



CRAWLEY



COMMUNITY



YOUTH



SERVICE



Staff Handbook and Policies

Issue 02/2014

Recruitment processes and working practices for Crawley Community Youth Services,
including Health & Safety, general policies and Safeguarding Procedures

Registered Company Number 07628290 Charity Registration 1142923

Staff Handbook and Policies

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ORGANISATION STRUCTURE

Directors / Trustees

The following Directors were elected at the Annual General Meeting on 29th September 2014. The Board of Directors also act as the Trustees of the Charity Crawley Community Youth Service Limited.

Ali Burke, (Chairman)

Pippa Forde, (Treasurer) – Payroll Officer and Human Resources 07711 483894

Martin Weller, (Fundraising)

Managers / Advisors

Chris Cook, Safeguarding Officer [REDACTED] or 07711 934437 or 07843 034190

Tim Simmans [REDACTED]

1. INTRODUCTION

1.1 Using the Handbook

This handbook has been developed to provide you with information you will need to be aware of whilst employed with CCYS. Whilst it is not contractual it does form general guidelines which you should adhere to. Please note that if you fail to adhere to the guidelines contained in this handbook your behaviour may be unacceptable and liable to disciplinary action.

It is your responsibility to read and understand the content. Please use it as a reference document for information which you may need to check from time to time. If there is anything you are unsure about please ask your line manager or the director responsible for Human Resources.

Updating the handbook

This handbook will be updated from time to time as required. CCYS reserves the right to modify, or discontinue policies, benefits and terms and conditions detailed in this handbook.

Any changes to the content will be notified to you by your line manager or a director. Where there is a change that impacts on the contractual relationship between you and CCYS you will personally be notified in writing prior to any such changes.

This handbook will be available online at www.ccys.org.uk

Communicating change

Good communications are essential to the effective running of CCYS and we welcome the contributions of all staff to improve communications and the operations of the company.

2. JOINING CCYS

2.1 Recruitment

In order to complete your recruitment process we will need certain pieces of information from you. These include a P45 from your previous job (if applicable); your bank details; evidence of any qualifications and proof that you are eligible to work in the UK. These documents will need to be provided on or before the first working day.

2.2 References

Your offer is subject to satisfactory references. If, for some reason, your references suggest you are not suitable for the role your appointment may not be confirmed. If this is the case you will be invited to a meeting with a director to discuss any concerns they may have.

2.3 Induction

During your first few months with CCYS you will have an induction training programme mapped out for you. This has been designed to help you learn the skills and knowledge you will need in order to provide an excellent level of service to customers. We hope that you will fully engage with the programme and become a valued member of the team. This training programme will form part of your probationary period and objectives (see 2.6 below).

2.4 Personal Details

Personnel files are held securely. The information contained in these records may include personal data, sensitive personal data, salary and benefit details, details of jobs held and information on performance and conduct. The information is used to administer salaries and benefits, to assist with appointment decisions and in managing your performance. It will be also used in any disclosure which CCYS is required to provide to any legitimate government agency.

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

Viewing your personnel file

Should you wish to view your personnel file, you may do so at any time by sending a request to the Treasurer & Director. There will be a fee of £10 for such a request. We will aim to deliver a copy, in your preferred format, of any information requested within 40 days. If any of the information is inaccurate, please let us know what and provide full details so that we may correct this. For further information see the Data Protection Policy which can be found in the last section of this handbook.

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

We will not give out your personal details to any external body unless these are required for the purposes of payroll administration, health and safety management, or a criminal or PAYE

investigation. We will only give references for mortgage or other purposes (including employment references) if you have given your permission for this.

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

Updating your personal details

The Data Protection Act requires that any personal information kept by us is maintained, is up-to-date and is accurate. In order to help us comply please ensure that the Treasurer is informed immediately of any changes to your personal details. These include change of name, address, home telephone number, marital status, emergency contacts, gain or loss of a dependant and attainment of a professional qualification or membership of a professional organisation. Please also advise the Treasurer of any changes in your personal circumstances which could affect your employment, including but not limited to changes in health and endorsements on your driving license (if you are required to drive on business).

2.5 Tax Office

If you have a query regarding your tax code or tax deductions, the address and reference code of the Tax Office which deals with our affairs is as follows:

Tax Office Name: Cumbernauld
Tax Office Address: HM Revenue & Customs
St Mungo's Road
Cumbernauld
G67 1YZ
Tax Office Reference: 475/SA63583

2.6 Probationary period

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

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

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

3. WORKING WITH CCYS

3.1 Hours of work

Your normal hours of work are specified in your terms and conditions of employment. We place great importance on good-time keeping. You are asked make every effort to attend on time. You should be in position and ready to start work at the time agreed in your Written Statement of Employment Particulars.

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

If you are going to be late

If you think you will be late you should inform your line manager explaining why you are delayed and your expected time of arrival. You are expected to make every effort to attend work. Where there are issues with travel (such as rail strikes or reduced bus services) you are expected to take such problems into account and make alternative arrangements.

See section 5.9 for information on managing your travel during adverse weather conditions.

Overtime

You may be required to work overtime. Any payment for additional hours worked will be paid at normal rate and must be agreed in advance with a director.

Working Time Regulations

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

Your normal working hours are less than 48 hours per week and you should never reach a situation where you are in breach of these regulations. If you are concerned about the number of hours we ask you to work, should overtime be requested, then you should speak to the Treasurer or Chris Cook.

3.2 Salary and Benefits

Your salary is as shown in your Written Statement of Employment Particulars. This will be paid monthly in arrears on the last working day. Payment will be made directly into a bank or building society of your choice.

You will be paid at a rate of one twelfth of your basic annual salary for each full month worked. If you join part way through the month you will be paid for each working day in that month following your date of joining. Similarly if you leave part way through a month, you will be paid for each working day in the month up to the date of leaving.

Annual returns

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

Salary reviews

A salary review will take place annually. It should be noted that the review will not automatically lead to a salary increase. Where an increase is deemed appropriate it will be advised to you by letter with the start date and amount of any increase.

Over/underpayments of salary and other payments

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

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

Expenses

Any payment made by you in connection with your employment will be reimbursed using the expenses procedure. This has been designed to cover business mileage, car park fees, public transport costs, accommodation and other ad hoc payments. Normally the requirement to spend your own money on company business will have been agreed with you in advance.

If you are unsure that a payment you make is a legitimate business expense you should check with your line manager or the Payroll Officer before making payment. The Directors reserve the right to refuse payment if they do not believe that the expense is a legitimate business expense.

For information on how to claim expenses please speak to your line manager or the Payroll Officer.

Training (with reference to Section 3.9 below)

Where a specific training course is attended, a written agreement may be put in place, such that if an employee leaves CCYS within a specific time period, they would have costs deducted from any final salary.

3.3 Holidays

Your annual leave entitlement is specified in your Written Statement of Employment Particulars. Your holiday allocation includes all recognised Bank and Public Holidays. For avoidance of doubt these days are specified below. These are New Years Day, Good Friday, Easter Monday, May Day, Spring Bank Holiday, August Bank Holiday, Christmas Day and Boxing Day. Occasionally there will be additional Public Holidays awarded for special occasions. These too are included in your total holiday allocation.

Entitlement to paid holiday

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

If you work part-time the entitlement will be based on a pro-rata calculation of the number of days per week you work. If you are contracted to work part-time hours at any time in the week your holiday entitlement will be based on your contractual hours.

For example:

If you work 15 hours a week over three days:

$(3 \text{ days}/5 \text{ days}) \times 100 = 60\%$ of full time

Full time allocation = 28 days

60% of 28 = 16.8 days (rounded to 17)

Your annual allocation is 17 days.

Full day = 5 hours and Half day = 2.5 hours

If you work 15 hours a week, but over any number of days

$(15 \text{ hours}/37.5 \text{ hours}) \times 100\% = 40\%$ of full time hours

28 days holiday in hours is $28 \times 7.5 = 210$ hours

40% of 210 hours = 84 hours

Your holiday allocation is 84 hours

$84 \text{ days}/5 \text{ hours per day} = 16.8$ days (rounded to 17)

Both methods give the same holiday allocation.

Holiday year

The holiday year runs from January to December. Holiday must be used in the year in which it is accrued. You may not transfer holiday to a subsequent year.

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

Reserving holiday for time specified by CCYS

You must hold three days of your holiday allocation which will be used at a time specified by CCYS. These three days will normally be used for the period between Christmas and New Year. You will be advised of the actual date as soon as possible in the year, and definitely no later than July 1 each year.

Religious Observance

Leave required for religious festivals, except where those days fall on recognised Bank or Public holidays or non-working days, must be taken from your annual holiday entitlement. We acknowledge the diversity of religious beliefs and assure you that requests for holiday at times of religious festivals relevant to you will be given careful consideration alongside the operational needs of the business.

Booking Holiday

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

Due to work commitments we will not, under normal circumstances, authorise more than two consecutive weeks leave. If you feel that you have a special requirement that justifies more than two weeks in one block you should speak to a Director.

You should use the holiday form provided when requesting your holiday dates.

3.4 Sickness Absence

Sickness absence

If you are unable to attend work due to sickness, where possible you should telephone your line manager or the senior manager not later than 30 minutes after your normal start time. If you are unable to contact either manager please contact the director for Human Resources as soon as possible.

If you are unable to make the call yourself you should ask someone else to do this on your behalf. If you are unable to make a voice call or have someone call on your behalf you should text or as a last resort send an email.

Should you be absent from work through sickness for seven or more calendar days you will be required to provide a doctor's certificate. Full details related to the sickness absence policy can be found in the appendix to this handbook.

Sick Pay

There is no contractual sick pay. You may however be eligible for statutory sick pay. Please refer to the Sickness Absence Policy located in the alphabetic appendix to this handbook.

Medical and Dental Appointment

CCYS understands that it is not always possible to get a doctor's, dentist's or hospital appointment outside normal working hours. Whilst reasonable time off to attend such an appointment will normally be authorised, ideally such appointments should be made on non-working days or at the start or end of the day to minimise disruption. See the sickness absence policy for full details.

3.5 Unauthorised Absence

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

3.6 Absence Monitoring

All absence within CCYS is monitored. Where absence becomes an issue one of the Directors will have an informal discussion with you. After due process, should your attendance remain a problem you may be invited to a disciplinary meeting which may ultimately lead to dismissal on grounds of ill-health.

