
QUALITY EDUCATION with CARE LTD

EMPLOYEE HANDBOOK

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EMPLOYEE HANDBOOK ISSUE & UPDATES

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INTRODUCTION

Welcome to our team here at Quality Education With Care Ltd. We would like to wish you every success during your employment whether you recently joined us or whether you are an existing employee. We hope that your experience of working here will be positive and rewarding.

The task of providing both education and care for some of the most disadvantaged and disaffected young people/pupils is both complex and challenging. Pivotal to meeting this challenge is the need for a skilled, trained, supervised and supported staff team who are clear about their roles and responsibilities. The staff team is, therefore, the most important and valuable resource necessary in the provision of a quality professional educational and residential child care service.

This Employee Handbook is designed both to introduce you to our organisation and to be of continuing use during your employment.

We ask that you study carefully the contents of this Employee Handbook as, in addition to setting out our rules and regulations, it also contains information on some of the main employee benefits that may be available to you and the policies and procedures relating to your employment. If you require any clarification or additional information please refer to the Business Manager.

Please note that we provide equal opportunities and are committed to the principle of equality in accordance with legislative provisions. We expect your support in implementing these policies. We will not condone any unlawful discriminatory act or attitude in the course of your employment or in your dealings with our clients, suppliers, contract workers, members of the public or with fellow employees. Acts of unlawful discrimination, harassment or victimisation will result in disciplinary action.

General amendments to the Employee Handbook will be issued from time to time.

JOINING OUR ORGANISATION

A) DISCLOSURE AND BARRING CERTIFICATE(S)

Your initial employment is conditional upon the provision of a satisfactory Disclosure and Barring Certificate of a level appropriate to your post. You may be required to undertake subsequent criminal record checks from time to time during your employment as deemed appropriate by the Care Home Manager/Principal or Director of Care Services. In the event that such certificate(s) are not supplied your employment with us will be terminated.

Data collected about criminal convictions will be processed in line with the Data Protection Act. You may read more about the data we hold on you, why we hold it and the lawful basis that applies in the employee privacy notice.

B) CONVICTIONS AND OFFENCES

During your employment, you are required to immediately report to the organisation any convictions or offences with which you are charged, including traffic offences. Data collected about criminal convictions will be processed in line with the Data Protection Act. You may read more about the data we hold on you, why we hold it and the lawful basis that applies in the employee privacy notice.

C) POLICY STATEMENT ON THE SECURE STORAGE, HANDLING, USE, RETENTION AND DISPOSAL OF DISCLOSURES AND DISCLOSURE INFORMATION

1. As an organisation using the the Disclosure and Barring Service to help assess the suitability of applicants for positions of trust, we comply fully with the the Disclosure and Barring Service Code of Practice regarding the correct handling, use, storage, retention and disposal of disclosures and disclosure information. We also comply fully with its obligations under the Data Protection Act.
2. Disclosure information is kept on our secure management information system with access strictly controlled and limited to those who are authorised to see it as part of their duties in accordance with Section 124 of the Police Act 1997. We maintain a record of all those to whom disclosures and disclosure information has been revealed and we recognise that it is a criminal offence to pass the information to anyone who is not entitled to receive it.
3. Disclosure information is only used for the specific purpose for which it was requested.
4. Once a recruitment (or other relevant) decision has been made, we do not keep disclosure information for any longer than is absolutely necessary in order to allow for the consideration and resolution of any disputes or complaints. Where appropriate, the the Disclosure and Barring Service will be consulted and full consideration will be given to the data protection and human rights of the individual.
5. Once the retention period has elapsed, we will ensure that any disclosure information is immediately destroyed by secure means, i.e. by shredding, pulping or burning. While awaiting destruction, disclosure information will not be kept in any insecure receptacle (e.g. a waste bin or confidential waste sack). We will not keep any photocopy or other image of the disclosure or any copy or representation of the contents of the disclosure. However, we may keep a record of the date of issue of the disclosure, the name of the subject, the type of disclosure requested, the post for which the disclosure was requested, the unique reference number of the disclosure and the details of the recruitment (or other relevant) decision taken.
6. Staff are encouraged to undertake the portable DBS and will be reimbursed the cost of such checks.

D) JOB DESCRIPTION

Amendments may be made to your job description from time to time in relation to our changing needs and your own ability.

E) PERFORMANCE AND REVIEW

Our policy is to monitor your work performance on a continuous basis so that we can maximise your strengths, and help you overcome any possible weaknesses.

F) STAFF APPRAISAL SCHEME

We have a staff appraisal scheme in place for the purpose of monitoring staff performance levels with a view to maximising the effectiveness of individuals, details of which are available separately.

This includes annual appraisals for all staff and regular supervision meetings for care staff in accordance with statute.

G) ATTENDANCE AND MEETINGS

Employees are required to attend meetings as instructed by their Line Manager or SLT. This is a contractual obligation and payment is included in your annual salary. At these meetings management's intention is to follow best practice in providing an open forum to facilitate full and open debate in the matter of discussion of the given topic. Employees should feel free to raise points of conjecture or concern, give their ideas and chart progress. Failure to attend these meetings, unless on leave or sick, will result in disciplinary action being taken.

H) JOB FLEXIBILITY

It is an express condition of employment that you are prepared, whenever necessary, to transfer to perform other duties within our business (e.g. during staff absence it may be necessary for you to take over some duties normally performed by other colleagues). This flexibility is essential for operational efficiency as the type and volume of work is always subject to change.

I) MOBILITY

Although you are usually employed at one particular site, it is a condition of your employment that you are prepared, whenever applicable, to work at any other locations where required. This mobility is essential to the smooth running of our business.

J) PERSONNEL FILES

Staff profiles and personnel files are kept in a lockable office. Staff may review the contents of their profile and personnel file at any reasonable time. It is your responsibility to assist in keeping your file and profile up to date and current by providing relevant information on course attendance and professional development promptly when required.

SALARIES, ETC.

A) ADMINISTRATION

1. Payment

- a. The pay month is the 28th of each month. If the 28th falls on a Saturday pay day will be the Friday and if the 28th falls on a Sunday pay day will be the Monday.
- b. You will receive an electronic payslip showing how the total amount of your pay has been calculated. It will also show the deductions that have been made and the reasons for them, e.g. Income Tax, National Insurance, etc.
- c. Any pay queries that you may have should be raised with the Business Manager.

2. Overpayments

If you are overpaid for any reason, the total amount of the overpayment will normally be deducted from your next payment but if this would cause hardship, arrangements may be made for the overpayment to be recovered over a longer period.

3. Income Tax and National Insurance

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 for tax purposes.

B) LATENESS/ABSENTEEISM

1. You must attend for work punctually at the specified time(s) and you are required to comply strictly with any time recording procedures relating to your work and time sheets must be completed. All staff must adhere to the signing in and out procedure.
2. All absences must be notified in accordance with the sickness reporting procedures laid down in this Employee Handbook.
3. Lateness or absence may result in disciplinary action and/or loss of appropriate payment.

C) SHORTAGE OF WORK

If there is a temporary shortage of work for any reason, we will try to maintain your continuity of employment even if this necessitates placing you on short time working, or alternatively, lay off. If you are placed on short time working, your pay will be reduced according to time actually worked. If you are placed on lay off, you will receive no pay other than statutory guarantee pay.

D) PENSION AND PENSION SCHEME

We operate a contributory pension scheme which you will be auto-enrolled into (subject to the conditions of the scheme). Please contact the Business Manager for further details.

HOLIDAY ENTITLEMENT AND CONDITIONS

A) ANNUAL HOLIDAYS

1. Care & Support staff annual holiday entitlement is shown in their individual Statement of Main Terms of Employment (Form SMT). Teachers' & term time only staff entitlement is equivalent to the school holiday periods designated by Bryn Tirion Hall School.
2. It is our policy to encourage care and full time support for staff to take all of your holiday entitlement in the current holiday year. We do not permit holidays to be carried forward and no payment in lieu will be made in respect of untaken holidays other than in the event of termination of your employment.
3. You must complete the holiday request form and have it signed by the designated senior member of staff before you make any firm holiday arrangements.
4. Holiday dates will normally be allocated on a "first come - first served" basis whilst ensuring that operational efficiency and appropriate staffing levels are maintained throughout the year.
5. You must follow in-house procedures for booking annual leave, as detailed by senior management.
6. You may not normally take more than two working weeks consecutively. To ensure regular breaks one week care staff should take an equal proportion of leave each third of the year. During the 2 weeks of Xmas and New Year the rota system is collapsed and a new rota applies to accommodate the needs of the Young people.
7. Your holiday pay will be at your normal basic pay unless shown otherwise on your Statement of Main Terms.
9. Term Time Only employees are expected to take holidays during school holiday periods, unless there are exceptional circumstances and with the specific prior agreement of SLT.
10. There may be occasion when teachers and term time only staff are required to attend training during a school holiday period. Where this is the case, such training will be organised and agreed by the Senior Leadership Team in advance of the relevant school holiday period.

B) PUBLIC/BANK HOLIDAYS

Your entitlement to public/bank holidays is shown in your individual Statement of Main Terms of Employment, although there will be a requirement for some employees to work on any of these days.

