, Friday, with half hour per day for lunch, 30.5 hours per week. If you are required to work different hours to these it will be specified in your offer of employment.

VOLUNTARY REDUCED TIME

There may be occasions when you would like to reduce the hours you work for a short period to give you more time to deal with some matter in your private life. Such a matter might be a course of higher education or looking after a sick relative.

CWP will consider sympathetically such requests to reduce hours worked subject to the following:

- (a) the initial maximum period of such a temporary adjustment would be one year.
- (b) salary and other entitlements such as holidays would be adjusted pro rata.
- (c) we would guarantee you a return to your previous working hours at the end of the agreed period.
- (d) it must be possible to arrange satisfactory cover for your work to be done while you are on reduced time.

Where a request is granted the terms of the reduction in time will be set out in writing.

JURY SERVICE OR ATTENDANCE AT COURT

Whenever possible, arrangements will be made to enable those called for Jury service to carry out their duty. Should you be called as a witness in a court case, please explain to the party calling you that a witness summons is required by CWP to enable you to be free to attend.

PUBLIC DUTIES

You are entitled to such time off work with pay for public duties as set out under statute. This applies to a member of staff who is a Justice of the Peace, or a member of a:

- (a) local authority,
- (b) a statutory tribunal,
- (c) a police authority or the National Crime Squad,
- (d) a board of prison visitors or a prison visiting committee,
- (e) a relevant health body,
- (f) a relevant education body,
- (g) the Environment Agency or the Scottish Environment Protection Agency,
- (h) a relevant Scottish water body.

In addition, this may also apply, at CWP's discretion, to a member of staff who is a member of the managing or governing body of any educational establishment, a local authority election candidate, general or by-election candidate or agent.

How often and how long you will be entitled to take time off will depend on:

1. how much time off is required for the performance of the duties
2. how much time off you have already been permitted
3. the work pressure at the time, and the effect of your absence on the running of the business.

CWP encourages its staff to become involved as volunteers in the community and will sympathetically consider requests for flexibility in working hours to make this possible.

UNPAID LEAVE

Staff at CWP normally work in small teams and for this reason it can be difficult to agree to long periods of unpaid leave. If you wish to make a request for unpaid leave you should do this in writing to your manager for their consideration.

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COMPASSIONATE LEAVE

Requests for compassionate leave will always be considered sympathetically by your manager, at whose discretion leave may be granted. The sort of event which would lead to a grant of compassionate leave would be a bereavement or serious illness of a close relative.

CHRISTMAS HOLIDAYS

CWP will close over the xmas period. There will be three extra day's holidays (pro rata for part time staff) over the Christmas/New Year holiday period as we will close between Christmas and New Year. Staff may want to plan their annual leave considering that some days may need to be taken at this time.

STAFF DEVELOPMENT

CWP is committed to staff development, learning and training at every level in the context of the operational needs of the organisation. Staff development and learning needs are identified through progress meetings and annual appraisals.

The Centre Manager (CM) is responsible for ensuring that members of staff can discuss their development and learning needs through progress meetings, team meetings and annual appraisal. Members of staff are expected to be active in pursuing their learning and development needs in relation to their work. Requests for training can be made through discussion with the CM.

Every member of staff is required to keep a record of personal development and learning in relation to their work. Senior Managers review annually the organisation's commitment to staff development.

Your progress is reviewed by the CM on an annual basis, at the end of the academic year in a meeting which both parties will prepare for. The discussion will cover your strong points and your development needs, work progress, training, and your absence record. In addition to this you will also receive regular supervision meetings to discuss your progress within your role.

Training

All employees will be encouraged to undertake training relevant to their present job or personal development. Where payment by CWP is required or the training is to take place in CWP time, consideration will be given to both the need to get the job done and the availability of finance.

Training courses should be non-residential and in working hours whenever possible. In those circumstances where residential are unavoidable or positively desirable, efforts will be made to ensure that staff are not prevented from attending because of the need to support dependants, poor access, or any other discriminatory cause.

Records of training undertaken will be kept so that it will be possible to establish if any discrimination in access to training appears to be occurring, and for remedial action to be taken.

CWP is committed to ensuring equal access to all staff to training including part time workers.

TRADE UNION MEMBERSHIP

You are free to join a Trade Union.

PAYROLL QUERIES

General Enquiries

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If a member of staff has any query regarding their pay, they should contact the Finance Officer. In the case of tax queries, you may need to contact the Tax Office directly.

EXPENSES

CWP will reimburse expenses necessarily incurred during work which are over and above those which you would otherwise have incurred (subject to a general limit of those expenses being reasonable). For example, if you travel to work via a work appointment at a total cost of £3, CWP will reimburse £3 less your normal cost of coming to work.

Definition

Personal expenses come under three main categories:

- a) Goods and services supplied wholly and exclusively for CWP's business use, which have been paid for personally by a member of staff. (For example, staff travel and subsistence and the purchase of stationery, stamps, etc. for the office).
- b) Goods and services supplied for the use of an individual member of staff but invoiced directly to CWP. (Examples of this type of expenditure would include invoices for air fares, rail travel, car hire, taxi fares, hotel accommodation, meals, external training courses and conferences, which have been sent to CWP).