3.7 Family Friendly Leave of Absence

CCYS embraces family friendly policies. These are discussed in the following sections and in the individual policies and procedures appended to this handbook.

Dependent Leave

Should you have a major unforeseen problem with a dependent child, or elderly relative where you are the primary carer, you will be granted leave in order to put in place a temporary care package. Payment for such leave is at the discretion of the Directors.

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

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

Parental Leave

Where someone has a parental responsibility for a child's upbringing they may wish to take some leave. This policy is supportive of those needs and whilst it is non-contractual it has been designed to set out how we will manage and support parental leave.

Our Parental Leave Policy, located in the alphabetic appendix to this handbook, explains the full policy.

Maternity Leave

We value the contributions of our female staff and every effort is made to encourage women to return to work from maternity leave. We recognise that arrangements for cover during the period of maternity leave and additional leave, as well as arrangements for communication during maternity leave, are important for ensuring smooth transitions at every stage. This policy is supportive of those needs and whilst it is non-contractual it has been designed to set out how we will manage and support maternity leave.

Our Maternity Leave Policy, located in the alphabetic appendix to this handbook, explains the full policy.

Paternity Leave

Where someone has a paternal responsibility for child's upbringing they may wish to take some leave at the time of the birth (or adoption). This policy is supportive of those needs and whilst it is non-contractual it has been designed to set out how we will manage and support paternity leave.

Our Paternity Leave Policy, located in the alphabetic appendix to this handbook, explains the full policy.

Adoption Leave

Where someone decides to adopt a child they have the right to take leave to allow time to form a bond with that child. Our Adoption Leave Policy, located in the alphabetic appendix to this handbook, explains the full policy.

Flexible Working

You may have a statutory right to request flexible working if you have parental responsibilities for a child or you care for an adult, subject to the criteria detailed below:

- You care for a child aged 16 or under (18 if disabled)
- The adult is married to you, is your partner or civil partner
- The adult is a 'near' relative including parents, parents-in-law, adult children, adopted adult children, siblings (including in-laws), uncles, aunts, grandparents
- Matches neither above category, but lives at the same address

If you believe you meet the criteria you have a legal right to request flexible working. There is an obligation for CCYS to seriously consider your request; however there is no legal right for us to agree to such a request.

If you do not have the legal right to make such a request, you are still welcome to apply for flexible working. Whilst we will explore all options to support staff making such a request there is no guarantee that we will be able to agree.

3.8 Special leave

Compassionate Leave

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

'Immediate family' is defined as:

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

Normally up to 3 days' paid leave will be granted if you are responsible for arranging the funeral and need to deal with other urgent issues for an immediate family member. Additional time off will be authorised as holiday or will be unpaid.

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

'Extended family' is defined as:

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

Public Duties

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

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

Jury Service

Should you receive a request to serve on jury service, you should inform your line manager as soon as possible providing a copy of the summons so arrangements can be made to cover your absence.

The court questionnaire should be given to the director for Human Resources for completion and return.

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

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

Where you are not required to attend court or you are released for a half day or more in any jury day you must return to work.

Appearing as a Witness

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

Court Summons

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

Dependent Leave

See section 3.7.

Religious observance

See section 3.3.

Trade Union Duties

CCYS does not recognise any trade union. Whilst you are free to join any union of your choice, time off for union activities is not permitted during your normal working hours.

Companion or witness in disciplinary or grievance

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

Unpaid Leave

Unpaid leave is not encouraged but we understand there may be times when you may need to be away from work for some other reason not covered above. Under such circumstances, and

provided you have at least twelve months service, you should speak to your line manager who will consider your request. Such leave is entirely discretionary and will be considered on a case-by-case basis.

3.9 Training & Development

CCYS provides regular training and development for all staff. You will be asked to sign a training agreement before attending any training. CCYS will normally pay for the total cost of training, however if you leave within one year of completing the training we reserve the right to 'claw back' a proportion of the training cost as detailed in your training agreement.

Vacancies within the organisation are shared with all staff, as well as being released externally. Should you feel that you match the requirements of any role you should speak to your line manager and make an application.

Performance Management

On joining CCYS you have a probationary period as specified in your Written Statement of Employment Particulars. This period has been designed to monitor your performance during the early stages of your employment with us, and to provide you with the necessary training to ensure you have all the necessary skills and tools at the end of the probationary period.

Should your performance fall below an acceptable level at this time, or at any subsequent time in your career, an action plan will be developed to support your learning and development in order to ensure you meet the minimum acceptable requirements. Where you fail to meet the minimum criteria, despite the support of CCYS, formal action may be taken. This could lead to dismissal. The disciplinary and dismissal procedure can be found in the appendix to this handbook. Please note that during your probationary period the procedure followed is that outlined in section 2.6 of this handbook.

Performance Appraisal

A formal performance appraisal will take place shortly before the end of your probationary period, and then annually, with an informal review six months after the initial performance appraisal meeting. This is an opportunity for you to take time to consider your overall performance, talk through any problems or difficulties that may be affecting your work and consider any longer-term career development needs. Specific work-related objectives will be discussed and agreed with you and any training and development needs will also be identified.

3.10 Professional Conduct

You and your colleagues are our best ambassadors, and you represent us whenever you meet clients and suppliers. We therefore ask that your appearance and conduct presents us in a professional light at all times. This includes events outside of the workplace such as client visits, training courses, seminars and conferences or social functions.

We aim to create pride in CCYS and generate a feeling of loyalty and trust with everyone with whom we come into contact. Please help us to do this.

3.11 Customer Relations

We place great emphasis on maintaining good and long-term relationships with our clients. You are therefore reminded that you are a representative of CCYS when dealing with clients, and must act in a responsible, courteous and professional manner.

If any client makes a complaint or criticism of CCYS or our services, you are required to inform your line manager of this as soon as is reasonably possible.

3.12 Dress Code

Your personal appearance is an important contribution to the image and reputation of CCYS. It is essential for you to project a professional image, whether your work involves meetings with clients or not.

Please observe standards of dress and appearance (including but not limited to hair and body adornment) appropriate to working in a professional environment. In all cases we expect you to be both conventionally dressed and smart. We aim to be fair and reasonable and for our requirements to apply with equal formality to both sexes. You may be requested to wear uniform, or other corporate wear. If this is the case we will provide the clothing for you.

3.13 Other employment

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

3.14 Communicating with Media

You should refer all communications and enquiries from the media to the Press and Publicity Officer. You must not act as a spokesperson for CCYS without express permission from the Press and Publicity Officer.

Please do not discuss CCYS or any of our clients or business partners, whether officially or 'off the record', or endorse any product or service or person without our specific permission. If approached by a member of the press, do not say 'no comment'. Take the contact details and ensure that the message is passed on immediately to the Press and Publicity Officer.

No publication of any material or opinion based on experience gained with us may be made without the written consent of the Press and Publicity Officer and the authorisation of a director.

3.15 Personal and Company Property

Removal of company scrap or waste products

All materials and equipment kept on our premises remain the property of CCYS and may not be removed without the prior approval of one of the Directors. We reserve the right to define 'materials and equipment' in specific instances but, generally, if it does not belong to you, do not remove it even if you consider it to be scrap or unwanted material. For the avoidance of doubt, any 'materials and equipment' includes those which may be deemed to be scrap, broken, obsolete or surplus to requirements.

Unauthorised removal of any company property is regarded as theft. We operate a zero tolerance policy on theft and regard this as gross misconduct. Theft is therefore grounds for immediate dismissal and may cause us to bring criminal charges against you.

Company equipment

If you have been provided with company equipment, it is your responsibility to look after such equipment. Where such equipment is taken off company premises it is your responsibility to take care of it, and when you keep it overnight it must be held securely. Should you lose equipment, or have it stolen, due to negligence you may be liable to disciplinary action and for the repayment of an amount to cover the cost of replacement equipment.

Accidental or willful damage or theft of your property

We do everything possible to keep our premises secure, but there is always the risk that petty crime will occur. We cannot and do not guarantee the security of your personal belongings; nor can we make insurance claims or offer financial compensation if thefts do occur without evidence of a physical break-in. You should not therefore leave your belongings unattended. Any items of personal or financial value should either be taken home with you at the end of the day or locked away in a drawer, cupboard or filing cabinet.

Similarly, we do not accept any liability for cars, other vehicles or bicycles brought onto our premises.

If you accidentally damage any work property, or that of a client, you must advise a director as soon as possible.

Using own car for business meetings

If you use your vehicle for business travel, you must ensure your insurance covers you for this (see section **Error! Reference source not found.**). Reimbursement for mileage costs should be made through the expenses procedure.

4. CREATING A GOOD WORKING ENVIRONMENT WITHIN CCYS

4.1 Facilitating good working practices

Equal Opportunities

We are committed to the principals of equal opportunity within CCYS. We will ensure, as far as possible, that no-one receives less favorable treatment than anyone else.

We will not condone discriminatory behavior of any kind by employees, clients, suppliers or any other persons we might interact with.

Our Equal Opportunity Policy, located in the alphabetic appendix to this handbook, explains the full policy.

Fraud/Money Laundering

CCYS has a commitment to high legal, ethical and moral standards. All members of staff are expected to share this commitment. Both the Fraud and the Anti-Money Laundering Policies can be found in the appendix to this handbook. Please ensure you read and understand them.

The Fraud policy applies to any irregularity, or suspected irregularity, involving employees, consultants, suppliers, contractors, customers and/or any other parties with a business relationship with CCYS. Any investigative activity required will be conducted irrespective of the person's relationship to CCYS, their position or length of service.

No legal definition of fraud exists; many of the offences referred to as fraud are covered by the Theft Acts of 1968 & 1978 and the Forgery & Counterfeiting Act 1981. The term is used to describe such acts as theft, deception, bribery, forgery, corruption, false accounting and conspiracy to commit these offences. For practical purposes fraud may be defined as the use of deception with the intention of obtaining an advantage, avoiding an obligation or causing loss to another party.

If you have knowledge, or suspect, that financial proceeds from crime are being passed through CCYS, or any client firm, to cleanse their identity and make them appear to be from legitimate sources, you are required by law to report this to your line manager as soon as reasonably practicable after the information comes to your attention. Failure to do so may constitute an offence. If you are concerned that your line manager may be involved you must report the issue to one of the directors.

Data Protection Policy

The data protection policy can be found in the appendix to this handbook. It explains our commitment to processing and maintaining data in a confidential manner and in accordance with current data protection legislation.