SICKNESS/INJURY PAYMENTS AND CONDITIONS

A) NOTIFICATION OF INCAPACITY FOR WORK

1. You must notify us by telephone on the first day of incapacity at the earliest possible opportunity, preferably the previous evening, but by no later than 7.00am. Other than in exceptional circumstances notification should be made personally, to Assistant Headteacher (if Education) or the Senior on Duty or your Line Manager (if Care). You should try to give some indication of your expected return date. Notification by text, email or via a work colleague is not acceptable.
2. If your incapacity extends to more than seven days you are required to notify us of your continued incapacity on a daily basis thereafter, unless otherwise agreed.

B) EVIDENCE OF INCAPACITY

1. Doctors' certificates are not issued for short-term incapacity. In these cases of incapacity (up to and including seven calendar days) you must sign a self-certification absence form on your return to work.
2. If your sickness has been (or you know that it will be) for longer than seven days (whether or not they are working days) you should see your doctor and make sure he/she gives you a medical certificate and forward this to us without delay. Subsequently you must supply us with consecutive doctors' medical certificates to cover the whole of your absence.

C) PAYMENTS

1. You are entitled to statutory sick pay (SSP) if you are absent for four or more consecutive days because of sickness or injury, provided you meet the statutory qualifying conditions. SSP is treated like wages and is subject to normal deductions.
2. Qualifying days are the only days for which you are entitled to SSP. These days are normally your working days unless otherwise notified to you. The first three qualifying days of absence are waiting days for which SSP is not payable. Where a second or subsequent period of incapacity (of four days or more) occurs within 56 days of a previous period of incapacity, waiting days are not served again.
3. Where the circumstances of your incapacity are such that you receive or are awarded any sum by way of compensation or damages in respect of the incapacity from a third party, then any payments which we may have made to you because of the absence (including SSP) shall be repaid by you to us up to an amount not exceeding the amount of the compensation or damages paid by the third party and up to, but not exceeding, any amount paid by us.

D) RETURN TO WORK

1. You should notify the Principal or Senior on Duty as soon as you know on which day you will be returning to work, if this differs from a date of return previously notified.
2. If you have been suffering from an infectious or contagious disease or illness such as rubella or hepatitis you must not report for work without clearance from your own doctor.

Separate rules relating to infectious diseases and those whose duties may involve handling food are to be found later in this handbook and, if appropriate to your duties, you must familiarise yourself with them.

3. On return to work after any period of sickness/injury absence (including absence covered by a medical certificate), you are also required to complete a self-certification absence form with your line manager.

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4. Upon returning to work after any period of sickness/injury absence, you will be required to attend a "return to work" interview with your line manager to discuss the state of your health and fitness for work. Information arising from such an interview will be treated with strictest confidence.

E) GENERAL

1. Submission of a medical certificate or sickness self-certification absence form, although giving us the reason for your absence, may not always be regarded by us as sufficient justification for accepting your absence. Sickness is just one of a number of reasons for absence and although it is understandable that if you are sick you may need time off, continual or repeated absence through sickness may not be acceptable to us.
2. In deciding whether your absence is acceptable or not we will take into account the reasons and extent of all your absences, including any absence caused by sickness/injury. We cannot operate with an excessive level of absence as all absence, for whatever reason, reduces our efficiency.
3. We will take a serious view if you take sickness/injury leave which is not genuine, and it will result in disciplinary action being taken.
4. If we consider it necessary, we may ask your permission to contact your doctor and/or for you to be independently medically examined by our Occupational Health Specialists, Health Assured Ltd.

F) BRADFORD FACTOR

The company monitor sickness absence using a system known as 'The Bradford Factor' this is a simple calculation that is used to highlight frequent, short-term employee absence. Should the calculation identify unacceptable attendance levels (80 point or above) the Company may further investigate the attendance record which could result in disciplinary action in accordance with our disciplinary procedures. Further details on the scoring system can be obtained from (the Business Manager).

SICKNESS SELF-CERTIFICATION ABSENCE

This form should be completed on your return to work following any period of sickness.

If you are returning to work after a period of sickness of more than 7 calendar days a medical certificate or certificates should already have been provided to cover the period of absence in excess of these first seven days.

NAME:			
Dates of sickness			
FROM		(Including non-working days)	TO
_____	am/pm	_____	am/pm
_____	day	_____	day
_____	date	_____	date
Dates of absence			
FROM		TO	
_____	am/pm	_____	am/pm
_____	day	_____	day
_____	date	_____	date
Details of sickness or injury			
Did you consult a Doctor? YES/NO. If YES please give details of: Doctor's name, address, date of visit, treatment received and any current treatment. If NO please state why not.			
Declaration			
I certify that I was incapable of work because of my sickness/injury on the dates shown above and that this information is true and accurate.			
I acknowledge that false information will result in disciplinary action.			
I hereby give my employer permission to verify the above information.			
I confirm that I am fit to return to work.			
Signed _____		Acknowledged _____	
(employee)		(for employer)	
Date _____			

OTHER BENEFITS

A) EMPLOYEE ASSISTANCE PROGRAMME

We recognise that sometimes you may face certain challenges in your work and home life that are difficult to deal with. We subscribe to a confidential and professional life management service which provides you with a qualified counsellor who can offer personal support for any practical or emotional challenges you may be facing. The service is initially provided via telephone and online advice but face to face meetings will be arranged where this is felt clinically appropriate. This service is totally confidential. More details of this service are available from the Business Manager.

SAFEGUARDS

A) RIGHTS OF SEARCH

1. Although we do not have the contractual right to carry out searches of employees and their property (including vehicles) whilst they are on our premises or business, we would ask all employees to assist us in this matter should we feel that such a search is necessary.
2. Where practicable, searches will be carried out in the presence of a colleague of your choice who is available on the premises at the time of the search. This will also apply at the time that any further questioning takes place.
3. We reserve the right to call in the police at any stage.

B) CONFIDENTIALITY

1. All information that:-
 - a. is or has been acquired by you during, or in the course of your employment, or has otherwise been acquired by you in confidence;
 - b. relates particularly to our business, or that of other persons or bodies with whom we have dealings of any sort; and
 - c. has not been made public by, or with our authority;
 - d. shall be confidential, and (save in the course of our business or as required by law) you shall not at any time, whether before or after the termination of your employment, disclose such information to any person without our prior written consent.
2. You are to exercise reasonable care to keep safe all documentary or other material containing confidential information, and shall at the time of termination of your employment with us, or at any other time upon demand, return to us any such material in your possession.
3. You must make yourself aware of our policies on data protection in relation to personal data and ensure compliance with them at all times.

C) ORGANISATION PROPERTY AND COPYRIGHT

All written material, whether held on paper, electronically or magnetically which was made or acquired by you during the course of your employment with us, is our property and, where appropriate, our copyright. At the time of termination of your employment with us, or at any other time upon demand, you shall return to us any such material in your possession.

D) STATEMENTS TO THE MEDIA

Any statements to reporters from newspapers, radio, television, etc. in relation to our business will be given only by a Director.

E) GIFTS

The organisation has strict guidelines on the acceptance of gifts and you should refer to our Gifts Giving Policy.

F) VIRUS PROTECTION PROCEDURES

In order to prevent the introduction of virus contamination into the software system the following must be observed:-

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- a. unauthorised software including public domain software, magazine cover disks/CDs or Internet/World Wide Web downloads must not be used; and
 - b. all software must be virus checked using standard testing procedures before being used.

G) USE OF COMPUTER EQUIPMENT

In order to control the use of the organisation's computer equipment and reduce the risk of contamination the following will apply:-

- a. The introduction of new software must first of all be checked and authorised by the Business Manager before general use will be permitted.
- b. Only authorised staff should have access to the organisation's computer equipment.
- c. Only authorised software may be used on any of the organisation's computer equipment.
- d. Only software that is used for business applications may be used.
- e. No software may be brought onto or taken from the organisation's premises without prior authorisation.
- f. Unauthorised access to the computer facility will result in disciplinary action.
- g. Unauthorised copying and/or removal of computer equipment/software will result in disciplinary action, such actions could lead to dismissal.

H) E-MAIL AND INTERNET POLICY

1. Introduction

The purpose of the Internet and E-mail policy is to provide a framework to ensure that there is continuity of procedures in the usage of Internet and E-mail within the organisation. The Internet and E-mail system have established themselves as an important communications facility within the organisation and have provided us with contact with professional and academic sources throughout the world. Therefore, to ensure that we are able to utilise the system to its optimum we have devised a policy that provides maximum use of the facility whilst ensuring compliance with the legislation throughout.

2. Internet

Where appropriate, duly authorised staff are encouraged to make use of the Internet as part of their official and professional activities. Attention must be paid to ensuring that published information has relevance to normal professional activities before material is released in the organisation's name. Where personal views are expressed a disclaimer stating that this is the case should be clearly added to all correspondence. The intellectual property right and copyright must not be compromised when publishing on the Internet. The availability and variety of information on the Internet has meant that it can be used to obtain material reasonably considered to be offensive. The use of the Internet to access and/or distribute any kind of offensive material, or material that is not work-related, leaves an individual liable to disciplinary action which could lead to dismissal.