Authorisation

Expenditure paid for personally by you should be reclaimed using personal expenses claim form, which should be authorised by your manager who may refuse to authorise a claim if you did not have authority for the expense in advance. Prior authorisation is therefore prudent.

Invoices of a personal expense, which are addressed to CWP, also require the authorisation of the individual's manager before payment is made. For example, invoices from hotels, car hire companies, travel agents, airlines or organisations carrying out staff training/conferences must be authorised by the manager of the individual incurring the expense, even when the invoice is addressed direct to CWP.

Claims Procedure

Provided the expenses claim is received and authorised by the monthly deadline date, reimbursement will be made by credit transfer directly into the individual's personal bank account, generally within the first three working days of receipt.

Personal Floats

Where staff incur regular and substantial expenditure on behalf of CWP it may be appropriate to arrange for them to receive a personal float to ensure that they are not out of pocket at any time. Contact your manager for further details.

OTHER LOANS

CWP does not normally make personal loans to members of staff. However, if you do have a financial problem, please discuss it with your manager. CWP will in some circumstances, cash flow permitting, make an advance on your monthly salary to help you with your problem.

Staff should not borrow from, or lend to, colleagues; all too often this leads to unhappy working relationships.

DEPENDANT CARE ALLOWANCE

From time-to-time CWP staff may be asked to undertake work or training outside their normal working hours.

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To ensure that staff who have caring responsibilities for human dependants are given equal opportunities of access CWP has a dependent care allowance scheme. Staff should check in advance with their manager as to eligibility.

All staff, irrespective of grade, may claim an allowance for additional costs incurred for 'dependent care' when they attend training courses or conferences which are outside normal working hours.

PRESS AND PUBLICITY

All publicity is of great importance to the development of our work. We cooperate with journalists and the media whenever possible. Below are some guidelines for dealing with press enquiries about the work of CWP.

- (a) If you receive an enquiry from the national media, please take the name, number, and details of the caller, find out what they are interested in and when their deadline is, and promise to call them back. Contact your manager straight away to discuss the best way to maximise the opportunity for coverage.
- (b) All local staff should readily and happily give information on local schemes and projects to local press.
- (c) In giving information about CWP everyone should distinguish between facts which, within reason, we readily make available and opinion which should only come from the Chief Executive, or someone specifically delegated by him/her.
- (d) If approached by a journalist (or anyone else), be ready to answer questions of fact, e.g.: young people's allowances, number of volunteers, types of placements etc.
- (e) If asked for an immediate response on a particular issue, however, check with your manager and then ring back. This allows time both to think about what is best said/unsaid and to confirm CWP's position and is an accepted procedure. Make sure you **DO** ring back and by the time you said you would.
- (f) If in doubt check with the CM.

SUPPORTING BIDS FOR OTHER ORGANISATIONS

If in your CWP capacity you are asked to support bids such as applications for funding to Trusts, Foundations, Lottery Boards etc. for other organisations please check with your manager first to find out if you are authorised to do so. Sign documents only when you are confident that your knowledge of the organisation is sound.

FEES FOR TALKS GIVEN

You may sometimes be in a position of giving a talk to or for another organisation, for which a fee is paid. The general rule is that if you go for the talk in CWP time then CWP gets the fee and pays your expenses. If you do the talk in your own time, then you keep the fee and pay your own expenses. You would be responsible for settling any tax or National Insurance liability which may arise.

It is possible for you to give a talk at the weekend but to count it as being during CWP time. In this case you may take time off in lieu, you may claim expenses from CWP, but the fee will be payable to CWP. If on the other hand you choose to regard a weekend working as being in your own time you cannot take time off in lieu, you cannot claim expenses, but any fee payable would be yours.

TELEPHONES & INTERNET

Telephones are essential tools in our work. Always make a note of what you want to say on the phone beforehand and never hold on; ask them to call you back.

Personal Usage

Whilst no charge is made for personal use, please restrict usage to urgent matters which you can deal with in no other way and make them brief.

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PERSONAL INFORMATION

A record is kept of your home address, and next of kin for emergency use. Should there be any change, please inform CWP immediately.

DATA PROTECTION (GDPR)

CWP holds significant amounts of personal information and is registered with the Information Commission Office (ICO). It is important to ensure that we comply with the legislation to protect those who are the subject of the data. Also, the consequences of not doing so can be severe.

Please keep confidential, personal, and sensitive data secure. This means storing information in lockable cabinets, not leaving information unattended, for example, on a desk or in an unlocked office and shredding manual records before they are disposed of.

For more information on handling personal data please see CWP Information Security Policy and the Data Protection Act 2018 and GDPR.

REST BREAKS

We expect you to need a break at midday and generally to take it. Pressure of work may sometimes mean you have to work through your lunch break, but it is not something we expect or encourage as a regular thing.

PERSONAL POSSESSIONS

Unfortunately, purses and wallets have occasionally been stolen. It is your duty to protect your valuables; CWP cannot be held responsible for any losses incurred. Each room should have a place where personal possessions can be locked away. In case of difficulty please speak to your manager.

FIRE

There is a special need to take precautions against fire:

- Never wedge open fire doors; it is an offence to do so, as they are designed to stop fire and smoke spreading.
- Please make sure you know where the fire extinguishers and the exit routes from your office are. If you see a fire, sound the alarm and leave the building.
- Fire drills are held regularly; please cooperate by leaving the building immediately.