Whistle Blowing

CCYS aim to develop a culture of openness. It is therefore important that where concerns exist

regarding irregularities within our own, or a client's organisation, these can be aired. This policy is non-contractual and has been designed to provide a mechanism for sharing concerns regarding malpractice. The policy can be found in the appendix to this staff handbook.

Environmental Policy

CCYS recognises the importance of environmental issues and sustainability. We therefore factor in these issues when making decisions about our business. We believe by doing this we send the right message to our staff, customers, suppliers and the local community.

CCYS will consider suppliers of products/services who seek to minimise their carbon footprint and to reduce their impact on the environment.

We have adopted a policy of minimum waste and where possible we re-use, recycle and cut down on waste. We adopt these qualities within our own premises and as far as possible on client premises.

4.2 Corrective Action within CCYS

Disciplinary Policy

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

Due to the nature of our business it is important that any breaches of our rules are dealt with effectively, fairly and consistently in the interests both of CCYS and staff.

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

It is important to read and make yourself familiar with the disciplinary and dismissal procedure which sets out how we will manage unacceptable behaviour. The policy can be found in the appendix to this staff handbook.

During the probationary period a modified procedure will be used as explained in sections 2.6 and 3.9.

Grievance Procedure

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

This procedure is non-contractual but has been designed to ensure that work-based issues can be quickly dealt with, and where possible solved at an informal stage.

Our grievance procedure can be found in the appendix to this staff handbook.

Sickness Absence Management

The sickness absence policy applies to all our employees. It aims to minimise the disruption caused by employee absence by setting clear guidelines on absence notification, by encouraging regular communication to assist staff to return to work as soon and as safely as possible, and by assisting managers in handling absences due to illness or injury in a fair, consistent and effective way. This policy is not contractual but sets out the way in which CCYS plans to deal with absence at work. The full policy can be found in the appendix to this staff handbook.

Bullying and Harassment

We believe all our employees have the right to work in an environment free from bullying behaviour and any form of harassment, be it on the grounds of their sex, sexual orientation, race, religion or belief, political opinion, marital status, disability, age, nationality or appearance.

The aim of this policy and the accompanying procedure is to prevent bullying and harassment, to provide guidance and to resolve any problems as quickly as possible should they occur. It also aims to prevent further recurrence. This policy is not contractual, but aims to set out how we normally deal with alleged bullying and harassment issues. It can be found in the alphabetic appendix to this handbook.

5. HEALTH & SAFETY WITH CCYS

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

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

We are committed to effectively managing health and safety risks arising from our work activities and complying with our legal obligations. We do not consider that there are any specific hazards particular to our business: however, please do not be complacent about safety. Accidents can happen anywhere but most can be avoided by using a little common sense and taking care.

We firmly believe that the success of our health & safety policy relies on the full co-operation of all staff. We all have a Duty of Care to the young people we work with. We welcome feedback from staff who believe there is any issue that may need to be addressed. We will regularly review our health and safety policy to take account of any significant changes in our operations.

5.1 Risk Assessment

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

5.2 General Health and Safety Rules

1. Always use tidy and systematic working methods which will ensure jobs are done safely and efficiently. Please dispose of waste materials by placing waste in the appropriate receptacles.
2. All confidential papers must be shredded before discarding. Any paper that can identify an individual, client or CCYS should be regarded as confidential.
3. All food waste, such as from lunches, is to be disposed of in a bin which has a plastic liner.
4. Do not leave things lying on the floor or standing in or protruding into walkways.
5. Safe access to, and exit from work areas must be maintained at all times. Access routes should not be used for casual storage purposes.
6. Take care when using the kettle and when carrying hot drinks. If something is spilled on the floor ensure it is cleaned up immediately.
7. Ensure there are no wires trailing across the floor and in particular walkways.
8. Don't leave drawers or cabinets or desks open to be fallen over.
9. Only open one drawer of a filing cabinet at a time. Ensure filing cabinets are loaded evenly to avoid becoming unbalanced.
10. Never reach over or climb on equipment. Don't climb on boxes, filing cabinets or chairs to reach things. Use the proper equipment for all tasks at all times.

5.3 Security

It is the responsibility of all staff to ensure that on leaving, windows are shut and secured, internal and external doors are locked, and all computers and electrical equipment shut down and locked away, where appropriate.

5.4 Right of Search

We reserve the right of search to combat theft, or the use of drugs or any other illegal substances on our premises. To this end, we may carry out random checks on visitors' and employees' identities, person and property, including vehicles whilst on our premises. Many checks are simple precautionary measures and do not imply suspicion.

Any employee who is searched will have the right to be accompanied by a colleague who is on the premises at the time of the search. We also reserve the right to call the police at any stage should we believe that a crime has been committed.

5.5 Recycling

We aim to recycle wherever possible.

5.6 Electrical Equipment

All portable equipment will be tested on a regular basis. Do not use equipment on which the Portable Appliance Testing (PAT) certificate has run out. Testing is carried out by a competent person and is in accordance with the current PAT testing guidelines.

Never overload sockets by plugging multiple adaptors into them. If you are unsure about the safety of electrical equipment you should speak to your line manager.

At the end of the day all electrical equipment should be switched off unless there is specific requirement for it to remain on.

Private portable electrical equipment must not be brought into the establishment and used without the appropriate checks.

5.7 Accidents at Work and First Aid

You should report all accidents, no matter how minor, to your line manager. This should also be recorded in the accident book or form. Any exposed cut or burn must be covered with a first aid dressing.

The First Aid boxes are kept at each venue. The names of First Aiders are displayed by the first aid box or within our sessional manuals or on the Health and Safety Notice board.

Suitable and appropriate first aid cover will be provided during sessions and all staff members shall be informed of the arrangements in place.

The Centre Manager is the designated person for ensuring the first aid kit is kept fully stocked.

5.8 Fire Safety

The Centre Manager is the designated person for fire safety within the establishment or at centres operated by others used by CCYS then the staff/volunteer in charge of the session has delegated responsibilities for fire safety. They will:

- Ensure the establishment's fire risk assessment is kept up-to-date by annual review or in response to significant changes to premises or work arrangements.
- There is reasonable fire-fighting equipment in the establishment and that it is maintained.
- The fire safety equipment, e.g. fire alarm, emergency lighting, etc is regularly checked and maintained.
- There are no general fire hazards around the building, particularly near escape routes, escape routes are unobstructed and that there is access for fire fighters.

They will also ensure that the establishment has an up to date **Emergency Action Plan** in place, which details the procedures to be followed in the event of a fire and practised by carrying out regular fire drills. The plan needs to be prepared to ensure that people within the establishment know what to do if there is a fire, and to ensure the establishment can be safely evacuated.

Where necessary, the **Emergency Action Plan** will include the following features:

- Action on discovering a fire and calling the fire service (these notices will also be displayed throughout the establishment)
- A record of the evacuation drills of all relevant persons from the premises; these should be carried out termly or in accordance with the relevant minimum standard.
- The location of the assembly point for roll call
- Liaison with emergency services
- Identification of key escape routes
- The type and location of fire-fighting equipment provided
- Specific responsibilities in the event of fire (adequate number of fire wardens to assist with the evacuation)
- Training (in house fire safety awareness training is carried out annually for all staff).
- Any need to co-operate or co-ordinate with other responsible persons that will be operating within the premises.

In event of fire or other incident that requires evacuation of the venue for personal safety, please assemble at the designated assembly point for that particular venue. It is your responsibility to ensure that you know the fire evacuation/incidents procedure for each venue in which you work.

5.9 Drugs & Alcohol

If you face a situation where you have become dependent on alcohol or drugs, we will be sympathetic to your condition and will help you to seek appropriate treatment and allow time to recover fully. However, we have a duty to ensure so far as is reasonably practicable the health and safety and welfare at work of all our workers and similarly you have a responsibility to yourself and your colleagues.

- The use of alcohol and non-prescribed drugs may impair the safe and efficient running of CCYS and is forbidden both during working hours and in the time prior to this where it could affect your ability to work safely.
- To be unable to work properly or to cause your fellow workers to have reason to object to your conduct, in either case caused through either alcohol or drugs misuse, may lead to action being taken under our disciplinary procedure. Action will also be taken if the misuse takes place on client's premises or at a conference or exhibition or social event either organised by CCYS or that you are attending as a representative of CCYS.

5.10 Smoking

CCYS operates a no-smoking policy during the course of our sessions. We aim to provide a working environment that is safe and minimises any risks to health. Where necessary, safe spaces are designated for over-16s to smoke but staff should ensure that tobacco products are not supplied to under-16s for use.

5.11 Control of Substances Hazardous to Health (COSHH)

All hazardous substances stored and used within the establishment are to be risk assessed and the precautions identified by the risk assessment shall be implemented. These assessments will be held in the establishment's COSHH risk assessment file and made available to all employees who are required to use these substances in their work.

5.12 Contractors

Any contractors undertaking work on the premises should be from properly regulated firms and sign to say that they have seen the asbestos register before commencing any work.

5.13 Computer Display Screens

Users of computer screens will have a risk assessment completed to make sure they know how to adjust and set up the workstation correctly for themselves. It is the responsibility of the manager/line manager to carry out this risk assessment. The user risk assessments will be reviewed periodically by the manager/line manager, at least annually, but also if there have been any significant changes to the workstation. A review of the original assessment must be undertaken as soon as practicable by the line manager when an employee complains of musculoskeletal or other health issues that could be attributed to, or aggravated by, working with Computer Screens.

5.14 Private Vehicle for Business Use

You must ensure that your vehicle is insured for business use if you need to use it during the course of your normal working day. Please do not assume this is the norm; you must check. If you are not covered and you have an accident you will not be covered by your insurance policy. In order to ensure that you are covered we request a photocopy of your insurance document and also a copy of your driving licence.

It is your responsibility to advise one of the Directors if you lose your licence for any reason. Private vehicles should be maintained to a good standard, serviced and MOT'd regularly.

5.15 Lone Working

Where staff or volunteers are required to work alone, the risks should be assessed and adequate controls put in place. Staff members are to be given local Lone Working arrangements, such as reporting procedures, mobile phones, panic alarms and who to contact should an emergency occur.

5.16 Manual Handling

Manual handling is defined as the transporting or supporting of a load (including the lifting, putting down, pushing, pulling, carrying or moving thereof) by hand or bodily force.