3. E-mail

The use of the E-mail system is encouraged as its appropriate use facilitates efficiency. Used correctly it is a facility that is of assistance to employees. Inappropriate use however causes many problems including distractions, time wasting and legal claims. The procedure sets out the organisation's position on the correct use of the E-mail system.

4. Procedures - Authorised Use

- a. Unauthorised or inappropriate use of the E-mail system may result in disciplinary action which could include summary dismissal.
- b. The E-mail system is available for communication and matters directly concerned with the legitimate business of the organisation. Employees using the E-mail system should give particular attention to the following points:-
 - i) all comply with organisation communication standards;
 - ii) E-mail messages and copies should only be sent to those for whom they are particularly relevant;
 - iii) E-mail should not be used as a substitute for face-to-face communication or telephone contact. Flame mails (i.e. E-mails that are abusive) must not be sent. Hasty messages sent without proper consideration can cause upset, concern or misunderstanding;
 - iv) if E-mail is confidential the user must ensure that the necessary steps are taken to protect confidentiality. The organisation will be liable for infringing copyright or any defamatory information that is circulated either within the organisation or to external users of the system; and
 - v) offers or contracts transmitted by E-mail are as legally binding on the organisation as those sent on paper.
 - vi) In accordance with our e-safety policy
- c. The organisation will not tolerate the use of the E-mail system for unofficial or inappropriate purposes, including:-
 - i) any messages that could constitute bullying, harassment or other detriment;
 - ii) personal use (e.g. social invitations, personal messages, jokes, cartoons, chain letters or other private matters);
 - iii) on-line gambling, auction sites, etc;
 - iv) accessing or transmitting pornography;
 - v) transmitting copyright information and/or any software available to the user; or
 - vi) posting confidential information about other employees, the organisation, its suppliers or our young people.

I) USE OF SOCIAL NETWORKING SITES

The use of social networking sites is not permitted. Any work related issue or material that could identify an individual who is one of our young people/pupils, relative or work colleague, which could adversely affect one of our young people/pupils, a relative, work colleague or the organisation must not be placed on a social networking site. This means that work related matters must not be placed on any such site at any time either during or outside of working hours and includes access via any computer equipment, mobile phone or PDA. You should also not have one of our young people/pupils or relative as a friend on such a site in accordance with our e-safety policy. It is advised that you do not befriend previous young people/pupils on any online platform.

J) DATA PROTECTION

The General Data Protection Regulation (GDPR) and the current Data Protection Act regulate our use of your personal data. As an employer it is our responsibility to ensure that the personal data we process in relation to you is done so in accordance with the required principles. Any data held shall be processed fairly and lawfully and in accordance with the rights of data subjects.

We will process data in line with our privacy notices in relation to both job applicants and employees.

You have several rights in relation to your data. More information about these rights is available in our "Policy on your rights in relation to your data". We commit to ensuring that your rights are upheld in accordance with the law and have appropriate mechanisms for dealing with such.

We may ask for your consent for processing certain types of personal data. In these circumstances, you will be fully informed as to the personal data we wish to process and the reason for the processing. You may choose to provide or withhold your consent. Once consent is provided, you are able to withdraw consent at any time.

You are required to comply with all company policies and procedures in relation to processing data. Failure to do so may result in disciplinary action up to and including dismissal.

K) PAPERWORK

1. Employees should ensure that they are familiar with the Children's Home & School Record Keeping Policy in which clear guidelines are given regarding paperwork involved in the carrying out of duties.
2. Employees must remain mindful of the possibility of any documentation being used as evidence in Child Protection legal proceedings and all records are open to inspection. All entries must be accurate, of a professional standard, signed and dated.
3. Employees are reminded that any false misleading declaration could render them liable to disciplinary, a proceeding which under current disciplinary rules is viewed as potential gross misconduct which could result in the summary termination of the employment contract and possible prosecution.

L) YOUNG PEOPLE/PUPILS TRAVELLING IN VEHICLES

No young person should travel in vehicles other than those belonging to QEWC, those of the placing authorities, or those of named employees which are currently insured for business use. This is to preclude any difficulties arising from injury claims. However, in an emergency, best use must be made of whatever vehicle is available with the proviso that the decisions made can be later audited and not found wanting.

M) MOBILE PHONES

Employees should ensure that they are familiar with the QEWC Mobile Phones policy in which clear instruction is given on the use of mobile phones during working hours (see also "General Terms of Employment, Information and Procedures). Company mobile phones are supplied for use during working hours and is only to be used for company business and emergency situations. They are not for personal use.

N) CHILD PROTECTION & SAFEGUARDING

The Principal, a member of school staff, Care Home Manager and Assistant Manager are the Designated Child Protection Officers at the Children's home. **All** staff have a duty for Child Protection and Safeguarding issues. If you suspect that a child may be suffering abuse (i.e. neglect, physical, sexual, emotional) then contact a Designated Child Protection Officer immediately. Please refer to the School & Children's Home's Policies for further information.

STANDARDS

A) WASTAGE

1. We maintain a policy of "minimum waste" which is essential to the cost-effective and efficient running of our organisation.
2. You are able to promote this policy by taking extra care during your normal duties by avoiding unnecessary or extravagant use of services, time, energy, etc. The following points are illustrations of this:-
 - a. handle machines, equipment and stock with care;
 - b. turn off any unnecessary lighting and heating. Keep doors closed whenever possible;
 - c. ask for other work if your job has come to a standstill; and
 - d. start with the minimum of delay after arriving for work and after breaks.
3. The following provision is an express written term of your contract of employment:-
 - a. any damage to vehicles, stock or property (including non-statutory safety equipment) that is the result of your carelessness, negligence or deliberate vandalism will render you liable to pay the full or part of the cost of repair or replacement;
 - b. any loss to us that is the result of your failure to observe rules, procedures or instruction, or is as a result of your negligent behaviour or your unsatisfactory standards of work will render you liable to reimburse to us the full or part of the cost of the loss; and
 - c. in the event of an at fault accident whilst driving one of our vehicles you may be required to pay the cost of the insurance excess up to a maximum of £250.00.
4. In the event of failure to pay, we have the contractual right to deduct such costs from your pay.

B) STANDARDS OF DRESS

All staff are required to dress appropriately during working hours, however the nature of the roles within the Children's Home and School is that there will be a frequent requirement to vary the attire accordingly. We may, at times, require staff to dress in formal attire where appropriate. Clothing that displays inappropriate or offensive messages or images are strictly prohibited.

C) CONDUCT

Staff are seen as role models and, as such, should give careful consideration to how they dress and act. It is expected that staff will maintain a professional relationship with the children at all times and conduct themselves in a proper and acceptable way in their dealings with the children. Staff must exercise judgement in deciding upon the difference between open, honest, friendly and caring involvement with children based upon trust and good humour as opposed to over – familiarity which might lead to what is universally accepted as correct staff/child relationships. At times an adult may need to make physical contact with a child in dealing with first aid matters or when comforting a child who is in distress. QEwC accepts this as normal practice. However, staff must not place themselves in a position where accusations of improper conduct could be made. An adult of the appropriate gender and in the presence of a second adult must carry out any examination of a child who is hurt or injured which may be of an intimate nature. Details of any incident should be reported immediately in accordance with the in-house policy and procedure.

Staff need to exercise extreme caution in placing themselves in any situation with children where accusations of improper conduct could be made.

D) HOUSEKEEPING

Both from the point of view of safety and of appearance, work areas must be kept clean and tidy at all times. All in-house cleaning rotas are to be adhered to.

HEALTH, SAFETY, WELFARE AND HYGIENE

A) SAFETY

1. You should make yourself familiar with our Health and Safety Policy and your own health and safety duties and responsibilities, as shown separately.
2. You must not take any action that could threaten the health or safety of yourself, other employees, our young people/pupils, relatives or members of the public.
3. Protective clothing and other equipment which may be issued for your protection because of the nature of your job must be worn and used at all appropriate times. Failure to do so could be a contravention of your health and safety responsibilities. Once issued, this protective wear/equipment is your responsibility.
4. You should report all accidents and injuries at work, no matter how minor, in the accident books that can be found in the Education Office and the Team Leader.
5. You must ensure that you are aware of our fire and evacuation procedures and the action you should take in the event of such an emergency.

You must ensure that you are aware of our fire and evacuation procedures and the action you should take in the event of such an emergency. Follow special instructions where applicable. Fire Drills are held once a month. On hearing the alarm, children and staff should vacate the building through the nearest fire exit and assemble at the designated area. Please check that the all rooms are clear and close the door. Remember to check areas and toilets for pupils as you leave the building. During school hours the class teacher must then count the pupils before a member of the SLT call the register. The Principal will then make the decision for pupils and staff to re-enter the school buildings. Out of School hours the Senior Person in charge will call the register. Fire exits are clearly marked in all rooms as required by Health & Safety Law. The school has a full Fire Risk Assessment plan in place, which is checked annually. All staff should make themselves and their pupils familiar with the positions of fire exits and alarms.

B) NO SMOKING

Our strict no-smoking policy on site, in organisation vehicles and when in view of our young people/pupils must be observed at all times. Failure to do so will result in disciplinary proceedings.