CWP has a no smoking and vaping policy in and around all buildings. Full details can be found within the Fire Risk Assessment Policy.

CWP AND THE ENVIRONMENT

CWP believes that whilst working effectively and economically we should also take whatever steps we can to help protect the environment. We will always comply with the relevant environmental legislation and regulations as the bare minimum. We will strive to surpass these requirements and set our own high standards when there is an opportunity to do so. Full details can be found within the Environmental Policy.

CUSTOMER FEEDBACK

If you receive complaints about CWP, whether in writing or not, you are expected to deal with them quickly and effectively. For every person who raises a complaint there are probably others who feel or think the same but do not raise it with us. We therefore take complaints seriously and we are grateful to those who make them as each complaint gives us an opportunity to improve our services.

You are most likely to receive complaints from people we provide a service to. You should acknowledge the complaint in 5 working days. You should report the matter to your Line manager and discuss what course of action you will take. This action is likely to include making enquiries from other staff to establish the facts of the complaint. It is important that the name of the complainant is not revealed to those staff.

When the facts are established, a letter will need to be written to the complainant within 10 working days of receiving the complaint setting out the findings; apologising if that is appropriate, explaining the remedial action which has been taken and giving the complainant details of the writer's manager, should they remain unsatisfied. Any customer feedback, be it a compliment, minor dissatisfaction, or serious complaint, should be passed to the CM.

WORKING AS A TEAM

Team working is an important feature of CWP'S work. It is regarded as significant in the sharing and development of 'good practice' and an informed approach. CWP, therefore, places a value on the potential of team working in the development of individual staff.

CWP is committed to team building activities and to this end you will normally have one day out of the office for such an activity with your team. The date of this day out will be dependent on work commitments of the team.

LEAVING INTERVIEWS

When you leave you will be offered an interview by your manager's manager the purpose of which is to provide an opportunity for you to give feedback on your experience at CWP which may help us to make improvements in the future.

PAY

CWP will strive to offer its employees a fair rate of pay and one that recognises hard work whilst understanding that as a charity we are custodian of public money. CWP is committed to and adheres to the 'Living Wage'.

Pay Date

Our pay day is the last Wednesday of each month. Provided that you have worked throughout the month, payment is always made for the full calendar month (i.e., one twelfth of annual salary).

Pay for Part Periods

Pay for part periods is calculated by taking the annual salary and dividing by 260 (the number of working days in the year) to obtain a daily rate. This daily rate is then multiplied by the number of working days during which the employee was employed in the period in question.

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Pay method

Salaries are normally paid monthly by direct bank transfer.

Pay slips

An itemised pay statement showing details of your salary and all deductions is available online through Freeagent.

Pay Rises & scales

CWP aims to make Annual increases at the rate of inflation. This will take place at the start of each financial year, finance permitting.

In addition, a percentage of any surplus will be shared equally amongst all staff on a pro rata basis providing they have achieved all agreed objectives in the appraisal.

The percentage allocated to bonus payments will not exceed 33% or a maximum of £5,000 per person.

CWP has 6 basic pay scales

1. Learner
2. Non-teaching support staff
3. Project support staff
4. Tutors
5. Coordinators
6. Managers

Scale 1 Learner relates to apprentices or learners on government programmes.

Scale 2 Non-teaching support staff refers to non-tutor staff such as reception, caretaker, and support workers.

Scale 3 Project support staff refers to administrators, tutor assistants

Scale 4 Tutor refers to staff who work directly with learners.

Scale 5 Coordinator refers to individuals who have additional responsibilities within their roles such as IV.

All pay increases are subject to business needs and final approval by the management board.

Recovery of advances, floats and loans

CWP reserves the right to recover on demand any outstanding staff loan (including salary advances and personal expenses float). On termination of employment, outstanding loans and floats are deducted from any final salary payment made. Where the final salary is insufficient to recover the full amount due, the balance will become payable immediately.

Salary advances on the current month's salary are always recovered in full later in the same month by deduction from the net salary payment due.

PENSION ARRANGEMENTS

CWP offers pensions under NEST. Speak to the finance officer about enrolment and details.

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Use of your car for CWP business

As a general rule your personal vehicle should not be used for CWP work. You should always use public transport where possible, but some exceptions to this may be when using your own car will

- save time
- be less costly to CWP
- be safer e.g. if you are collecting petty cash from the bank
- be more convenient e.g. when transporting training or display materials.

Business use of a car can be taken to be anything other than commuting to and from work. Business use would include picking a colleague up from the train station or airport so be aware of this when offering the use of your own car.

Before using your car for work purposes, you must obtain your manager's permission. Your manager will check that you have a valid driving licence, insurance and MOT and will take copies of these documents for their records when you start and on a yearly basis. It is your responsibility to ensure that you have additional insurance on your car covering you for work use.

Mileage rates are payable at 45p per mile.

PROBATIONARY PERIOD

All employees of CWP are appointed subject to a six-month probationary period. Towards the end of this period, you will be seen by your manager to discuss your progress. If this is satisfactory a letter confirming this will be sent to you. If your progress is not felt to have been satisfactory your probation may be extended by not more than 3 months or, alternatively, your employment may be terminated by 1 weeks' notice (see your letter of appointment)

TIME OFF FOR SICKNESS

If you are absent owing to sickness, you should telephone your immediate manager or, failing that their manager, to report that you are unable to come into work, to explain the reason for your absence and to say when you hope to be back.