Consequently, the Manual Handling Operations Regulations apply to a wide range of operations; in this context it applies to both the moving of inanimate loads (manual handling) and the moving and handling of customers where they are unable to do this unaided (moving and handling).

Where manual handling or moving and handling tasks are undertaken, Managers must designate suitably competent staff to undertake risk assessments of the activities, and ensure staff working in these areas receive the necessary training and instruction.

Managers must keep records of all manual handling or moving and handling training provided to their staff.

5.17 New and Expectant Mothers

Any staff member or volunteer who becomes pregnant is to inform their manager of this and an appropriate risk assessment is to be undertaken on the work that the employee carries out.

The aim is to ensure that their work will not pose any risk to their health and safety and that of their unborn child. The corporate guidance on the completion of risk assessments for employees who are new or expectant mothers contained on the Health and Safety intranet site will be adopted.

5.18 Risk Assessments

Risk assessments are a legal requirement under health and safety law and managers are required to assess risks arising out of the work which their establishment undertakes.

5.19 Glazing and Workplace Issues

The workplace will be inspected at regular intervals and the establishment is to be kept clean, tidy and free from hazardous obstacles.

5.20 Induction

All new staff and volunteers are to be informed of the health and safety arrangements and procedures within the establishment upon joining.

6. LEAVING CCYS

This section covers information regarding the process when you decide to leave CCYS.

6.1 Resignation

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

Working your notice

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

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

Exit Interview

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

6.2 Retirement

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

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

6.3 Other termination information

Garden Leave

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

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

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

Payment in lieu of notice

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

Final Payment

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

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

Returning property

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

References

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

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

7. APPENDIX - CCYS POLICIES AND PROCEDURES

	Review Date
Safeguarding	September 2012
Adoption Leave	September 2012
Maternity Leave	September 2012
Paternity Leave	September 2012
Sickness Absence Policy	September 2012
Grievance Procedure	September 2012
Disciplinary Dismissal Procedure	September 2012
Equal Opportunity Policy	September 2012
Data Protection Policy	September 2012
Whistle Blowing Policy	September 2012

Safeguarding

Review Date

September 2014

Purpose

Its purpose is to:

- Protect children and young people who receive services from Crawley Community Youth Service. This includes the children of adults who might use our services.
- Provide staff and volunteers with the overarching principles that guide our approach to child protection.

CCYS believes that a child or young person should never experience abuse of any kind. We have a responsibility to promote the welfare of all children and young people and to keep them safe. We are committed to practice in a way that protects them.

Scope

This policy applies to directors, trustees, members, managers, staff, volunteers or anyone working on behalf of Crawley Community Youth Service (CCYS).

The aim of the CCYS Safeguarding Protection Policy is to promote good practice by:

- Ensuring that the welfare of children and young people is paramount
- Providing children and young people with appropriate safety and protection whilst in the care of CCYS
- Enabling all children and young people, regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity to have the right to be safe from all types of harm or abuse
- Working in partnership with children, young people, their parents, carers in promoting the welfare of the children and young people.
- Allowing all staff / volunteers to make informed and confident responses to specific child protection issues.

Operating the procedure

Good Practice Guidelines are listed below. These will be made available for staff and volunteers as part of their induction pack and then are available to them as required.

Safe Recruitment of Staff and Volunteers

All paid staff and volunteers who are entrusted with the care of children and young people must be subject to the full range of pre-employment checks.

Safe recruitment procedures must apply to staff and volunteers who have regular contact with children in the course of his/her duties. A written application form should be completed for all posts, including those of volunteers. Ask on the form for any past convictions, cautions,

reprimands and final warnings as well as any pending cases. Ask them if they have ever had any complaints of abuse against them.

Safe recruitment applies to both staff and volunteers and this should include:

- Interviewing applicants
- A full investigation of applicants' employment history
- Taking up two references
- Proof of identification

Those staff and volunteers working in the group who have been identified as having regular access to children & young people will be subject to criminal record checks through the Criminal Records Bureau.

Induction and Training for Staff and Volunteers

All staff and volunteers will be given details of this policy as part of their induction as well as the health and safety procedures. All new staff and volunteers should be adequately supervised and their progress reviewed on a regular basis. CCYS will identify which staff and volunteers are required to participate in the relevant Child Protection training courses and be responsible for arranging this training and ensuring relevant updating takes place. From this training those staff and volunteers should be able to recognise signs of abuse and know the appropriate reporting systems for this.

Information regarding the policy should be disseminated to all involved in the group – young people, parents and carers knowing there is a policy in place and how to utilise this. It should be the role of staff and volunteers to ensure this happens.

Photography & Filming

We will not permit photographs, video or other images of children or young people to be taken without the consent of the parents/carers and children.

Should CCYS require photographs, video or other images of children or young people for our own promotional purposes CCYS will take all steps to ensure these images are used solely for the purposes they are intended. If you become aware that these images are being used inappropriately you should inform Crawley Community Youth Services immediately.

We will never identify any child with their full name or details of their postal addresses or other forms of electronic contact.

Definitions and Signs of Abuse

There are four recognised types of abuse and it is important that all staff and volunteers know what they are and how to recognise them. The four definitions are set out in full below and are based on those from Working Together to Safeguard Children (Department of Health, Home Office, Department for Education and Employment, 1999):

- Physical Abuse
- Emotional Abuse
- Sexual Abuse
- Neglect

Guidance on how to respond to a person disclosing abuse

DO's:

- Do treat any allegations extremely seriously and act at all times towards the child as if you believe what they are saying.
- Do tell the child they are right to tell you.
- Do reassure them that they are not to blame.
- Do be honest about your own position, who you have to tell and why.
- Do tell the child what you are doing and when, and keep them up to date with what is happening.
- Do take further action – you may be the only person in a position to prevent future abuse – tell your nominated person immediately.
- Do write down everything said and what was done.

DON'T's:

- Don't make promises you can't keep.
- Don't interrogate the child – it is not your job to carry out an investigation – this will be up to the police and social services, who have experience in this.
- Don't cast doubt on what the child has told you, don't interrupt or change the subject.
- Don't say anything that makes the child feel responsible for the abuse.
- Don't do nothing – make sure you tell your nominated Safeguarding Officer immediately – they will know how to follow this up and where to go for further advice.

Reporting Procedures – DO NOT DELAY

It is vitally important that any disclosure made in confidence is recorded factually as soon as possible; this is whether or not the matter is taken to another authority.

An accurate account should be made of:

- Date and time of what has occurred and the time the disclosure was made
- Names of people who were involved
- What was said or done by whom
- Any action taken by the group to gather information and refer on
- Any further action, e.g. suspension of a worker or volunteer
- Where relevant, reasons why there is no referral to a statutory agency
- Names of person reporting and to whom reported

The CCYS designated person for Safeguarding should then use the appropriate reporting systems for the situation. This may be reporting the matter to Local Authorities Children's Social Care (previously known as social services) or the police. This is why recording all information impartially and accurately is vital as this could be used as evidence later. Forms should be accessible for all staff. Completed forms and any written information regarding Safeguarding Children issues concerning individuals, needs to be kept in a safe locked place to ensure confidentiality.

If staff or volunteers encounter abuse or suspicious situations of concern (for example, a child might tell, a friend may say something, or a volunteer might notice something) then there needs to be a confidential system to report this. The first step would be to discuss the concerns with the designated person and the designated person to take the appropriate action. If the designated person and deputy are not available then contact the NSPCC Child Protection Helpline to seek advice (see below).

Whistle Blowing Procedure (Procedures to deal with in house allegations against other workers/volunteers)

It can be very difficult to report concerns about a member of staff or volunteer but all staff and volunteers have a duty to do this. It is important that any concerns for the welfare of the child arising from suspected abuse or harassment by a member of staff or volunteer should be reported immediately.

As a first step, you should normally raise concerns either verbally or in writing with your immediate supervisor/manager. This may depend, however, on the seriousness and sensitivity of the issue involved and who is suspected of the malpractice. For example, if you believe that management is involved you should approach a more senior level of management.

Should any uncertainty about how to proceed if there was a whistle blowing situation and you need immediate advice contact the CCYS Safeguarding Officer (see below). Further details can be found in our Whistle Blowing policy.

Contact Details

There is a nominated person within CCYS responsible for overseeing Safeguarding issues. This person will have undertaken training and kept updated on Safeguarding issues and be the first point of contact for advice and support if a Safeguarding issue is to arise. This person will have knowledge of reporting procedures for incidents should they occur. This person is called the Designated Person. There is also a deputy to ensure cover if this person is not available.

The contact details of the Designated Officer and the Deputy will be made known to all involved with CCYS.

Contacts

Designated Person

Name Chris Cook

Phone [REDACTED] or 07711 934437 or 07843 034190

Deputy Designated Person

Name Pippa Forde

Phone 07711 483894

If neither of these persons is available, and there is an immediate concern then contact the 'Children's Action Point 01403 229900

Further guidance can be requested from the NSPCC Child Protection Helpline 0808 800 5000 or www.nspcc.org.uk/Helpline

Good Practice Guidelines

- Always work in an open environment (e.g. avoiding private or unobserved situations and encouraging open communication with no secrets).
- Treat all children and young people equally, and with respect and dignity.
- Always putting the welfare of each child and young person first.
- Maintain a safe and appropriate distance with children and young people (e.g. it is not appropriate for staff or volunteers to have an intimate relationship with a child or to share a room with them on residential).
- Build balanced relationships based on mutual trust which empowers children to share in the decision-making process.
- Make activities and other off site activities fun, enjoyable and safe.
- Keep up to date with technical skills, qualifications and insurance.
- During sporting activities, if groups have to be supervised in changing rooms, always ensure parents, teachers, coaches or officials work in pairs.
- Ensure that if mixed groups are taken away, they should always be accompanied by a male and female member of staff. However, remember that same gender abuse can also occur.
- Ensure that at tournaments or residential events, adults should not enter children's rooms or invite children into their rooms.
- Be an excellent role model – this includes not smoking or drinking alcohol in the company of young people.
- Give enthusiastic and constructive feedback rather than negative criticism.
- Recognise the developmental needs and capacity of children and young people and not pushing them against their will.
- Secure parental consent in writing to act in loco parentis if the need arises to administer emergency first aid and/or other medical treatment.
- Keep a written record of any injury that occurs, along with the details of any treatment given.
- Request written parental consent if staff have to transport children and young people in their cars.