C) REFRESHMENT MAKING FACILITIES

We provide refreshment making facilities for your use, which must be kept clean and tidy at all times.

D) ALCOHOL & DRUGS POLICY

Under legislation we, as your employer, have a duty to ensure so far as is reasonably practicable, the health and safety and welfare at work of all our employees and similarly you have a responsibility to yourself and your colleagues. The use of alcohol and drugs may impair the safe and efficient running of the business and/or the health and safety of our employees.

If your performance or attendance at work is affected as a result of alcohol or drugs, or we believe you have been involved in any drug related action/offence, you may be subject to disciplinary action and, dependent on the circumstances, this may lead to your dismissal.

E) HYGIENE

1. You must wash your hands immediately before commencing work and after using the toilet.
2. Any cut or burn on the hand or arm must be covered with an approved visible dressing.
3. If you are suffering from an infectious or contagious disease or illness, or have a bowel disorder, boils, skin or mouth infection, you must not report for work without clearance from your own doctor.
4. Contact with any person suffering from an infectious or contagious disease must be reported and you must have clearance from your own doctor before commencing work.

F) HYGIENE FOR FOOD HANDLERS

1. You must wash your hands immediately before commencing work and after using the toilet.
2. Any cut or burn on the hand or arm must be covered with an approved visible dressing.
3. Head or beard coverings and overalls/uniforms, where provided, must be worn at all times.
4. If you are suffering from an infectious or contagious disease or illness, or have a bowel

GENERAL TERMS OF EMPLOYMENT, INFORMATION AND PROCEDURES
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A) CHANGES IN PERSONAL DETAILS

You must notify us of any change of name, address, telephone number, etc., so that we can maintain accurate information on our records and make contact with you in an emergency, if necessary, outside normal working hours.

B) OTHER EMPLOYMENT

If you already have any other employment or are considering any additional employment you must notify us so that we can discuss any implications arising from the current working time legislation. Any other employment must be declared to the Care Home Manager/Principal.

C) TIME OFF

Circumstances may arise where you need time off for medical/dental appointments, or for other reasons. Where possible, such appointments should be made outside normal working hours. If this is not possible, time off required for these purposes may be granted at the discretion of a senior manager and will normally be without pay.

D) MATERNITY/PATERNITY/ADOPTION LEAVE AND PAY

You may be entitled to maternity/paternity/adoption leave and pay in accordance with the current statutory provisions. If you (or your partner) become pregnant you should notify the Business Manager at an early stage so that your entitlements and obligations can be explained to you.

E) PARENTAL/SHARED PARENTAL LEAVE

If you are entitled to take parental leave or shared parental leave in respect of the current statutory provisions, you should discuss your needs with the Business Manager, who will identify your entitlements and look at the proposed leave periods dependent upon your child's/children's particular circumstances and the operational aspects of the business.

F) TIME OFF FOR DEPENDANTS

You may be entitled to take a reasonable amount of unpaid time off during working hours to take action that is necessary to provide help to your dependants. Should this be necessary you should discuss your situation with the Principal/Care Home Manager, who, if appropriate, will agree the necessary time off.

G) BEREAVEMENT LEAVE

Reactions to bereavement may vary greatly according to individual circumstances and the setting of fixed rules for time off is therefore inappropriate. You should discuss your circumstances with the Principal/Care Home Manager and agree appropriate time off. Employees will normally be allowed one day off with pay to attend the funeral, where an immediate member of the family is involved.

H) TRAVEL EXPENSES

We will reimburse you for any reasonable expenses incurred whilst travelling on our business. You must provide receipts for any expenditure.

I) DRIVING LICENCE

If driving is a necessary part of your role it is imperative that you maintain a valid driving licence suitable for the vehicle you operate at all times during your employment. You are required upon request to produce your driving licence to the management. We may also require you to provide us with the ability to access your driving licence details online. Should your licence be removed or become invalid for any reason, your employment may be terminated. Should you not be able to prove that your licence remains valid for the class of vehicle we require you to drive, your continued employment may be affected.

J) CAR INSURANCE

If you are using your own car for business purposes, you must ensure that your car insurance provides adequate cover. Proof of adequate insurance, Tax and an MOT Certificate, where appropriate, must be produced for scrutiny by the organisation, upon renewal and at any time when so requested.

K) EMPLOYEES' PROPERTY AND LOST PROPERTY

We do not accept liability for any loss of, or damage to, property that you bring onto the premises. You are requested not to bring personal items of value onto the premises and, in particular, not to leave any items overnight. Articles of lost property should be handed to the Business Manager who will retain them whilst attempts are made to discover the owner.

J) PARKING

Where parking facilities have been made available to you on our premises you must ensure that you observe all of our traffic requirements e.g. speed limits, etc. To avoid congestion, all vehicles must be parked only in the designated parking areas. No liability is accepted for damage to private vehicles, however it may be caused.

K) MAIL

All mail received by us, other than for our young people, will be opened, including that addressed to employees. Private mail, therefore, should not be sent care of our address. No private mail may be posted at our expense except in those cases where a formal re-charge arrangement has been made.

L) FRIENDS AND RELATIVES CONTACT / TELEPHONE CALLS / MOBILE PHONES

You should discourage your friends and relatives from either calling on you in person or by telephone except in an emergency. Incoming personal telephone calls are allowed only in the case of emergency. Outgoing personal calls can only be made with the prior permission of on duty manager or school SLT. Personal mobile phones if brought on site should be switched off and must be handed in for safe and recorded storage without exception during working hours.

It is illegal to use a mobile phone without a hands-free set whilst driving. It is our policy that you should not use any mobile phone whilst driving. You should pull over to the side of the road in an appropriate place before making or receiving any telephone calls. In the event of being unable to pick up a call because you cannot find a safe place to park, you must return the call as soon as conveniently possible.

M) BUYING OR SELLING OF GOODS

You are not allowed to buy or sell goods on your own behalf on our premises or during your working hours.

N) HOME USE OF EQUIPMENT OWNED BY QEwC

Equipment may be used at home during the holiday periods/weekends under the following conditions (see also "Safeguards" section):

1. Directors have given their approval and are aware of what is being taken away from the school.
2. It is the sole responsibility of the staff member using the equipment to cover the cost of any breakages or faults incurred while the equipment is in their possession. We school advises that staff requesting the use of school equipment away from the work place to consider purchasing a suitable insurance policy to cover such eventualities.
3. We can accept no responsibility for how equipment is used in the home, especially with regard to copyright and software.
4. Equipment must not be tampered with in any way by opening up plastic casings or attempting any internal adjustments or repairs. All faults should be reported on return.

N) OTHER POLICIES AND PROCEDURES

We have a number of other policies and procedures that will have been explained to you during your induction and to which you must adhere in the performance of your duties. Copies of these are available on the Staff Drive.

O) REFERENCES

Official references are only to be given by the Business Manager. If you are asked to give a private reference for any person, you must not in any way infer that it is from this organisation.

P) PERSONAL RELATIONSHIPS

We recognise that, from time to time, close personal relationships may develop between members of staff. In order to ensure that potential conflicts of interest are avoided, employees are required to inform the Business Manager of any relationship which may affect their work or compromise the business in any way.

Any such information will be treated in the strictest confidence. We fully acknowledge the right of employees to privacy in their personal affairs. However, experience has shown that the effect of such relationships can cause a blurring of judgement whereby conflicts of interest arise.

Q) THIRD PARTY INVOLVEMENT

We reserve the right to allow third parties to chair any meeting, for example disciplinary, capability, grievance, this is not an exhaustive list. We will seek your consent at the relevant time to share relevant 'special categories of data' where it is necessary for the purposes of that hearing.

R) RECORDING OF FORMAL MEETINGS

We reserve the right to record any formal meetings whether conducted by us or a third party, a copy of the recording can be made available on request. All personal data collected for this purpose will be processed in line with the current Data Protection Act.

WHISTLE-BLOWERS

A) INTRODUCTION

Under certain circumstances, employees are protected from suffering any detriment or termination of employment if they make disclosures about organisations for whom they work.

B) QUALIFYING DISCLOSURES

1. Certain disclosures are prescribed by law as “qualifying disclosures”. A “qualifying disclosure” means a disclosure of information that the employee genuinely and reasonably believes is in the public interest and shows that the company has committed a “relevant failure” by:
 - a) committing a criminal offence;
 - b) failing to comply with a legal obligation;
 - c) a miscarriage of justice;
 - d) endangering the health and safety of an individual;
 - e) environmental damage; or
 - f) concealing any information relating to the above.
2. These acts can be in the past, present or future, so that, for example, a disclosure qualifies if it relates to environmental damage that has happened, is happening, or is likely to happen. The company will take any concerns that you may raise relating to the above matters very seriously.
3. The Employment Rights Act 1996 provides protection for workers who ‘blow the whistle’ where they reasonably believe that some form of illegality, injustice or breach of health and safety has occurred or is likely to occur. The disclosure has to be “in the public interest”. We encourage you to use the procedure to raise any such concerns.

C) THE PROCEDURE

1. In the first instance you should report any concerns you may have to a Senior Manager who will treat the matter with complete confidence. If you are not satisfied with the explanation or reason given to you, you should raise the matter with the appropriate official organisation or regulatory body.
2. If you do not report your concerns to a Senior Manager you should take them direct to the appropriate organisation or body.