If both your manager and your manager's manager are not available, you must speak to someone else within your team who can relay your message to your manager.

Under circumstances where you are physically unable to telephone, arrange for someone else to ring. Try to do this before 9.30 am but no later than 10.00 am so that your work schedule may be rearranged.

If you are absent for a period of one, two or three days, you are not required to produce any documentary evidence in support of your sickness, but your line manager may wish to discuss repeated short absences due to illness. If you are absent for four, five, six or seven calendar days you will, on your return to work, be asked by your line manager to complete a 'self-certificate' stating why you were away.

If you are absent for eight or more calendar days (including weekends) you must send a doctor's certificate (or, if your sickness continues a series of certificates) to your line manager.

If you need time off work to nurse a dependent, such as a sick child please speak to your manager about using annual leave or compassionate leave. If this cannot be arranged this absence will be treated as if it were your own sickness. Thus, not only will it count against your own entitlement to be paid sick leave but you will also have to produce medical evidence of an illness lasting more than eight or more calendar days.

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Your entitlement to pay during periods of sickness is as follows: -

During 1st year of service	any sickness in the first 4 weeks is unpaid
During 2nd year of service	2 months full pay and 2 months half pay
During 3rd year of service	4 months full pay and 4 months half pay
During 4/5th year	5 months full pay and 5 months half pay
After 5 years of service	6 months full pay and 6 months half pay

For this paragraph, all months contain 22 working days. Where your entitlement to statutory sick pay exceeds the above entitlement, you will be paid statutory sick pay.

Failure to comply with the reporting procedure, without good reason, can result in dis-entitlement to sick pay and may be treated as a disciplinary matter.

If you are absent because of illness or injury caused by a Third Party, you may be able to obtain damages. If so, those damages may include an element for loss of earnings. If you receive any sick pay for the period of absence, this shall be treated as a loan repayable by you on receipt of damages for loss of earnings. The repayment will not exceed the damages recovered by you less a reasonable deduction in respect of your legal costs. You must supply CWP with details of any claim you make, including details of any judgement or settlement.

LONG TERM SICKNESS

If you are, or are likely to be, absent due to ill health for a long period, your manager will contact you to seek your consent to approach your doctor for a medical report.

You will be informed of your rights under the Access to Medical Reports Act. In consultation with you and with the help of the medical report your manager will consider whether alternative work is available, or any adjustments can be made to your job to enable you to return to work.

You do not have to give your consent to us approaching your doctor. In such a case this procedure will continue without the medical information.

If your job can no longer be kept open and no suitable alternative work is available, your manager may have a meeting with you where your dismissal may be considered. At the meeting you have a right to be accompanied by either the representative of a union recognised for your job, or a CWP employee who is a work colleague. You have a right of appeal to the next senior manager whose decision is final.

HOLIDAY & BANK HOLIDAY ENTITLEMENT

Full time employees with one or more years of service are entitled to 170 hours paid annual leave per year. Part time staff are entitled to leave pro rata.

New members of staff are entitled to 150 hours paid leave, pro rata for PT. The leave allocation for Staff who begin work after the leave year begins will be completed at the outset and form part of terms and conditions.

Staff are also entitled to public holidays as days of leave, (e.g. in England and Wales, New Year's Day, Good Friday, Easter Monday, May Bank Holiday, Spring Bank Holiday, August Bank Holiday, Christmas Day and Boxing Day) pro-rata for part-time staff.

Staff may be required to take some of their annual leave at a time that will suit CWP. When making such a request managers will give the member of staff the appropriate notice. For example, this could happen when someone is working their notice and workload has reduced and over the Christmas period to enable the office

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to be shut between Christmas and New Year or at the end of the academic year (staff should bear this in mind when planning their holidays).

Staff wishing to observe other holidays (for example religious festivals) must count these as part of their annual leave entitlement.

The holiday year runs from 1st September to 31st August. All leave should be taken within that period. Up to 30 hours may be carried over into the following holiday year subject to approval by the CEO. This will be pro-rata for part-time staff. Entitlement to holiday will accrue with each completed calendar month worked at one twelfth of the appropriate yearly rate. You may take your holiday for the current holiday year before it has accrued.

If you leave CWP employment, an adjustment will be made in the final payment of salary to you, either by way of an additional payment of salary at your normal rate in respect of holidays accrued but not taken or by way of similar deduction in respect of holidays taken but not accrued. Annual leave must be agreed in advance with your manager.

Work Life Balance and Flexible Working

CWP recognises that work life balance policies can play a key role in allowing employees to combine work and family responsibilities and can enhance the equal opportunities of staff with family or caring responsibilities. The conditions of CWP's Work Life Balance Policies are set out in the Staff Handbook

Requests to rearrange working conditions to consider family or caring responsibilities from staff will be considered sympathetically by CWP. Arrangements that may be considered would be part-time hours, job-sharing, working from home or allowing staff to work their hours flexibly. It should be recognised that any requests for change will have to accommodate work priorities.

CWP recognises that flexible working can be a requirement for different people at different times and will therefore not dismiss any request for flexibility in working pattern without consideration and balancing of individual and business needs.

Leave within term time.