Practices to be avoided:

The following should be avoided except in emergencies. If cases arise where these situations are unavoidable it should be with the full knowledge and consent of someone in charge in the organisation or the child's parents. For example, a child sustains an injury and needs to go to hospital, or a parent fails to arrive to pick a child up at the end of a session:

- Avoid spending excessive amounts of time alone with children away from others.
- Avoid taking or dropping off a child to an event.

Practices never to be sanctioned:

The following should never be sanctioned. You should never:

- Engage in rough, physical or sexually provocative games, including horseplay.
- Share a room with a child.
- Allow or engage in any form of inappropriate touching.
- Allow children to use abusive language unchallenged.
- Make sexually suggestive comments to a child, even in fun.
- Reduce a child to tears as a form of control.
- Allow allegations made by a child to go unchallenged, unrecorded or not acted upon.
- Do things of a personal nature for children or disabled adults that they can do for themselves.
- Invite or allow children to stay with you at your home unsupervised.

N.B. It may sometimes be necessary for staff or volunteers to do things of a personal nature for children, particularly if they are young or are disabled. These tasks should only be carried out with the full understanding and consent of parents and the child/young person involved. There is a need to be responsive to a person's reactions. If a person is fully dependent on you, talk with him/her about what you are doing and give choices where possible. This is particularly so if you are involved in any dressing or undressing of outer clothing, or where there is physical contact, lifting or assisting a child to carry out particular activities. Avoid taking on the responsibility for tasks for which you are not appropriately trained.

Definitions and signs of abuse

The following definitions are based on those from Working Together to Safeguard Children (Department of Health, Home Office, Department for Education and Employment, 1999)

Physical Abuse

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer feigns the symptoms of, or deliberately causes ill health to, a child whom they are looking after. A person might do this because they enjoy or need the attention they get through having a sick child. Physical abuse, as well as being a result of an act of commission can also be caused through omission or the failure to act to protect.

Emotional Abuse

Emotional abuse is the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve making remarks, conveying to children that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond the child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying, causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

Sexual Abuse

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, including prostitution, whether or not the child is aware of what is happening. The activities may involve physical contact, including penetrative (e.g. rape, buggery or oral sex) or non-penetrative acts. They may include non-contact activities, such as involving children in looking at, or in the production of, sexual on-line images, watching sexual activities, or encouraging children to behave in sexually inappropriate ways. Boys and girls can be sexually abused by males and/or females, by adults and by other young people. This includes people from all different walks of life.

Neglect

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born it may involve a parent or carer failing to provide adequate food, shelter and clothing, failing to protect a child from physical harm or danger, failure to ensure adequate supervision (including the use of inadequate care givers) or the failure to ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

Adoption Leave

Review Date

September 2012

Purpose

Where someone decides to adopt a child they have the right to take leave to allow time to form a bond with that child. This policy is supportive of the needs of adoptive. Whilst it is non-contractual it has been designed to help develop the smooth transition of the child into the new family unit.

Scope

All employees adopting a child, or children, under the age of 18

Related Policies and Procedures

Paternity Leave Policy

Parental Leave Policy

Definitions

OAL – Ordinary Adoption Leave

AAL – Additional Adoption Leave

SAP – Statutory Adoption Pay

Matching week – this is the week (Sunday to Saturday) in which notification is given regarding the match to a child.

Child – is used throughout this procedure; its use implies 'child (or children)' throughout the document.

Operating the Procedure

Qualifying for Adoption Leave

Where a child is to be adopted one adoptive parent (of either sex) may be eligible for up to 52 weeks' adoption leave. This is made up of 26 weeks' OAL and 26 weeks' AAL.

To qualify for adoption leave you must meet the following criteria:

- Be the adopter of a child aged up to 18 years of age.
- Have at least 26 weeks' continuous employment in the 'matching week'.
- Have confirmed to the adoption agency that the child (or children) should be placed with you.
- Have agreed with the adoption agency a placement date.

Only one adoptive parent can take adoption leave at any time. Where both adoptive parents wish to take leave the other may take statutory and/or additional paternity leave.

Statutory Adoption Pay

SAP is paid for 39 weeks, the remaining 13 weeks' are unpaid.

Adoption Leave Start Date

Adoption leave may start on any day of the week.

Adoption leave starts on the day the child is placed with you, or a date not more than 14 days prior to the expected placement date.

Where a child is being adopted from overseas the leave date may start from the date the child enters the UK, or another date which is no later than 28 days after the date the child arrives in the UK.

Request to take Adoption Leave – UK adoptions

You must advise CCYS, in writing, of your intention to take adoption leave, the placement date and the date you intend to start your leave within seven days of the date you are notified of the match for UK adoptions.

You must provide evidence detailing the following: name and address of the adoption agency; name and date of birth of the child; the date of matching notification and the expected placement date.

Following receipt of the request for leave and the documentation we will write to you within 28 days confirming the date on which the SAL will end (normally 52 weeks after the start date.

Should you need to alter the start date of your leave you are required to give at least 28 days notice.

Request to take Adoption Leave – Overseas adoptions

For overseas adoptions the notification period occurs in three phases:

1. Provided you have 26 weeks' qualifying service you should inform CCYS within 28 days of receipt of the official notification of placement specifying the date the child is due to enter the UK.
If you have less than 26 weeks' qualifying service you must give the notice within 28 days of completing 26 weeks service.
2. You must give 28 days' notice of the date you want to begin your adoption leave. This date must not be before the child enters the UK. If, for any reason, the start date needs to be altered you should give at least 28 days notice.
3. You must advise us of the actual date the child enters the UK within 28 days of their entry.

At each stage you must write to confirm the relevant details.

Annual leave

Where possible you should take any unused holiday allocation prior to going on adoption leave. Holiday can be taken immediately prior to adoption leave. In this case your holiday would end and adoption leave would begin the following day.

Where your adoption leave takes you into another holiday year the holiday accrued can be taken at the end of the adoption leave prior to returning to work.

Contractual benefits

You will continue to accrue your full holiday entitlement during your adoption leave. All benefits will continue to be paid during your adoption leave. Your full adoption leave period will be included when making calculations related to your length of service.

If you return to work after your OAL period you have the right to return to the same job. If you choose to return after the AAL period you have the right to return to the same job unless this is not reasonably practicable. Any alternative would be suitable and appropriate and on terms not less favorable than those that would have been applied had you not been on adoption leave.

Statutory Adoption Pay

SAP is paid at 90% of your normal weekly earnings, or a fixed weekly rate whichever is the lower. This will be paid for the first 39 weeks' of adoption leave, the remaining 13 weeks will be unpaid. You should ask the director for Human Resources for the current rates at the time of your consideration of adoption leave.

Keeping in Touch (KIT)

During your adoption leave CCYS will keep in regular contact with you and will share information that may be of interest, such as company newsletters. You are requested to also keep in touch with us.

During your adoption leave you can participate in up to ten 'keeping in touch' days. There is no obligation to undertake these days, nor is there an obligation to provide such days. KIT days are designed to let you to join in company activities/training allowing you to maintain a good working relationship and update your knowledge if appropriate. Where you are in receipt of SAP (or no adoption pay) you will receive a payment to ensure all monies for that day total your normal daily rate prior to going on maternity leave.

You will not lose your right to any SAP payment, or adoption leave should you agree to attend KIT days. KIT days can be taken at any time during your adoption leave.

Returning to work after adoption leave

If you decide to come back to work after your statutory adoption leave period, or at the end of your additional adoption leave you do not need to notify us in advance of your return date. We notified these dates to you in the letter acknowledging your request for adoption leave.

If you decide to return before either of these dates we would appreciate as much notice as possible of your new intentions. Where you decide to return prior to the end of your statutory or additional adoption leave you must give us 56 days' notice (eight weeks) in writing of your intended return date.

For babies born after 3rd April 2011 you can choose to return to work and transfer up to six months adoption leave to your partner.

Resigning after adoption leave

Should you decide not to return at the end of, or during, your adoption leave period you are required to write to us giving your contractual notice period as detailed in the Staff Handbook. In such circumstances we will honour your adoption leave commitment and you will accrue holidays up to the last date of your OAL or AAL as appropriate.

Maternity Leave

Review Date

September 2012

Purpose

This policy has been designed to ensure you are aware of all benefits and entitlements available once you become pregnant. This policy is not contractual but sets out how maternity leave will be managed.

Scope

This policy applies to all staff whether full time or part time.

Related Policies and Procedures

Paternity Leave Policy

Parental Leave Policy

Definitions

Statutory Maternity Pay (SMP)

This is the payment made to employees, provided certain criteria are met.

Expected Week of Child Birth (EWC)

The week which the baby is due to be born as certified by a medical practitioner using the MATB1 certificate.

MATB1 Certificate

The certificates given to pregnant women by a medical practitioner this takes the expected week of childbirth and is usually provided to in the final trimester. Without this certificate SMP can't be paid.

Qualifying Week (QW)

The 15th week before the EWC.

Ordinary Maternity Leave (OML)

The first 26 weeks of maternity leave.

Additional Maternity Leave (AML)

The second 26 weeks of maternity leave.

Qualified Medical Practitioner

A midwife, health visitor or registered practitioner (e.g. doctor)

Responsibility

Your responsibility

You have a responsibility to advise one of the directors as soon as your pregnancy has been confirmed by a medical practitioner.

Our responsibility

CCYS has a responsibility for ensuring all relevant information is provided to you and that you understand your rights.

CCYS is also responsible for ensuring a risk assessment is undertaken.

Operating the Procedure

Health and safety

CCYS has an obligation to provide adequate health and safety protection for you during your pregnancy and once you return to work as new mother. Once you notify us of your pregnancy a risk assessment will be undertaken. Please notify us as soon as possible; if we don't know you are pregnant we can't make an assessment of what support you may need.

If you have any concerns about your health and safety you should speak to the director for Human Resources as soon as possible.

If you intend to return to work and are breastfeeding we request that you let us know as soon as possible so that we can make suitable arrangements to facilitate this.

Antenatal care

You will be entitled to paid time off during working hours for the purpose of antenatal care provided the appointment is advised by a qualified medical practitioner. Antenatal care may include GP and hospital checkup, relaxation classes and parenting classes. You may be required to produce an appointment card to confirm your appointments. Where possible you should request such appointments at the start or end of the working day.

Where IVF treatment has been used in order to become pregnant antenatal care will only be authorised after the embryo has been implanted.