D) TREATMENT BY OTHERS

Bullying, harassment or any other detrimental treatment afforded to a colleague who has made a qualifying disclosure is unacceptable. Anyone found to have acted in such a manner will be subject to disciplinary action.

CAPABILITY PROCEDURES

A) INTRODUCTION

We recognise that during your employment with us your capability to carry out your duties may deteriorate. This can be for a number of reasons, the most common ones being that either the job changes over a period of time and you fail to keep pace with the changes, or you change (most commonly because of health reasons) and you can no longer cope with the work.

B) JOB CHANGES/GENERAL CAPABILITY ISSUES

1. If the nature of your job changes or if we have general concerns about your ability to perform your job we will try to ensure that you understand the level of performance expected of you and that you receive adequate training and supervision. Concerns regarding your capability will normally first be discussed in an informal manner and you will be given time to improve.
2. If your standard of performance is still not adequate you will be warned in writing that a failure to improve and to maintain the performance required could lead to your dismissal. We will also consider the possibility of a transfer to more suitable work if possible.
3. If there is still no improvement after a reasonable time and we cannot transfer you to more suitable work, or if your level of performance has a serious or substantial effect on our organisation or reputation, you will be issued with a final warning that you will be dismissed unless the required standard of performance is achieved and maintained.
4. If such improvement is not forthcoming after a reasonable period of time, you will be dismissed with the appropriate notice.

C) PERSONAL CIRCUMSTANCES/HEALTH ISSUES

1. Personal circumstances may arise which do not prevent you from attending for work but which prevent you from carrying out your normal duties (e.g. a lack of dexterity or general ill health). If such a situation arises, we will normally need to have details of your medical diagnosis and prognosis so that we have the benefit of expert advice. Under normal circumstances this can be most easily obtained by asking your own doctor for a medical report. Your permission is needed before we can obtain such a report and we will expect you to co-operate in this matter should the need arise. When we have obtained as much information as possible regarding your condition and after consultation with you, a decision will be made about your future employment with us in your current role or, where circumstances permit, in a more suitable role.
2. There may also be personal circumstances which prevent you from attending work, either for a prolonged period(s) or for frequent short absences. Under these circumstances we will need to know when we can expect your attendance record to reach an acceptable level. This may again mean asking your own doctor for a medical report or by making whatever investigations are appropriate in the circumstances. When we have obtained as much information as possible regarding your condition, and after consultation with you, a decision will be made about your future employment with us in your current role or, where circumstances permit, in a more suitable role.

D) SHORT SERVICE STAFF

We retain discretion in respect of the capability procedures to take account of your length of service and to vary the procedures accordingly. If you have a short amount of service, you may not be in receipt of any warnings before dismissal but you will retain the right to a hearing and you will have the right to appeal.

DISCIPLINARY PROCEDURES

A) INTRODUCTION

1. It is necessary to have a minimum number of rules in the interests of the whole organisation.
2. The rules set standards of performance and behaviour whilst the procedures are designed to help promote fairness and order in the treatment of individuals. It is our aim that the rules and procedures should emphasise and encourage improvement in the conduct of individuals, where they are failing to meet the required standards, and not be seen merely as a means of punishment. We reserve the right to amend these rules and procedures where appropriate.
3. Every effort will be made to ensure that any action taken under this procedure is fair, with you being given the opportunity to state your case and appeal against any decision that you consider to be unjust.
4. The following rules and procedures should ensure that:-
 - a. the correct procedure is used when requiring you to attend a disciplinary hearing;
 - b. you are fully aware of the standards of performance, action and behaviour required of you;
 - c. disciplinary action, where necessary, is taken speedily and in a fair, uniform and consistent manner;
 - d. you will only be disciplined after careful investigation of the facts and the opportunity to present your side of the case. On some occasions temporary suspension on contractual pay may be necessary in order that an uninterrupted investigation can take place. This must not be regarded as disciplinary action or a penalty of any kind;
 - e. other than for an "off the record" informal reprimand, you have the right to be accompanied by a fellow employee or a Trade Union official at all stages of the formal disciplinary process;
 - f. you will not normally be dismissed for a first breach of discipline, except in the case of gross misconduct; and
 - g. if you are disciplined, you will receive an explanation of the penalty imposed and you will have the right to appeal against the finding and the penalty.

B) DISCIPLINARY RULES

It is not practicable to specify all disciplinary rules or offences that may result in disciplinary action, as they may vary depending on the nature of the work. In addition to the specific examples of unsatisfactory conduct, misconduct and gross misconduct shown in this handbook, a breach of other specific conditions, procedures, rules etc. that are contained within this handbook or that have otherwise been made known to you, will also result in this procedure being used to deal with such matters.

C) RULES COVERING UNSATISFACTORY CONDUCT AND MISCONDUCT

(These are examples only and not an exhaustive list.)

You will be liable to disciplinary action if you are found to have acted in any of the following ways:-

- a. failure to abide by the general health and safety rules and procedures;
- b. smoking in designated non smoking areas;
- c. consumption of alcohol on the premises;
- d. persistent absenteeism and/or lateness;
- e. unsatisfactory standards or output of work;
- f. rudeness towards our young people/pupils, relatives, members of the public or other employees, objectionable or insulting behaviour, harassment, bullying or bad language;
- g. failure to devote the whole of your time, attention and abilities to our business and its affairs during your normal working hours;
- h. unauthorised use of E-mail and Internet;
- i. failure to carry out all reasonable instructions or follow our rules and procedures;
- j. unauthorised use or negligent damage or loss of our property;
- k. failure to report immediately any damage to property or premises caused by you;
- l. use of our vehicles without approval or the private use of our vehicles without authorisation;
- m. failure to report any incident whilst driving our vehicles, whether or not personal injury or vehicle damage occurs;
- n. if your work involves driving, failure to report immediately any type of driving conviction, or any summons which may lead to your conviction;
- o. carrying unauthorised goods or passengers in our vehicles or the use of our vehicles for personal gain; and
- p. loss of driving licence where driving on public roads forms an essential part of the duties of the post.

D) SERIOUS MISCONDUCT

1. Where one of the unsatisfactory conduct or misconduct rules has been broken and if, upon investigation, it is shown to be due to your extreme carelessness or has a serious or substantial effect upon our operation or reputation, you may be issued with a final written warning in the first instance.
2. You may receive a final written warning as the first course of action, if, in an alleged gross misconduct disciplinary matter, upon investigation, there is shown to be some level of mitigation resulting in it being treated as an offence just short of dismissal.

E) RULES COVERING GROSS MISCONDUCT

Occurrences of gross misconduct are very rare because the penalty is dismissal without notice and without any previous warning being issued. It is not possible to provide an exhaustive list of examples of gross misconduct. However, any behaviour or negligence resulting in a fundamental breach of contractual terms that irrevocably destroys the trust and confidence necessary to continue the employment relationship will constitute gross misconduct. Examples of offences that will normally be deemed as gross misconduct include serious instances of:-

- a. theft or fraud;
 - b. physical violence or bullying;
 - c. deliberate damage to property;
 - d. deliberate acts of unlawful discrimination or harassment;
 - e. possession, or being under the influence, of drugs* at work;

*For this purpose, the term 'drugs' is used to describe **both** illegal drugs and other psychoactive (mind-altering) substances which may or may not be illegal.
 - f. breach of health and safety rules that endangers the lives of, or may cause serious injury to, employees or any other person.
 - g. maltreatment of our young people/pupils;
 - h. failure to report an incident of abuse, or suspected abuse of one of our young people/pupils;
 - i. wilful misrepresentation at the time of appointment including:
 1. Previous positions held
 2. Qualifications held
 3. Failure to disclose a criminal conviction/caution within the provisions of the Rehabilitation of Offenders Act;
 - j. wilful misrepresentation at any time during employment in connection with qualifications held;
 - k. deliberate disclosure of privileged confidential information to unauthorised people;
 - l. negligent or deliberate failure to comply with the requirements of the organisation's policy & procedure concerning medicines; and
 - m. working whilst contravening an enactment, or breach of rules laid down by statutory bodies.
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(The above examples are illustrative and do not form an exhaustive list.)

F) DISCIPLINARY PROCEDURE

1. Disciplinary action taken against you will be based on the following procedure:-

OFFENCE	FIRST OCCASION	SECOND OCCASION	THIRD OCCASION	FOURTH OCCASION
UNSATISFACTORY CONDUCT	Formal verbal warning	Written warning	Final written warning	Dismissal
MISCONDUCT	Written warning	Final written warning	Dismissal	
SERIOUS MISCONDUCT	Final written warning	Dismissal		
GROSS MISCONDUCT	Dismissal			

2. We retain discretion in respect of the disciplinary procedures to take account of your length of service and to vary the procedures accordingly. If you have a short amount of service you may not be in receipt of any warnings before dismissal but you will retain the right to a disciplinary hearing and you will have the right of appeal.
3. If a disciplinary penalty is imposed it will be in line with the procedure outlined above, which may encompass a formal verbal warning, written warning, final written warning, or dismissal, and full details will be given to you.
4. In all cases warnings will be issued for misconduct, irrespective of the precise matters concerned, and any further breach of the rules in relation to similar or entirely independent matters of misconduct will be treated as further disciplinary matters and allow the continuation of the disciplinary process through to dismissal if the warnings are not heeded.