Staff can take a maximum of 1 week in school term time. Additional requests may be granted subject to operation requirements.

Procedure for taking time in term time.

Staff should firstly verbally agree the time with the manager. This should be confirmed in writing via email with requested dates and times. Staff should then agree cover with a colleague. The onus is on the member of staff who is off to set the work and the activities to be carried out before going on leave.

This should be done verbally with the member of staff who you have identified and has agreed to cover and then confirmed in an email to the colleague, cc in all staff members to make sure they are aware of what has been agreed. The email should be brief and to the point. For example,

'Hi Steve, as agreed, I will be away from the office for 5 days, Monday to Friday. Three post 16 students will not be attending, I have emailed/Facebooked them and they have responded so are not due to be in. Of the students that are in, Billy will be working independently with work set by myself. This work can be found within One File and in the resource section. Billy is aware that you will be responsible for his supervision and that you will pay his lunch money, £2.20 per day, MTW and be available for support if needed. Tommy needs to be directly supervised and we have met with him and agreed that he will be in your room, and you will be setting work for him like any other student'

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DENTAL AND MEDICAL APPOINTMENTS

You should make every effort to make appointments at times which cause least disruption to your work, for example last thing in the afternoon or at weekends. Where time is lost by attending such appointments, you will be expected to make it up. If this is not practicable, you should take the time involved as annual leave. Time off for dental and medical appointments must be taken only with the prior consent of your manager.

Maternity Benefits

If you become pregnant you are entitled to three rights regardless of your length of service. These are: time off for antenatal care; maternity leave and the right to return to work. You may also be entitled to maternity pay subject to certain conditions listed below.

Antenatal Care

You are entitled to paid time off for antenatal care, which may include relaxation and parent craft classes as well as medical examinations, regardless of the hours you work and your length of service. Except for the first appointment, CWP may ask for a medical certificate confirming your pregnancy, plus sight of an appointment card or something similar.

Notification for maternity leave and pay

Staff should notify CWP in writing no later than the end of the 15th week before your baby is due (or as soon as reasonably practical). Your notification should state the following:

1. that you are pregnant
2. when the expected week of childbirth will be
3. when you intend your maternity leave to commence (this can be no earlier than 11th week before the expected week of childbirth).

If you qualify for maternity pay you must also give medical evidence of the expected week of childbirth, at least 28 days before you want your pay to start. Maternity certificate Mat B1 can be used for this purpose.

CWP will then write to you within 28 days of receiving your notification, confirming the end date of your maternity leave period. If you decide you want to return to work before that date you must give 28 days' notice.

Paternity Leave

If you have parental responsibility of a new born or newly adopted child you are entitled to two weeks paid paternity leave, which will be paid at the normal rate of pay, providing you have worked continuously for CWP for at least 26 weeks either ending with the 15th week before the baby is due and up to the birth of the baby or the week in which the child is matched for adoption

You may choose to take either one week or two consecutive week's paternity leave. Leave cannot start until the birth of the baby or placement of the adopted child but can start on any day of the week on or following the child's birth or placement but must be completed within eight weeks of the actual birth or placement.

To take paternity leave you must inform CWP that you intend taking leave as soon as possible but no later than one month before the leave will be taken.

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Parental Leave

Staff who have children under the age of 18 are entitled to parental leave which is an unpaid leave in addition to maternity and paternity leave. To qualify for parental leave, you must satisfy the conditions set out below:

- You must have completed at least one year's continuous service with CWP.
- You must give at least 21 days' notice in writing of the dates on which your leave period begins and ends or as soon as practicable; Please complete the 'Parental Leave Form' copies of which can be obtained from your manager.
- You must provide medical evidence of the date the baby is due or the date of placement of the adoption or your child's birth certificate

Your manager will tell you if you can take the time off as you requested.

How parental leave is taken

You can take a maximum of 4 weeks' parental leave in a year. The total no of weeks you can take off for each child is 13 weeks. Parents of disabled children can take 18 weeks for each disabled child. This leave can be used up until your child's 18th birthday. You can take leave in blocks or multiples of one week, e.g., one week, two weeks but not 3 days or one and a half weeks. However, if your child is disabled you can take leave in blocks or multiples of one day. Whether a child is disabled or not is determined by whether the child is entitled to disability living allowance.

Emergency Leave

You have the right to take a reasonable amount of time off work to deal with an emergency involving a dependant. Time off for emergencies is unpaid and allows you to deal with unexpected or sudden problem and make any necessary longer-term arrangements; some examples are given below:

- If a dependant falls ill or has been involved in an accident or assaulted.
- To make longer term care arrangements for a dependant who is ill or injured.
- To deal with an unexpected disruption or breakdown in care arrangements for a dependant.
- To deal with an incident involving your child during school hours.

In this context a dependant is the partner, child or your parent, or someone who lives with you as part of your family. It does not include tenants or boarders living in your family home, or someone who lives in the household as an employee, for example a live-in housekeeper. A dependant may also be someone for whom you are the primary carer or the only person who can help in emergency. In most cases, the amount of time off will be one or two days at the most, but your manager will consider your individual circumstances when deciding the amount of time off. You must tell your manager as soon as possible the reason for your absence and how long you expect to be away from work.