Maternity leave entitlement

You are entitled to 52 weeks statutory maternity leave irrespective of the length of your services or the number of hours worked each week. This leave is split into two parts-ordinary maternity leave (OML) for 26 weeks and then additional maternity leave (AML) for a further 26 weeks.

Maternity leave start date

The earliest you can begin your maternity leave is the 11th week before your baby is due. The latest you can begin your maternity leave is the day after the birth.

Notifying your maternity start date

You must write to one of the directors notifying your intended maternity leave start date no later than the end of the 15th week before the EWC. Your letter must give at least 28 days notice of your intended start date. As soon as you receive your MATB1 certificate you must also give this to a director.

You will receive a letter from CCYS confirming receipt of your letter and confirming the date on which your maternity leave will end.

There are some exceptional circumstances where notification occurs after the baby is born (e.g. premature birth), however under normal circumstances if you fail to provide the relevant notice you forfeit your right to take maternity leave.

Still birth, miscarriage and premature delivery

Should you lose your baby, but meet all other criteria you will be eligible for maternity leave if the baby is stillborn after 24 weeks or is born alive at any time during the pregnancy.

Annual leave

Where possible you should take any unused holiday allocation prior to going on maternity leave. Holiday can be taken immediately prior to maternity leave. In this case your holiday would end and maternity leave would begin the following day.

Where your maternity leave takes you into another holiday year the holiday accrued can be taken at the end of the maternity leave prior to returning to work.

Contractual benefits

You will continue to accrue your full holiday entitlement during your maternity leave. All benefits will continue to be paid during your maternity leave. Your full maternity leave period will be included when making calculations related to your length of service.

If you return to work after your OML period you have the right to return to the same job. If you choose to return after the AML period you have the right to return to the same job unless this is not reasonably practicable. Any alternative would be suitable and appropriate and on terms not less favorable than those that would have been applied had you not been on maternity leave.

Sickness Absence during Pregnancy

If you become sick, due to your pregnancy, during the four weeks before your EWC your maternity leave period will automatically begin.

If you are absent, due to your pregnancy, earlier than the fourth week before you EWC and the sickness absence continuous into the fourth week before the EWC your maternity leave will automatically begin four weeks before the EWC.

Absence which is directly related to the pregnancy will not be considered as a reason for disciplinary measures. However, once the SMP leave has ended, or on your return to work such absence will be counted for this purpose.

Statutory Maternity Pay

If you have less than 26 weeks service at the start of the qualifying week you will not be entitled to SMP but may be entitled to Maternity Allowance. This is not paid by the company. Information is available on the DWP website (www.dwp.gov.uk) and also from Jobcentre Plus offices. You may also be eligible for other benefits.

Provided you have at least 26 weeks service at the start of the qualifying week, and your average earnings are equal to, or greater than, the lower earnings limit for National Insurance contributions you will be eligible for SMP. This is paid for 39 weeks, irrespective of whether or not you intend to return to work. You should ask a director for the current rate at the time of your pregnancy.

You must give 28 days written notice to be eligible for SMP payments.

Keeping in Touch (KIT)

During your maternity leave CCYS will keep in regular contact with you and will share information that may be of interest, such as company newsletters. You are requested to also keep in touch with us.

During your maternity leave you can participate in up to ten 'keeping in touch' days. There is no obligation to undertake these days, nor is there an obligation to provide such days. KIT days are designed to let you to join in company activities/training allowing you to maintain a good working relationship and update your knowledge if appropriate. Where you are in receipt of SMP (or no maternity pay) you will receive a payment to ensure all monies for that day total your normal daily rate prior to going on maternity leave.

You will not lose your right to any SMP payment, or maternity leave should you agree to attend KIT days. KIT days can be taken at any time during you maternity leave excluding the first two weeks which are compulsory maternity leave weeks.

Flexible Working

Provided you have 26 weeks service and have parental responsibilities for a child under 16, or a disabled child under 18 you have the right request flexible working.

Returning to work after maternity leave

You are not permitted to return to work within two weeks of the date of birth, this is known as the 'compulsory maternity leave' period.

If you decide to come back to work after your statutory maternity leave period you do not need to notify us in advance of your return date. This is the date we notified to you in the letter acknowledging your request for maternity leave.

If you decide to return before this date we would appreciate as much notice as possible of your new intentions. Where you decide to return prior to the end of your statutory maternity leave you must give us 56 days' notice (eight weeks) in writing of your intended return date.

For babies born after 3rd April 2011 you can choose to return to work and transfer up to six months maternity leave to your partner. See the Staff Handbook for further information.

Resigning after maternity leave

Should you decide not to return at the end of, or during, your statutory maternity leave period you are required to write to us giving your contractual notice period as detailed in the Staff Handbook. In such circumstances we will honour your maternity leave commitment and you will accrue holidays up to the last day of your OML or AML as appropriate.

Paternity Leave

Review Date

September 2012

Purpose

Where someone has a paternal responsibility for child's upbringing they may wish to take some leave at the time of the birth (or adoption). This policy is supportive of those needs and whilst it is non-contractual it has been designed to set out how we will manage and support paternity leave.

Scope

All employees.

Related Policies and Procedures

Parental Leave Policy

Adoption Leave

Maternity Leave

Definitions

SPL - Statutory Paternity Leave

SPP - Statutory Paternity Pay

EWC – Expected Week of Childbirth

ASPL – Additional Statutory Paternity Leave

Operating the Procedure

Qualifying for Paternity Leave

In order to qualify for paternity leave you must meet the following criteria. You must:

- a) Be the natural or adoptive father of a child born, or placed with you for adoption
or
be the mother's husband or partner.
- b) Have 26 weeks' continuous service ending with the 15th week before the expected week of the child's birth
or
have 26 weeks service extending into the 'matching week' of a child to be adopted.
- c) Demonstrate you have, or expect to have, responsibility for bringing up the child
or
be married to, or be the partner, of the child's mother.
- d) Have average earnings equal to, or above, the lower earnings limit for national insurance.

Statutory Paternity Pay

Subject to qualifying, you will be eligible for two weeks' paid SPL. Statutory paternity pay is paid at the same rate as the lower rate of SMP. You should ask a director for the current rates at the time you request statutory paternity leave.

Paternity Leave Start Date

Paternity leave must be taken within the eight weeks following child's birth, or the date of placement where adopting in UK. For overseas adoptions the eight week period begins when the child enters the UK.

The leave can be taken as two consecutive weeks', or two separate blocks of one week each. A week constitutes seven consecutive days and can start on any day of the week.

Request to take Paternity Leave

You must notify us of your intention to take paternity leave, in writing, by the end of the 15th week before the expected week of childbirth (EWC).

If you are adopting a child (from the UK) you should notify us, in writing, within seven days of your confirmation of 'matching'.

Where the child is to be adopted from overseas there are three separate staged where you must notify us in writing. These are:

- a) Provided you have 26 weeks' qualifying service you should inform CCYS within 28 days of receipt of the official notification of placement specifying the date the child is due to enter the UK.
If you have less than 26 weeks' qualifying service you must give the notice within 28 days of completing 26 weeks service.
- b) You must give 28 days' notice of the date you want to begin your adoption leave. This date must not be before the child enters the UK. If, for any reason, the start date needs to be altered you should give at least 28 days notice.
- c) You must advise us of the actual date the child enters the UK within 28 days of their entry.

Additional Statutory Paternity Leave

Where the baby is due, or the child is to be adopted, on or after 3 April 2011 there is an option to transfer a maximum of six months maternity or adoption leave to you once the mother or primary adopter has returned to work.

Eligibility for ASPL

To be eligible for ASPL you must have been continuously employed with us for 26 weeks ending with the 15th week before the baby is due.

If you are adopting your 26 weeks' qualifying service is up to the week in which the 'match' is notified for adoptions within the UK. For overseas adoptions you must have been employed for 26 weeks' up to the date of official notification of approval for adoption.

In both maternity and adoption situations, you must remain in continuous employment with us until the week before the first week of the additional statutory paternity leave.

Notifying your intention to take ASPL

In order to be eligible for ASPL there are three documents which are required. These are:

1. Leave Notice

This is a written notice must specify the following details:

- a. the child's expected week of birth/date of birth or the matching date in the case of adoption
- b. the proposed start date for ASPL and the proposed end date for ASPL.

2. Employee Declaration

You must write to declare one of the following:

- a. you are the biological father.
- b. you are the husband, partner, or civil partner of the child's mother.
- c. you are married to, are the partner or civil partner of the adopter and that the child has been matched with him or her.
- d. that you will have, or expect to have, the main responsibility for bringing up the child (in addition to the child's mother or primary adopter).

3. Mother/Adopter Declaration

This must state the following:

- a. the mother or adopters name and address.
- b. the date the mother or adopter's return to work.
- c. the mother/adopters national insurance number
- d. that you are the child's father, or the mother's/adopter's spouse, partner or civil partner.
- e. that you will have, or expect to have, the main responsibility for bringing up the child (in addition to the child's mother or primary adopter).
- f. that to the mother/adopters knowledge you are the only person exercising the right to take additional statutory paternity leave in respect of the child.
- g. that he/she consents to us processing the data provided.

CCYS also requires a copy of the child's birth certificate (or evidence of adoption including the name and address of the adoption agency, the matching date and the proposed placement date). Details of the name and address of the mother or adopter's employer are also required.

You must request your leave at least eight weeks before the proposed start date.

Taking ASPL

Your leave can only begin once the mother/adopter has returned to work.

In the case of birth of a child you can take between two and 26 weeks' leave in the period beginning 20 weeks after the child is born, and ending one year after the birth. The period of maternity leave must have ended before you begin your leave.

In the case of adoption you can take between two and 26 weeks leave starting in the period beginning 20 weeks after the child's placement and ending one year after the date of placement. The statutory adopters leave must have ended prior to your leave starting.

ASPL can only be taken as complete weeks and as one continuous period. The minimum period is two weeks and the maximum is 26 weeks.

Changing the start date or cancelling the leave

If you wish to vary the dates of your leave, prior to starting the ASPL, you must give us six weeks' notice of the change. If you are unable to do this we may not be able to accommodate the revised dates.

If you withdraw your request to take ASPL less than six weeks before the start date and it is not reasonably practicable for us to accommodate your change you may be required to begin your leave on the original date. Your leave will then end no later than six weeks after the notification date or it will end on the date originally specified, whichever is the sooner.

Additional Statutory Paternity Pay

If the child's mother, or the principal adopter, ends their period of maternity or adoption leave before 39 weeks you will be entitled to receive payment for the remaining weeks, provided your earnings match, or exceed, the lower earnings limit for national insurance purposes.