G) DISCIPLINARY AUTHORITY

The operation of the disciplinary procedure contained, in the previous section, is based on the following authority for the various levels of disciplinary action. However, the list does not prevent a higher level of seniority progressing any action at whatever stage of the disciplinary process.

PERSON AUTHORISED TO TAKE DISCIPLINARY ACTION IN THE CASE OF:

	OPERATIONAL DIRECTORS & BUSINESS MANAGER	OTHER EMPLOYEES
Formal verbal warning	A Director	Principal/Care Services Director/Care Home Manager/Business Manager
Written warning	A Director	Principal/Care Services Director/Care Home Manager/Business Manager
Final written warning	A Director	Principal/Care Services Director/Care Home Manager/Business Manager
Dismissal	A Director	Principal/Care Services Director/Care Home Manager/Business Manager

H) PERIOD OF WARNINGS

1. Formal verbal warning

A formal verbal warning will normally be disregarded for disciplinary purposes after a six month period.

2. Written warning

A written warning will normally be disregarded for disciplinary purposes after a twelve month period.

3. Final written warning

A final written warning will normally be disregarded for disciplinary purposes after a twelve month period.

I) GENERAL NOTES

1. If you are in a supervisory or managerial position then demotion to a lower status at the appropriate rate may be considered as an alternative to dismissal except in cases of gross misconduct.
 2. In exceptional circumstances, suspension from work without pay for up to five days as an alternative to dismissal (except dismissal for gross misconduct) may be considered by the person authorised to dismiss.
 3. Gross misconduct offences will result in dismissal without notice.
 4. You have the right to appeal against any disciplinary action.
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CAPABILITY/DISCIPLINARY APPEAL PROCEDURE

1. You have the right to lodge an appeal in respect of any capability/disciplinary action taken against you.
2. If you wish to exercise this right you should apply either verbally or in writing to the person indicated in your individual Statement of Main Terms of Employment.
3. An appeal against a formal warning or dismissal should give details of why the penalty imposed is too severe, inappropriate or unfair in the circumstances.
4. The appeal procedure will normally be conducted by a member of staff not previously connected with the process so that an independent decision into the severity and appropriateness of the action taken can be made.
5. If you are appealing on the grounds that you have not committed the offence then your appeal may take the form of a complete re-hearing and reappraisal of all matters so that the person who conducts the appeal can make an independent decision before deciding to grant or refuse the appeal.
6. You may be accompanied at any stage of the appeal hearing by a fellow employee of your choice or a Trade Union official. The result of the appeal will be made known to you in writing, normally within five working days after the hearing.

GRIEVANCE PROCEDURE

1. It is important that if you feel dissatisfied with any matter relating to your employment you should have an effective means by which such a grievance can be aired and, where appropriate, resolved.
2. Nothing in this procedure is intended to prevent you from informally raising any matter you may wish to mention. Informal discussion can frequently solve problems without the need for a written record. However, if you wish to raise a formal grievance you should normally do so in writing from the outset.
3. At any stage, any issues occurring in the Children's Home should be raised with the Care Leadership Teams. Any issues relating to the school should be raised with the School Leadership Teams.
3. You have the right to be accompanied at any stage of the procedure by a fellow employee or a Trade Union official who may act as a witness or speak on your behalf to explain the situation more clearly.
4. If you feel aggrieved at any matter relating to your work (except personal harassment, for which there is a separate procedure following this section), you should first raise the matter with the person specified in your Statement of Main Terms of Employment, explaining fully the nature and extent of your grievance. You will then be invited to a meeting at a reasonable time and location at which your grievance will be investigated fully. You must take all reasonable steps to attend this meeting. You will be notified of the decision, in writing, normally within ten working days of the meeting, including your right of appeal.
5. If you wish to appeal you must inform a Director within five working days. You will then be invited to a further meeting, which you must take all reasonable steps to attend. As far as reasonably practicable, the organisation will be represented by a more senior manager than attended the first meeting (unless the most senior manager attended that meeting).
6. Following the appeal meeting you will be informed of the final decision, normally within ten working days, which will be confirmed in writing.

PERSONAL HARASSMENT POLICY AND PROCEDURE

A) INTRODUCTION

1. Harassment or victimisation on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation is unacceptable.
2. Personal harassment takes many forms ranging from tasteless jokes and abusive remarks to pestering for sexual favours, threatening behaviour and actual physical abuse. Whatever form it takes, personal harassment is always taken seriously and is totally unacceptable.
3. We recognise that personal harassment can exist in the workplace, as well as outside, and that this can seriously affect employees' working lives by interfering with their job performance or by creating a stressful, intimidating and unpleasant working environment.

B) POLICY

1. We deplore all forms of personal harassment and seek to ensure that the working environment is sympathetic to all our employees.
2. We have published these procedures to inform employees of the type of behaviour that is unacceptable and provide employees who are the victims of personal harassment with a means of redress.
3. We recognise that we have a duty to implement this policy and all employees are expected to comply with it.

C) EXAMPLES OF PERSONAL HARASSMENT

Personal harassment takes many forms and employees may not always realise that their behaviour constitutes harassment. Personal harassment is unwanted behaviour by one employee towards another and examples of harassment include:

- a. insensitive jokes and pranks;
- b. lewd or abusive comments about appearance;
- c. deliberate exclusion from conversations;
- d. displaying abusive or offensive writing or material;
- e. unwelcome touching; and
- f. abusive, threatening or insulting words or behaviour.

These examples are not exhaustive and disciplinary action at the appropriate level will be taken against employees committing any form of personal harassment.

D) COMPLAINING ABOUT PERSONAL HARASSMENT

1. Informal complaint

We recognise that complaints of personal harassment, and particularly of sexual harassment, can sometimes be of a sensitive or intimate nature and that it may not be appropriate for you to raise the issue through our normal grievance procedure. In these circumstances you are encouraged to raise such issues with a senior colleague of your choice (whether or not that person has a direct supervisory responsibility for you) as a confidential helper. This person cannot be the Business Manager, who will be responsible for investigating the matter if it becomes a formal complaint.

If you are the victim of minor harassment you should make it clear to the harasser on an informal basis that their behaviour is unwelcome and ask the harasser to stop. If you feel unable to do this verbally then you should hand a written request to the harasser, and your confidential helper can assist you in this.

2. Formal complaint

Where the informal approach fails or if the harassment is more serious, you should bring the matter to the attention of the Business Manager as a formal written complaint and again your confidential helper can assist you in this. If possible, you should keep notes of the harassment so that the written complaint can include:-

- a. the name of the alleged harasser;
- b. the nature of the alleged harassment;
- c. the dates and times when the alleged harassment occurred;
- d. the names of any witnesses; and
- e. any action already taken by you to stop the alleged harassment.

On receipt of a formal complaint we will take action to separate you from the alleged harasser to enable an uninterrupted investigation to take place. This may involve a temporary transfer of the alleged harasser to another work area or suspension with contractual pay until the matter has been resolved.

The person dealing with the complaint will invite you to attend a meeting, at a reasonable time and location, to discuss the matter and carry out a thorough investigation. You have the right to be accompanied at such a meeting by your confidential helper or another work colleague of your choice and you must take all reasonable steps to attend. Those involved in the investigation will be expected to act in confidence and any breach of confidence will be a disciplinary matter.

On conclusion of the investigation which will normally be within ten working days of the meeting with you, the decision of the investigator detailing the findings will be sent, in writing, to you.

You have the right to appeal against the findings of the investigator in accordance with the appeal provisions of the grievance procedure.

E) GENERAL NOTES

1. If the decision is that the allegation is well founded, the harasser will be liable to disciplinary action in accordance with our disciplinary procedure. An employee who receives a formal warning or who is dismissed for harassment may appeal by using our capability/disciplinary appeal procedure.
2. If you bring a complaint of harassment you will not be victimised for having brought the complaint. However if it is concluded that the complaint is both untrue and has been brought with malicious intent, disciplinary action will be taken against you.

EQUALITY POLICY

A) STATEMENT OF POLICY

1. We recognise that discrimination is unacceptable and although equality of opportunity has been a long standing feature of our employment practices and procedure, we have made the decision to adopt a formal equal opportunities policy. Breaches of the policy will lead to disciplinary proceedings and, if appropriate, disciplinary action.
2. The aim of the policy is to ensure no job applicant, employee or worker is discriminated against either directly or indirectly on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.
3. We will ensure that the policy is circulated to any agencies responsible for our recruitment and a copy of the policy will be made available for all employees and made known to all applicants for employment.
4. The policy will be communicated to all private contractors reminding them of their responsibilities towards the equality of opportunity.
5. The policy will be implemented in accordance with the appropriate statutory requirements and full account will be taken of all available guidance and in particular any relevant Codes of Practice.
6. We will maintain a neutral working environment in which no employee or worker feels under threat or intimidated.