Flexible working

If you:

- are the mother, father, adopter, guardian, or foster parent of a child, or
- are married to or the partner of the child's mother, father, adopter, guardian or foster parent, or
- care or expect to care for a spouse, partner, relative or someone who lives at the same address as you, you have the right to work flexibly to care for that person.

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To be eligible you must have worked for CWP for 26 weeks and have not made any other application for flexible working in the last 12 months. If you want to make a request to work flexibly you should speak to your manager who will give you information regarding how you go about this.

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GRIEVANCE PROCEDURE

Individual Disputes

Every employee has a right to express a grievance relating to their employment. The following procedure is designed to ensure that this takes place in as clear and constructive a way as possible. It is CWP's intention to ensure that grievances are aired and settled as quickly as possible.

Employees are expected to have informal discussions with the individual who the grievance is against. If this is not possible, the matter should be raised with their immediate manager who will try to help to settle their grievance before resorting to the formal procedures outlined here. If the grievance cannot be resolved informally the member of staff should follow the grievance procedure as follows:

- (a) The employee must set out the grievance in writing and send it to their immediate manager, who shall attempt to settle it. If the grievance is against the line manager, then the grievance should be sent to the CEO or, if it is against the CEO, The Chair of Trustees.
- (b) The manager will write to the employee within 5 working days inviting them to a meeting where the grievance will be discussed. The grievance meeting will take place within 5 working days of the date of the letter unless the time needs to be extended because of pragmatic reasons such as being in different geographic locations.
- (c) If dissatisfied with the outcome, the employee can appeal the decision by sending a request in writing to the Chair whose decision is final. In the case of the original grievance being heard by the Senior Manager, the employee can appeal the decision by sending a request in writing to the Chair outlining the reasons for the appeal.

Representation

Staff may be accompanied or represented at all stages of the procedure by a fellow employee, a trade union representative or an official employed by a trade union. Managers hearing grievances may choose to be accompanied by another manager.

Group Disputes

Should a matter arise concerning a group of CWP employees, the elected union representatives have a right to discuss it with the CWP Manager but can choose to follow the procedure from 1 (a).

At no stage in the procedure shall either side be represented by more than 3 people, including any personal appellant who would be a trade union representative, or an official employed by a trade union.

Status Quo

Every effort shall be made to resolve the issue at each stage. Until the procedure has been completed and the result is known there will be no partial or general stoppage of work or other unconstitutional action or lockout. Pending settlement of any dispute the same conditions that obtained prior to the disputes shall continue although by mutual agreement, conditions whose continuance exacerbates the dispute, by be temporarily changed.

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DISCIPLINARY PROCEDURE

Our disciplinary procedure is designed to be fair to all and to ensure that everyone has a chance to put their side of the case. It applies to all staff who have successfully completed their probationary period. The aim of this procedure is to encourage improvements in your conduct and performance and to deal with these issues fairly.

Informal stage

If your work or conduct is considered unsatisfactory your immediate manager will, as part of the normal supervision of your work, arrange to explain any shortcomings and suggest ways of correcting them in the future. This does not form part of the formal disciplinary procedure but ensures that normally matters are not raised through the disciplinary procedure unless they have first been discussed informally. In lay terms, you have the right to expect to be told promptly if your manager has any issues with your work.

If your manager raises something with you which they feel may lead to disciplinary procedure being taken notes will be taken at the meeting. If this is to happen your manager will inform you at the start of the meeting. At the end of the meeting, they will write to you confirming what the points were and the time scale within which improvement is sought. If you feel this letter does not reflect what was discussed with you it is up to you to raise this with your manager.

Formal Procedure

First written warning

If your work or conduct continues to be unsatisfactory or is unsatisfactory in some manner which makes the steps outlined above inappropriate, your manager will write to you explaining what the issues are and invite you to a meeting for the problem to be discussed. You will be given every opportunity to explain your side of the matter. The meeting may be carried out by your manager, or by a manager delegated to conduct the meeting. The delegated manager will be somebody in your management line.

If the manager conducting the meeting feels it is appropriate you will then be given a formal written warning stating that if your work does not improve within a stated time (which will normally be within one and three months) or your conduct is repeated, you may be given a second written warning. The letter will clearly state what the issues are and what changes need to be made and in what timescale.

However, in some cases where a disciplinary procedure results in a written warning being given, the manager concerned will make it clear that if there is a repetition of the conduct which caused the warning, it will be treated as gross misconduct so that dismissal might follow without a further warning. The relevant Senior Manager will be advised of the outcome of the meeting.

Final written warning

If the offence is sufficiently serious or if your performance or conduct does not improve a further meeting may be held which may result in a final written warning being given. At the same time, you will be warned that if your work does not improve within a stated time (again normally within one and three months) or your conduct is repeated you may be dismissed without any further warning.

Dismissal

If, when all these steps have been taken, the situation is still not satisfactory you may be invited to a further meeting after which you may be dismissed. Only the relevant Senior Manager, or in specific circumstances someone directly authorised by the Director/s may dismiss you.

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Gross Misconduct

In the event of extreme misconduct such as theft or assault upon another employee, you will normally be suspended on full pay, pending investigation of the circumstances. Such investigation will take place within 5 working days of your suspension.

The investigation will be conducted by a manager, or someone delegated by your manager, and you will be given every opportunity to put your side of the case across. At its conclusion either you will be dismissed, with or without notice, or you may be reinstated. If you are reinstated you may be given a written warning, which could be a final warning.