ASPP is paid at the same rate as statutory maternity pay, or 90% of your earnings, whichever is the lower.

Annual leave

Where possible you should take any unused holiday allocation prior to going on ASPL. Holiday can be taken immediately prior to ASPL. In this case your holiday would end and ASPL would begin the following day.

Where your ASPL takes you into another holiday year the holiday accrued can be taken at the end of the ASPL leave prior to returning to work.

Contractual benefits

You will continue to accrue your full holiday entitlement during your ASPL. All benefits will continue to be paid during your ASPL. Your full ASPL period will be included when making calculations related to your length of service.

If you return to work after your ASPL period you have the right to return to the same job on the same terms and conditions.

Keeping in Touch (KIT)

During your ASPL CCYS will keep in regular contact with you and will share information that may be of interest, such as company newsletters. You are requested to also keep in touch with us.

During your ASPL you can participate in up to ten 'keeping in touch' days. There is no obligation to undertake these days, nor is there an obligation to provide such days. KIT days are designed to let you to join in company activities/training allowing you to maintain a good working relationship

and update your knowledge if appropriate. Where you are in receipt of ASPP (or no paternity pay) you will receive a payment to ensure all monies for that day total your normal daily rate prior to going on ASPL

You will not lose your right to any ASPP payment, or paternity leave should you agree to attend KIT days. KIT days can be taken at any time during you ASPL.

Returning to work after Additional Statutory Paternity leave

If you decide to come back to work after your ASPL period you do not need to notify us in advance of your return date. This is the date we notified to you in the letter acknowledging your request for ASPL leave.

If you decide to return before this date we would appreciate as much notice as possible of your new intentions. Where you decide to return prior to the end of your ASPL you must give us 56 days' notice (eight weeks) in writing of your intended return date.

Resigning after Additional Statutory Paternity leave

Should you decide not to return at the end of your statutory paternity leave period you are required to write to us giving your contractual notice period as detailed in the Staff Handbook.

Sickness Absence Policy

Review Date

September 2012

Policy

This policy applies to all employees. It aims to minimise the disruption caused by employee absence by setting clear guidelines on absence notification, by encouraging regular communication to assist staff to return to work as soon and as safely as possible, and by assisting managers to handle absences due to illness or injury in a fair, consistent and effective way. This policy is not contractual but sets out the way in which CCYS plans to deal with absence at work.

We are sympathetic to genuine cases of illness or other problems which might make absence unavoidable. However, excessive or unauthorised absence causes disruption to the business, lowers the morale of other staff and makes us less able to accommodate genuine cases of long-term illness. Therefore, all absences are taken seriously, and unnecessary absence is likely to lead to disciplinary action.

Scope

This policy applies to all employees whether full time or part time. It also applies to all visitors to CCYS premises.

Related Policies and Procedures

Grievance Procedure

Disciplinary Procedure

Staff Handbook – Section 3.4 Sickness Absence

Staff Handbook – Section 3.5 Unauthorised Absence

Operating the Procedure

Contacting us when sick

1. Where possible you should telephone Chris Cook (07711 934437) not later than 30 minutes after your normal start time.
2. If you are unable to make the call yourself you should ask someone else to do this on your behalf.
3. Should this not be possible you can text using the above number, or as a last resort send an email.
4. You should keep in regular contact with the Directors during your sickness absence. If you fall ill and are away from home you should provide contact details.
5. CCYS will remain in regular contact with you during your sickness absence and may visit you to discuss your progress back to health.

Time off for medical and dental appointments

1. Where possible such appointments should be made in your own time, or at the start or end of the day to minimize disruption. If you need to take time off for GP, hospital, medical or dental appointments you must notify one of the directors giving as much notice as possible. You may be asked to provide proof of the appointment.
2. Time off for such appointments will be unpaid. If you have an appointment which is not at the start or end of the working day you will normally be expected to attend work before and after your appointment.

Falling ill whilst on annual leave

If you are ill prior to a period of authorised holiday, or during a period of authorised holiday, and may be unable to take at least the statutory minimum holiday entitlement during the holiday year (including any bank/public holidays taken as paid leave) you may be able to request that the period of illness during the authorised holiday be converted to sick leave. In these circumstances, you should follow the notification procedure set out in terms and conditions of employment and the staff handbook.

Keeping in touch where the absence is longer than seven calendar days

1. You should remain in touch whilst you are off sick. If you are not at your home location during your sickness absence you should let us have contact details for you.
2. We may contact you during your absence to see how you are, and discuss your return to work. We may also contact you to ask work related questions.
3. If you are absent due to illness for more than one week we may visit you at home to discuss your health and how we can support your return to work.
4. You must obtain a Statement of Fitness to work from your GP, or other relevant medical practitioner. We will then review the GP recommendations with you so that we can support your return to work.

Medical records

1. If your absence extends beyond seven calendar days, or you have frequent occurrences of short-term sickness absence we reserve the right to ask you to attend an independent medical examination.
2. If your absence extends beyond seven calendar days, or you have frequent occurrences of short-term sickness absence we also reserve the right to ask your permission to contact your GP, or other relevant practitioner, for a medical report. You will be provided with details of your rights under the Access to Medical Reports Act 1988.
3. Medical reports will only be requested where there appears to be an ongoing health related problem which means you are unable to complete the requirements of your role.

Sick pay

1. There is no contractual sick pay. You may however be entitled to statutory sick pay.
2. Please speak to a director to discuss the current SSP rates and whether or not you are eligible.

Returning to work

Irrespective of the time you have been away from work due to sickness absence you will have a 'return to work' meeting with your line manager, or a director. The reasons for your absence, and any temporary adjustments which are needed, will be discussed.

Repeated short-term absence

1. Where you have excessive periods of short-term absence this will be highlighted to you informally.
2. Should this sickness pattern continue you will be invited to a disciplinary meeting to discuss your unsatisfactory attendance. This step will apply irrespective of whether the absence is believed to be genuine or not.
3. If, despite warnings, your attendance does not substantially improve you may be dismissed. If dismissal becomes likely as a result of your persistent absence you will be invited to attend a formal meeting to discuss your attendance. You will be sent a letter inviting you to the meeting and detailing your right to have a trade union representative or colleague attend with you.
4. Following discussions regarding your attendance, if a decision is made to dismiss this will be confirmed in writing and you will be advised about your right to appeal.

Long-term sickness absence

1. Where you are absent from work for more than four weeks a director will normally visit you at home to discuss your progress and ask permission to contact your GP or medical practitioner for a report.
2. Whilst you have the right to refuse to agree to CCYS receiving a report we believe that access to such information would help us formulate a plan to assist your return to work.
3. If you are unable to take your statutory annual leave due to sickness absence this will be carried forward to the following year. You may then choose to take some of this leave immediately after the end of your sickness absence.
4. If your absence continues for more than three months, or it becomes apparent that you are unlikely to return to work we will review the situation. Such a review may conclude that you should be dismissed on grounds of ill-health.
5. Should dismissal become an option you will be invited to a formal meeting where your sickness absence will be fully discussed. You will have the right to have a trade union representative or colleague attend the meeting with you.
6. Following discussions regarding your attendance, if a decision is made to dismiss this will be confirmed in writing and you will be advised about your right to appeal.

Grievance Procedure

Review Date

September 2012

Purpose

This grievance procedure has been designed to allow you to raise work related issues with management. Some examples that may give rise to a grievance are issues related to your work, colleagues, clients or CCYS's action that affect you.

This procedure is non-contractual but has been designed to ensure that work-based issues can be quickly dealt with, and where possible solved at an informal stage.

Scope

This procedure applied to all employees of CCYS.

The procedure complies with the ACAS Code of Practice.

Definitions

Supervisor – A member of staff, or director, to whom the employee reports day-to-day; and who is responsible for the supervision of the employee's task related work

Operating the Procedure

Only those employees with appropriate management training, as approved by the director for Human Resources, will be eligible to hear a grievance.

Preliminary Discussions

If you wish to discuss a grievance you should, in the first instance, raise the matter with your line manager. If an immediate answer cannot be given your line manager will agree a date for the response, this should normally be within two working days of your discussions. Both parties must keep notes related to this informal meeting, and the outcome.

Most matters can be resolved quickly by following this route. If, however, the matter remains unresolved you should then invoke the formal grievance procedure.

Formal Grievance Discussions

Stage 1-Grievance hearing

Where issues remain unresolved after the informal meeting you should advise your line manager that you wish to invoke the formal procedure. It is preferably to make your request in writing outlining the problems.

A meeting will then be set up between yourself and your line manager, where possible within five days of receipt of the letter. You have the right to be accompanied by a colleague or trade union representative at this meeting.

At this meeting all issues will be discussed in order to ensure everyone has a full understanding of the problem. If an immediate answer cannot be given a date will be agreed for a written response; best endeavours will be used to ensure that a reply is received within five working days.

Stage 2 - Appeal

Where the matter cannot be resolved at Stage 1, you should raise your grievance in writing with a more senior manager. The appeal meeting will be held, where possible, within five working days of receipt of the appeal letter. You have the right to be accompanied by a colleague or trade union representative at this meeting.

You will be able to present your case at a meeting and should give a decision on the grievance within five working days where possible. If it is not possible to respond within the specified time period, you will be given an explanation and told when a response can be expected.

This is the final stage of the procedure and this person's decision is final.

Your right to be accompanied

During the formal procedure you have the right to be accompanied by a companion, who must be a CCYS colleague, or a trade union representative. If you wish to be accompanied you must make a request in writing to the person hearing your grievance.

Raising a grievance against a Director

If you have a grievance with a director you should raise the issue with other director. Preliminary discussions will then take place to resolve the issue. If an acceptable resolution is not found you should write to the director (with whom you had the discussions) putting your case formally, Stage 1 of the procedure will then be implemented.

CCYS reserve the right to ask an external consultant to hear your grievance if a director believes this is the best course of action to ensure a fair hearing.

Record Keeping

Records will be kept detailing the nature of the grievance raised, the response given, and any action taken and the reasons for it. These records will be kept confidential and retained in accordance with the Data Protection Act 1998. Copies of any meeting records will be given to the employee raising the grievance, although, in certain circumstances, some information may be withheld; for example, to protect a witness.

Former employees

If your complaint is related to a dismissal or disciplinary decision then you should use the appeal process set out in the disciplinary procedure, and detailed in the letter sent to you after the final meeting.