B) RECRUITMENT AND SELECTION

1. The recruitment and selection process is crucially important to any equal opportunities policy. We will endeavour through appropriate training to ensure that employees making selection and recruitment decisions will not discriminate, whether consciously or unconsciously, in making these decisions.
 2. Promotion and advancement will be made on merit and all decisions relating to this will be made within the overall framework and principles of this policy.
 3. Job descriptions will be revised to ensure that they are in line with our equal opportunities policy. Job requirements will be reflected accurately in any personnel specifications.
 4. We will adopt a consistent, non-discriminatory approach to the advertising of vacancies.
 5. We will not confine our recruitment to areas or media sources which provide only, or mainly, applicants of a particular group.
 6. All applicants who apply for jobs with us will receive fair treatment and will be considered solely on their ability to do the job.
 7. All employees involved in the recruitment process will periodically review their selection criteria to ensure that they are related to the job requirements and do not unlawfully discriminate.
 8. Short listing and interviewing will be carried out by more than one person where possible.
 9. Interview questions will be related to the requirements of the job and will not be of a discriminatory nature.
 10. We will not disqualify any applicant because he/she is unable to complete an application form unassisted unless personal completion of the form is a valid test of the standard of Welsh or English required for the safe and effective performance of the job.
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11. Selection decisions will not be influenced by any perceived prejudices of other staff.

C) TRAINING AND PROMOTION

1. Senior staff will receive training in the application of this policy to ensure that they are aware of its contents and provisions.
2. All promotion will be in line with this policy.

D) MONITORING

1. We will maintain and review the employment records of all employees in order to monitor the progress of this policy.
2. Monitoring may involve:-
 - a. the collection and classification of information regarding the race in terms of ethnic/national origin and sex of all applicants and current employees;
 - b. the examination by ethnic/national origin and sex of the distribution of employees and the success rate of the applicants; and
 - c. recording recruitment, training and promotional records of all employees, the decisions reached and the reason for those decisions.
3. The results of any monitoring procedure will be reviewed at regular intervals to assess the effectiveness of the implementation of this policy. Consideration will be given, if necessary, to adjusting this policy to afford greater equality of opportunities to all applicants and staff.

TERMINATION OF EMPLOYMENT

A) RESIGNATIONS

All resignations by employees must be supplied in writing, stating your reason for resignation.

B) TERMINATING EMPLOYMENT WITHOUT GIVING NOTICE

If you terminate your employment without giving or working the required period of notice, as indicated in your individual statement of main terms of employment, you will have an amount equal to any additional cost of covering your duties during the notice period not worked deducted from any termination pay due to you. This is an express written term of your contract of employment. You will also forfeit any contractual accrued holiday pay due to you over and above your statutory holiday pay, if you fail to give or work the required period of notice.

C) RETURN OF OUR PROPERTY

On the termination of your employment you must return all our property (including keys and confidential company information) which is in your possession or for which you have responsibility. Failure to return such items will result in the cost of the items being deducted from any monies outstanding to you. This is an express written term of your contract of employment. On the termination of your employment you must remove all company confidential information from your personal equipment.

D) RETURN OF VEHICLES

On termination of your employment you must return any organisation vehicle in your possession to our premises. Failure to return the vehicle will result in the cost of its recovery being deducted from any monies outstanding to you. This is an express written term of your contract of employment.

E) GARDEN LEAVE

If either you or the organisation serves notice on the other to terminate your employment the organisation may require you to take "garden leave" for all or part of the remaining period of your employment.

NB.

During any period of garden leave you will continue to receive your full salary and any other contractual benefits.

RULES FOR THE USE OF OUR VEHICLES

A) DRIVING LICENCE AND AUTHORITY TO DRIVE OUR VEHICLES

1. You must be in possession of a current driving licence and have authority via the Business Manager to drive one of our vehicles.
2. Your driving licence must be produced for scrutiny by the Business Manager prior to driving any of our vehicles. Alternatively, we may require you to provide us with the ability to access your driving licence details online.
3. If at any time your licence is endorsed, or you are disqualified from driving, we must be informed immediately.
4. It is your responsibility to see that it is not used by anyone other than authorised employees.
5. Data collected about driving licences will be processed in line with the Data Protection Act. You may read more about the data we hold on you, why we hold it and the lawful basis that applies in the employee privacy notice.

B) FIXTURES, FITTINGS AND MODIFICATIONS

1. No fixtures such as aerials, roof racks, towing apparatus, stickers, may be attached to any of our vehicles without prior written permission.
2. No change or alterations may be made to the manufacturer's mechanical or structural specification of the vehicle.

C) WARRANTY

All warranty work must be reported to us prior to it being carried out.

D) CLEANING AND MAINTENANCE

1. When you drive one of our vehicles it is your responsibility for ensuring that it is kept clean and tidy and that it is returned to us in that condition after use.
2. Any maintenance or repair work, or replacement of parts, including tyres, must be approved in advance by us, and reimbursement will only be made against production of an authorisation. Full details of the work required and the cost involved must be given.

E) FUEL ETC.

1. Before you use one of our vehicles, and on its return, you are responsible for ensuring that the oil and water levels, battery and brake fluid and tyre pressures are maintained and that the tread of all tyres conforms to the minimum legal requirements.
2. We will only reimburse you for fuel and oil used on our business. Claims must be submitted on a weekly report sheet, signed by yourself and accompanied by receipted bills.

F) FINES

We cannot under any circumstances accept responsibility for parking or other fines incurred by you. The cost of these fines if not paid will be deducted from your salary/pay. This is an express written term of your contract of employment.

G) DAMAGE OR INJURY

1. If you are the driver of any of our vehicles and it is involved in an accident which causes damage to property or another vehicle, or injury to any person or animal, you are required to give your name and address, the name and address of the owner, the registration number of the vehicle and the name of the insurance company to any person having reasonable grounds for requiring such information it is important that you give no further information. If for some reason it is not possible to give this information at the time of the accident, the matter must be reported to the police as soon as possible, but within twenty four hours of the occurrence.
2. In addition in the case of an incident involving injury to another person or to notifiable animals, you are responsible for notifying the police of the occurrence, and must produce your insurance certificate to a police officer attending the accident, or any other person having reasonable grounds for seeing it. The accident must be reported to a police station or to a police officer within twenty four hours. If you are not then able to produce the certificate, you must, in any event, produce it in person within five days after the accident, to such police station as you may specify at the time of first reporting the accident.
3. For security reasons, insurance certificates are kept by us. However, a copy of the certificate of insurance is provided with each vehicle and this will be renewed annually. You should make sure that it is with the vehicle at all times. Replacement copies can be obtained from us if necessary.

H) LOSS

1. In the case of theft of one of our vehicles, the police and ourselves must be informed immediately. Full details of the contents of the vehicle must also be given. If any contents are stolen from the vehicle the police and ourselves should be notified immediately.
2. Please note that only our property is insured by us and you should make your own arrangements to cover personal effects.
3. The vehicle should be kept locked when not in use and the contents should be stored out of sight, preferably in the boot if it is a car. If a vehicle is stolen we are required to prove to the insurance company that there has been no negligence and, therefore, we must hold you responsible in the event of such negligence.

I) ACCIDENT PROCEDURE

1. It is a condition of the insurance policy that the insurers are notified of all accidents, even if apparently of no consequence. You must, therefore, as soon as possible after the accident, obtain an accident report form from us which must be completed and returned to us within twenty four hours. All the information required on the form must be completed. You should note, that whenever possible the following particulars should appear in the form:-
 - a. the name and address of the other driver and the name and address of his/her insurers
 - b. the names and addresses of all passengers in both our vehicle and the third party's vehicle
 - c. names and addresses of all witnesses. It will be of considerable assistance if statements can be obtained from all witnesses at the time of the accident
 - d. particulars of the police attending i.e. name, number and division.
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2. A detailed sketch must be provided showing the relative position of the vehicle before and after the accident, together with details of the roads in the vicinity, e.g. whether they are major or minor roads and as many relevant measurements as possible.
 3. If our vehicle is undriveable you are responsible for making adequate arrangements for the vehicle to be towed to a garage, and the name and address of the garage where the vehicle may be inspected must be stated on the claim form.
 4. An estimate of the repairs required to be carried out, showing details and cost of both labour and materials, must be obtained and sent to us as soon as possible.
 5. Under no circumstances may repairs be put in hand until the insurance company has given its agreement. We will notify you when this has been done.
 6. You should not under any circumstances express any opinion one way or the other on the degree of responsibility for the accident. Only exchange particulars mentioned in 1 above and nothing more.

J) ROAD FUND LICENCE/INSURANCE

The road fund licence for each vehicle will be renewed automatically when due and when fully insured.

K) PERMITTED USE

Subject to the restrictions already stipulated, our vehicles may only be used for our authorised business unless previous arrangements for private domestic or social use have been agreed with us in advance. They may not be used for the carriage of passengers for hire or reward, nor may they be used for any type of motoring sport, including racing, rallying or pace making, whether on the public highway or on private land.

L) PERSONAL LIABILITY FOR DAMAGE TO VEHICLES

1. Where any damage to one of our vehicles is due to your negligence or lack of care, we reserve the right to insist on your rectifying the damage at your own expense or paying the excess part of any claim on the insurers.
2. Repeated instances may result in disciplinary action being taken.