The following are non-exhaustive examples of the sort of offences which, if committed, will normally lead to disciplinary action under gross misconduct procedures:

1. Negligence resulting in serious loss, damage, or injury.
2. Fighting, assault or attempted assault.
3. Theft, fraud, deliberate falsification of records.
4. Malicious damage to CWP property.
5. Wilful disregard of duties or of instructions relating to the employment.
6. Deliberate and serious breach of confidence relating to the CWP's or its volunteers and learner's affairs.
7. The use for personal ends of confidential information obtained by you in the course of your employment.
8. Engaging in an activity which would damage CWP's public image.
9. Conduct violating common decency.
10. Conviction on a criminal charge relevant to your employment.
11. Sexual or racial harassment of other staff, volunteers, or learners.
12. Being in possession of illegal drugs on CWP premises.
13. Being unfit for work through alcohol or illegal drugs.
14. Persistent unauthorised absence.
15. Serious act of insubordination.
16. E-mail and internet misuse.
17. Unauthorised entry to computer reports.
18. Serious infringement of health and safety rules.
19. A serious breach of confidence
20. Membership or active participation in overtly racial organisations such as UKIP or the British National Party (BNP).

Representation

At every stage of the formal procedure, you have the right to be accompanied by either the representative of a trade union or a CWP employee who is a work colleague.

Appeals

At every stage of the formal procedure, you have a right to appeal to the next senior manager. There is no appeal beyond that manager. In the case of dismissal there is a right of appeal to the Chair of Trustees.

Repeating or Skipping Stages

Whilst the procedures set out above will normally be followed through all its stages, management reserves the right to repeat or to skip stages where it feels it is inappropriate to proceed to the next stage.

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Removals of warnings

If the record of a warning is in your file it may be removed and destroyed at your request after no less than one year from its date of issue. Exceptionally, there may be circumstances where the misconduct is so serious that it cannot realistically be disregarded for future disciplinary purposes. In such circumstances it will be made clear that the final warning can never be removed, and that any recurrence will lead to dismissal.

NOTICE OF TERMINATION OF EMPLOYMENT

The period of notice you must give, or will be given, to terminate your employment will be stated in your letter of appointment. If you are employed on a fixed term contract it ends at the termination of the fixed period without notice having to be given.

If you want to end your employment notice should be given in writing to your manager.

RETIREMENT

Staff are expected to retire at 67. However, CWP recognises the wealth of knowledge and experience staff offer. If you wish to continue to work at CWP after your 67th birthday, either full time or part time, CWP will be happy to discuss the possibilities. Of course, priority must be the best interests of the work.

If you want to continue to work after your 67th birthday, please confirm this with your manager at least 3 months prior to your normal retirement date.

REDUNDANCY

From time to time, it is necessary for CWP to make staff redundant. The most common cause of this redundancy is the cessation of funding at the end of an agreed period. CWP will always do what it can to find alternative employment for staff made redundant, although it is not able to guarantee anything. Certain procedures have been set up to help redundant staff as follows.

Managers will always keep staff involved about developing situations which may lead to redundancy. If the redundancy involves 20 people or more CWP has an obligation to consult any appropriate recognised Union.

If you are to be made redundant you will be entitled to the period of notice that is stipulated in your letter of appointment. You are also entitled to any suitable alternative employment with CWP. The definition of what counts as suitable is complex so please speak to your manager if there are any posts which you regard as suitable.

In addition, you have a right to preferential treatment in the selection for jobs for which you appear to be suitably qualified. That means that if you apply for a job for which you are qualified the manager recruiting for that post must consider your application before they look at any other applicant.

If the manager decides not to select you for the post, they must provide a justification for that decision to the Chair of Trustees whose decision is final. However, you do not have to be considered through this preferential arrangement and you may, if you wish, waive this right, and ask to be considered along with other applicants for the job.

REFERENCES

Only managers or people specifically authorised by them, may write references from CWP about CWP staff. If anyone else writes a reference for a colleague it must not be sent on CWP headed paper, nor should it purport to express CWP's views.

CONDUCT OUTSIDE WORK

It is a condition of service that you engage in no activity which we would consider damaging to the public image of CWP as a respected organisation. Any conduct outside work that brings or potentially may bring the organisation into disrepute will jeopardise your employment.

SECURITY OF DATA HELD ON COMPUTERS

Almost all staff use PCs at work, and this can include working with sensitive information. To ensure the security of data on computers you must either exit documents or switch off your PC, whichever provides more security, when you leave your desk. If you use a computer, ensure that you are logged out before leaving your desk. You must not disclose your password to anyone, apart from your manager or someone delegated by him/her.

E-MAIL AND INTERNET

In most cases use of email, intranet (Google Drive/OneFile) and the Internet is increasingly part of our working life. Their usage is intended for CWP purposes, though reasonable and responsible access for personal usage is acceptable. You are expected to follow CWP guidelines. Inappropriate usage and failure to follow these guidelines may lead to disciplinary action being taken under CWP Disciplinary Procedures.

CONFIDENTIAL INFORMATION

Much of CWP work relates to confidential information about individuals and agencies. You must not, at any time, even after termination of your employment with CWP, disclose any confidential information without prior authority. Addresses of staff or volunteers should never be given out, but we are always willing to redirect letters sent to headquarters. Divulging any confidential information to any unauthorised person may lead to instant dismissal. If you are in doubt whatsoever concerning the confidentiality or otherwise of information, you must consult your manager.

From time-to-time staff may be asked by the police to disclose information about other members of staff, volunteers, clients or learners. This information is often asked for during enquiries into quite serious crimes. If this happens to you, you should pass this query to your line manager at once.

Full Details can be found within the Information Security Policy

CONTRACTUAL ALTERATIONS

When changes occur in the terms and conditions of employment, you will be consulted in advance in a meaningful way. You will have the opportunity to discuss and challenge the changes and your views will be taken into consideration. Where changes do take place, these will be communicated to you in writing and a new contract offer will be given that will constitute your new term and conditions of employment.

PERSONAL RELATIONSHIPS AT WORK

CWP aims to provide a working and learning environment that encourages and enables effective communication between staff, volunteers, and learners. This professional relationship should be of the highest standard and exist in all work, learning and social situations.

CWP values diversity and difference and is committed to the effective implementation of its Equal opportunities Policy. Interaction between staff, learners and volunteers should be based on mutual respect, co-operation and understanding.

The professional relationship between staff, learners and volunteers is such that trust, and confidence are key elements.

Inequalities of power generally exist in all relationships with learners and volunteers including consensual relationships. CWP will not condone action, conduct or behaviour that is likely to undermine the self-esteem or dignity of any staff member, learner, or volunteer.

Learners and volunteers have a right to expect relationships between themselves and staff to be governed by the highest standard of professional conduct which ensures that they are dealt with fairly and are seen by other learners/volunteers to have been dealt with fairly.

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CWP Expectation of Staff

CWP is determined to ensure that the trust and responsibility placed in the organisation and our staff by funders, partner organisation, learners and volunteers is not jeopardised by inappropriate action, conduct or behaviour. As a rule, staff should avoid any actions which can have a detrimental impact on the reputation, image or effectiveness of the organisation, and the people we work with.

In your job you may often have to define the boundaries of your role and set out clearly the limits of your relationship with learners and or volunteers. This may be particularly required where learners and volunteers have difficulties in establishing limits for themselves. This policy reflects CWP expectations of you, and you should ask for guidance and help from your manager where necessary. You should not give your personal contact details and refrain from adding individuals to social media accounts.

Relationship with learners and volunteers

You should avoid any relationship which may actually or potentially result in exploitation of power, in disadvantage or unfair advantage to the learner or volunteer or may be perceived to do so.

You are expected to avoid any sexual/romantic or other potentially exploitative relationship with learners or volunteers which would compromise the relationship of trust, or be incompatible with notions of fairness, perceived fairness, and lead to a conflict of interest.

Relationship between staff members

Personal relations between staff members are not uncommon in workplaces, but they can be problematic for either the individual, their manager, or people whom they manage. Staff members who are involved in a relationship must bring it to their manager's notice.

Intimate relationships (whether involving sex and whether in or outside of work) between a staff member and a young person under 18 years of age or a vulnerable adult are unacceptable in all circumstances and will lead to the member of staff being automatically dismissed.

Failure to declare a relationship

Failure to declare a relationship under this policy will be regarded as misconduct; the matter will be investigated and if substantiated will leave you open to action under the disciplinary procedure.

Allegation of harassment

Should there be an allegation of harassment under this policy from a learner, a volunteer, or an employee, this will be investigated and if substantiated will leave you open to action under the disciplinary procedure.

Grievance and appeals

If you feel that you have been unfairly treated under this policy, you may raise the matter under the staff grievance procedure or disciplinary appeals procedure.

ALCOHOL AND DRUG MISUSE POLICY

Being in possession of illegal drugs (unless under prescription) on CWP premises and being unfit for work through taking alcohol or illegal drugs will normally be considered as gross misconduct and could lead to disciplinary action. Possession of and dealing of drugs on CWP premises will also be reported to the police.

EQUAL OPPORTUNITIES POLICY

CWP is committed to Equal Opportunities and the management of diversity. It is committed to fostering and promoting a workplace where people are treated with dignity and respect and where people are valued as individuals. We recognise that people with different backgrounds, skills, attitudes, and experiences can bring fresh ideas and perceptions which can make our work more efficient and provide better services to a wider

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community. We are committed to ensuring employees maximise their potential and their contribution to the organisation.

Full details can be found within the Equal Opportunities Policy

HEALTH AND SAFETY POLICY

Our policy is to provide and maintain safe and healthy working conditions, equipment, and systems of work for all our employees, learners, and volunteers, and to provide such information, training and supervision as they need for this purpose. We also accept responsibility for the health and safety of other people who may be affected by our activities.

The CEO has overall responsibility for health and safety matters across the organisation. However, no policy will be effective without the commitment of every individual, and it is the duty of every employee, learner, and volunteer to exercise personal responsibility and to do everything possible to prevent injury to both themselves, other employees, and members of the public. Whenever anyone notices a health or safety problem that they are not able to put right they must straight away tell the named responsible person.

Full details can be found within The Health & Safety policy will be kept up to date, particularly as CWP changes in its size and nature.

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ACKNOWLEDGEMENT

I acknowledge receipt and accept the main terms as set out in this document.

Name: _____

Signature: _____

Date: _____

Address: _____