M) SAFE USE OF VEHICLES

It is an expectation of all staff to adhere to the following rules when using our vehicles:

- a. Staff must be familiar with the Highway Code.
 - b. Always ensure that both themselves and passengers wear a seat belt.
 - c. Speed limits must be adhered to.
 - d. Drive with due care and attention regardless of whether or not they are transporting passengers.
 - e. Turn left when exiting the driveway out of the school grounds.
 - f. Complete any relevant vehicle/mileage logbooks before and after use.
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GENERAL SCHOOL INFORMATION

A) ABSENCE (PUPIL)

If a young person does not arrive for school, staff must inform the SLT as soon as possible. If staff have concerns relating to a young person's absence, they must raise their concern using the Pupil Concern form

B) ASSEMBLIES

The school holds a Praise and Rewards assembly each week on Friday. This plays a significant role in acknowledging the achievements of the pupils and is a positive tool in helping them to engage through the principle of incentive and increased self-esteem. It is important that staff play a part in these assemblies and contribute when required.

C) ASSESSMENT, RECORD-KEEPING AND REPORTING

Assessment, record keeping and reporting are critical factors in ensuring the continuous development of the school and its pupils. All staff are expected to contribute to this process on a regular basis.

D) BEHAVIOUR SUPPORT

The school has a comprehensive Behaviour support policy, which should be read by all staff. Issues of behaviour are discussed at staff meetings and (if necessary) at Directors' meetings. The main ethos of behaviour support within the school is to promote positive behaviour through a system of praise and reward, and where necessary the appropriate use of sanctions. It is the responsibility of the staff team to ensure at all times that the pupils are made aware of the schools expectations. Serious incidents of misbehaviour must be reported to the Principal or Vice Principal immediately. All relevant paperwork relating to such incidents should be completed and submitted before the end of the school day.

E) COMMUNICATION WITH PARENTS

It is the aim of the school to foster good relationships with the parents and carers of the pupils that attend Bryn Tirion Hall School. A significant part of this takes place through maintaining good levels of communication and wherever possible ensuring that parents and carers are kept informed of the development and progress that they're young person is making through the use of both formal reports and informal discussions.

Staff should be careful not to enter into discussion with parents and carers about previous schools or staff. If parents and carers offer criticism of colleagues then staff should steer the conversation quickly to another topic. It would not be wise for staff to enter into discussion with parents and carers about the behaviour of pupils other than their own. Most Parents and carers would understandably be concerned to hear that a teacher and another parent had discussed their child or young person in their care. Staff should inform the School SLT about any complaints, serious worries or concerns of parents and carers.

F) DISPLAYS

School staff should give priority to the creation of an informative and stimulating environment within the classroom. Areas should be established for various activities and pupil's work as well as other objects displayed to good effect; items should be carefully labelled and suitably mounted. Equal care should be given to corridor displays, especially the "Learner of the Week" wall, which should be updated and amended with high frequency and regularity.

G) DRUGS AND MEDICATION

Medication can only be administered with parental authority and if staff are comfortable to do so. If you have any concerns in regarding this please see the Principal/Vice Principal. Also see the organisations Administration of Medicines Policy.

H) EDUCATIONAL VISITS

Strict legislation governs the organisation of educational visits and they need to be planned well in advance. All off site visits must be fully risk assessed and approved before they can take place.

I) EMERGENCY CONTACTS

If a parent or carer needs to be contacted in an emergency staff need to notify a member of the SLT detailing the reasons why.

J) ILLNESS

If a child becomes unwell please notify the Principal/Vice Principal to enable parents/carers to be contacted.

K) INTER-SCHOOL LINKS

Bryn Tirion Hall School recognises the importance of continuously improving and developing the service we offer to the pupils that come here to learn. We constantly look for opportunities to forge positive relationships and links with other organisations and agencies involved at various levels of the learning process. We always welcome suggestions and ideas from staff that recognise such opportunities.

L) INSET

All staff are invited to make suggestions for INSET, either for a school or personal need. Suitable people may be invited to lead INSET training. The Principal has overall responsibility for the organisation of INSET. Staff are expected to attend such training.

M) LAYOUT OF WORK

Pupils should be encouraged to take care over the presentation of their work. For information concerning particular curriculum areas please refer to the relevant scheme and guidelines.

N) MEDICALS

The LAC nurse arranges medicals. Any member of staff with concerns about a young person's medical wellbeing should discuss them with the SLT.

O) MESSAGES (Pupils)

As a general rule only urgent telephone calls will be passed on during timetabled teaching, otherwise a message will be taken or the person asked to call back at the next break. Messages concerning the arrangements for the collection of pupils at the end of their school day should be given to the staff member in charge of the class as well as to the young person concerned.

P) PETTY CASH

Petty cash is available from the Principal to provide day to day expenses in relation to educational activities. If staff wish to make any purchases for educational purposes, they must ensure that the Principal has sanctioned all expenditure before purchasing any items. Failure to do so may result in denied reimbursement. Receipts for all purchases must be provided.

Q) PLANNING PREPARATION & ASSESSMENT TIME (PPA)

PPA time is provided for all education staff in order for them to carry out planning, preparation and assessment tasks connected with the general running of the classroom. This may also be the time to arrange meetings for subject co-ordinator responsibilities, to meet with advisors, parents and other members of staff. Should staff feel that they are missing out on PPA time regularly then they must make the Principal aware of this as soon as possible. PPA time is to be taken in school. The Principal must be made aware of all PPA arrangements.

Planning should be completed in the short, medium and long term. Standardised sheets are available. Planning files should be available on request. Programmes of study and attainments targets should be consulted when deciding upon learning outcomes and activities to be undertaken. If any advice is needed for the completion of planning sheets, please speak to the curriculum co-ordinator or to the Principal if it is a general enquiry.

R) PUPIL RECORDS

All staff involved in the education of pupils at Bryn Tirion Hall School are expected to assist in maintaining and updating pupil records as required. For more information on records please speak to the relevant co-ordinator.

S) REPROGRAPHIC EQUIPMENT

Where appropriate, staff should give thought to any potential issues relating to copyright when they are reproducing material for education purposes. Sensible and responsible use of reprographic equipment is expected at all times.

T) RESOURCES

Items of stationery are kept in the designated cupboard in the Education Office. Please inform the designated staff member if you take the last of any item so it can be replaced promptly. Any new stock or materials require the approval/authorisation of the Principal. The use of consumable resources should be kept to a minimum, as this is a very heavy drain on the school's budget.

U) RULES

School rules should be kept to a minimum to allow the pupils to remember them. High standards of conduct should be expected from the pupils at all times. We should seek to encourage:

- Safety
- Care & Courtesy
- Respect
- Quiet & Calm behaviour

Staff should be prepared to continuously and consistently remind pupils of the rules, both as necessary before leaving the classroom and through general discussion as part of the working week. See also section on "Behaviour Management".

V) SCHOOL IMAGE & PRESENTATION

The overall presentation and appearance of the school impacts on how the school is perceived by the general public and outside agencies that are likely to come in to contact with the school. Staff are expected to contribute towards the general upkeep and appearance of the school (see also see "Conduct" section).

W) SCHOOL DAY

The school day is set annually to accommodate the requirements of the school timetable. School SLT will inform all staff at the beginning of the academic year.

X) SCHOOL MEALS

All education staff, if required, will be provided with lunch free of charge. It is a requirement of their role as staff to have their lunch in the canteen with pupils.

Y) TESTS/EXAMS

Bryn Tirion Hall School conforms with Welsh Government standards where applicable. All tests and exams are organised as appropriate according to the individual needs of the pupils.

Z) TIMETABLES

It is a standard requirement for all education staff to contribute to the creation of the education timetable. Where possible the school endeavours to maintain consistency across the curriculum. However, from time to time change may occur when appropriate.

AA) TRANSPORT & TRAVEL

Where possible all transport and travel for education purposes should be organised in advance. However, on occasion there may be a requirement for the school to hire vehicles to facilitate some education needs. In all cases please refer to the section on "Rules for the Use of Our Vehicles".

BB) TUTOR TIME

Tutor time takes place daily at 9.00am to 9.10am and 3.00pm to 3.15pm. This time is designated for addressing any general school issues that may occur, such as absence or attendance concerns.

CC) SCHOOL UNIFORM

The school has a specific mode of dress. This is a blues school sweatshirt with Logo, a blue school polo shirt and grey or black skirt or trousers. A change of clothing is required for PE. All clothing should be clearly labelled. The school encourages the wearing of school logo items. Black footwear should be worn to school unless otherwise told. It is expected that all staff will remind pupils about looking and being smart in school and will confront untidiness and inappropriate clothing as appropriate.

DD) VALUABLES

Members of staff should not leave items of personal property unattended. Pupils should be discouraged from bringing into school items of personal property because of the possibility of loss or damage. The school cannot be held responsible for any breakages or loss to/of personal items.

EE) PUPIL REVIEWS

Reviews are a required and regular part of the work that takes place with the pupils at Bryn Tirion Hall School. The involvement of staff in the review process is vital in providing a complete and holistic view of the young person's progress while at the school. For this reason staff input is expected through contribution to the production of reports and the occasional attendance at review meetings.