You may raise a grievance up to three months after your employment has ended. Under these circumstances a letter detailing the grievance should be sent to the director for Human Resources.

A formal response will be made to the letter without the requirement for a grievance meeting. There will be no right to appeal under these circumstances.

Disciplinary and Dismissal Procedure

Review Date

September 2012

Purpose

This procedure has been designed to assist effective management within CCYS. It will be used when behavior is inappropriate and needs to be modified in line with the organisations aims. This procedure sets out the steps normally followed in the disciplinary procedure. It is non-contractual and CCYS reserves the right to vary, to begin, or terminate the procedure at any stage.

Scope

This procedure applied to all employees of CCYS.
The procedure complies with the ACAS Code of Practice.

Definitions

Supervisor – A member of staff, or director, to whom the employee reports day-to-day; and who is responsible for the supervision of the employee’s task related work

Operating the Procedure

1. It is hoped wherever possible that minor issues of misconduct can be discussed informally between you and your supervisor. The disciplinary procedure is designed to deal with repeated minor offences/misconduct, and more serious offences or misconduct.
2. Only those with appropriate management training, as approved by a director, will be eligible to carry out disciplinary interviews.
3. The disciplinary procedure may be entered at any stage, depending on the nature of the problem, the gravity of the offence or whether the offence has been flagrantly committed.
4. No disciplinary action will be taken against an employee without a full investigation and a disciplinary meeting.
5. CCYS reserves the right to suspend, on full pay, where there is a suspected act of gross misconduct. Such suspension does not constitute disciplinary action; it merely allows the necessary investigations to take place into an alleged act of gross misconduct.
6. The decision to dismiss is limited solely to a director.
7. A range of penalties may be used following disciplinary action, depending on the circumstances of the case. This may include, for example no salary increase, transfer to a different role, etc.
8. These procedures are cumulative, that is, if your performance deteriorates again or there is a further repetition of any misconduct or offence within the set time limits CCYS reserves the right to invoke the performance improvement or disciplinary procedure at any stage depending on the circumstances.

Stages in the Procedure

	Level of Warning	Management Authority
Stage 1	First Written Warning	Line Manager

Stage 2	Final Written Warning	Chris Cook, Adviser to Directors
Stage 3	Dismissal with notice or other disciplinary action for gross misconduct	Director

In the case of minor infringement Stage 1 will be invoked and a first written warning given. In more serious cases a final written warning (Stage 2) may be given, as appropriate to circumstances. In the event of gross misconduct summary dismissal (Stage 3) may take place following a full investigation and a disciplinary meeting. In such a case the employment would terminate immediately without notice, or payment in lieu of notice.

In some circumstances it may be appropriate to invoke disciplinary action as an alternative to dismissal. Such action could include suspension without pay for a period of up to, and including five days; a demotion or transfer to another role either of which may result in a reduction in salary.

Suspension

If you are suspended from work this is to allow time to gather all the facts of your case prior to deciding what disciplinary action, if any, should be taken. Such suspension is not disciplinary action and does not constitute any prejudgment.

In such circumstances you will be seen by Chris Cork or a director and given a letter confirming the grounds for your suspension, any terms associated with this, for example, you are not to return to the office until requested to do so and, where possible, a date by which the Company will contact you and advise you of the next stage. During your period of suspension you will remain on full pay. You must be available to attend an investigation meeting and subsequently a disciplinary meeting during this time.

Investigations

If a problem comes to light with your work, or an offence has been committed which requires investigation, all relevant facts and information will be collected and you will be invited to attend a disciplinary meeting where the facts can be discussed

Disciplinary Meetings

1. At each formal stage of the procedure minutes of the meeting will be taken, where possible, by someone other than the person chairing the meeting. Where there is no suitable person internally CCYS reserves the right to appoint an external consultant for this purpose.

2. A written invitation will be given for attendance at a disciplinary meeting. The letter will state the reason for the meeting and should the suspected conduct be so serious as to warrant possible dismissal this will also be specified. Details of written evidence to be considered in the meeting will normally be included in the letter long with a copy of this procedure.
3. At least three working days notice will be given for any disciplinary meeting.
4. You have a statutory right to be accompanied by a fellow worker or trade union representative at disciplinary meetings which could result in a formal warning (or other action) or the confirmation of a warning. If you wish to be accompanied you must advise CCYS as explained in the letter inviting you to the meeting.
5. Following the meeting you will be advised in writing regarding the outcome, and any rights to appeal.

Disciplinary Meeting Format

The person conducting the meeting will:

- a) explain the format of the meeting, the role of all present, adjournments and next steps
- b) clearly state the nature of the offence or misconduct and go through the evidence supporting the facts
- c) give you an opportunity to explain your case and advise of any mitigating circumstances which should be taken into account
- d) have the option, if any new facts emerge at this stage, to adjourn the interview and reconvene at a later stage
- e) consider whether a warning is necessary and, if so, clearly explain exactly what is required and, where relevant, the help/assistance that will be provided. You will be asked for an assurance that the offence or misconduct will not be repeated and that you will achieve the objectives set during the improvement period specified
- f) advise you of the outcome of the interview, the action to be taken, the period in which you have to improve and any penalties which may apply
- g) advise you of the consequences if the situation continues and you have not improved within the time-limit, or if there is further misconduct or offence within the time-limit
- h) remind you of your right of appeal against any warnings

Role of a Companion

Although a colleague or trade union representative has no legal right to answer questions on your behalf they will be permitted to participate fully in the meeting; address the meeting and ask questions. They will not be able to answer questions of your behalf.

Where a colleague or trade union official is not available to attend on the date proposed for the meeting you will be invited to offer an alternative time and date (which must fall before the end of the period of five working days beginning with the first working day after the original date proposed). In proposing an alternative date you should have regard to the availability of the relevant Supervisor or Director. The location and timing of any alternative hearing should be convenient to both you and your Supervisor or Director.

Dismissal

If it is decided that you should be dismissed you will be advised of the decision which will be confirmed to you in writing stating the effective date of termination and reminding you of your right of appeal.

Appeals Procedure

You may appeal against any warnings or against a decision to dismiss in respect of the following:

- the severity of the disciplinary action
- the time-limits given for improvement
- the disciplinary or performance improvement interview was biased or unfair
- new evidence has emerged that was not available at the time of the disciplinary or performance improvement interview

If you wish to register an appeal you should do so in writing stating the grounds for your appeal. This should be sent to the person specified in the letter within five working days of the date on the letter. If no written appeal is received within the time limit specified above, then it will be deemed that you have accepted the decision.

An appeal meeting will be arranged as soon as practicable but within ten working days of receiving the appeal.

A manager or director not involved in the original decision will hear the appeal. If the appropriate directors are away from the office due to business/holiday reasons then CCYS reserves the right to extend the period in which appeal hearings are heard, or to ask an external consultant to hear the appeal. Pending the appeal you may be suspended from work on full pay.

Within five working days of the appeal hearing you will be informed in writing of the decision taken which will either:

- confirm the action already taken
- reduce the penalty
- cancel the penalty
- increase the original penalty

The outcome of the appeal is final.

Retention of Disciplinary records

Copies of any documents, letters and other information relating to disciplinary offences and appeals will be retained on your personnel file. Provided that no further offences or misconduct have occurred, such letters and documents will be disregarded for disciplinary purposes after the following period of time:

- First written warning - after 12 months
- Final written warning - after 18 months*

*unless the disciplinary letter confirms that the offence was so severe that the warning remains 'active' indefinitely.

Any letters held on your file confirming dismissal, or any other disciplinary action, may be referred to in the event of requests for disclosure under the Transfer of Undertakings Regulations 2006.

Disciplinary Action during the Probationary Period

During the three month probationary, or the extended period, the procedures outlines above do not apply. This section explains the procedure during the probationary period.

If performance or behavior is unacceptable during the probationary period discussions will take place with your line manager to explain the shortcomings. A training plan and support will be put in place to assist the improvement of behavior or performance. Where it is apparent that a satisfactory standard of behavior or performance is unlikely the probationary period may be extended.

If it is believed that the performance or behavior is unlikely to match the requirements then a formal meeting will be held to discuss the performance and possible dismissal. You have the right to be accompanied at such a meeting.

Where an act of gross misconduct is committed summary dismissal will take place.

Examples of Disciplinary Offences

Actions considered as general misconduct

The following is a broad list of offences or misconduct that will result in disciplinary action being taken. It is for guidance only and should be considered neither comprehensive nor exhaustive:

- Failure to meet your contractual obligations as set out in the current employee handbook and your contract of employment. This includes poor work standard and inadequate attention
- Persistent absence from work without good reason
- Failure to follow the absence procedures as detailed in the employee handbook
- Persistent lateness or poor timekeeping
- Carelessness or recklessness likely to cause damage to company property or cause injury to other persons, but not serious enough to be considered gross misconduct
- Any action, whether committed on company premises or not, that is likely to bring the Company into disrepute, but not serious enough to be considered gross misconduct
- Failure to carry out any reasonable or lawful instructions from any authorised member of management
- Failure to comply with company rules, or standards and procedures, which are designed for the welfare, comfort or safety of employees, for example health & safety policy

Actions considered as gross misconduct

The following are examples of gross misconduct offences. The list is not intended exhaustive but a guide as to the types of offence or misconduct, which will be considered gross misconduct unless there are genuine mitigating circumstances:

- Gross negligence, or gross incompetence
- Dishonesty, theft, embezzlement, fraud, falsification of records/accounts, irregular practices or any actions calculated to assist others in such activities
- Gross carelessness resulting in damage, injury, loss or potential loss
- Vandalism, malicious damage, or unauthorised possession of company property or that of other employees or clients
- Fighting, disorderly or indecent conduct, assault, verbal/ physical intimidation or threatening/improper behaviour against clients, members of the public or fellow employees on or off company premises
- Criminal offences or legal convictions that in the opinion of the Company are inconsistent with the employee's continued employment
- Divulging or misusing confidential information likely to cause harm to the Company or its customers/clients
- Declaration of false information on company documents, for example, application form, absence certification forms
- Acts of incitement/discrimination/harassment on the grounds of sex, race, etc
- Reduced capability to carry out your duties due to the influence of alcohol, illegal drugs or any controlled substances
- Accepting or offering gifts for direct or indirect commercial gain
- Improper dealings in the shares or securities of the Company or those of its clients (past, present or potential)
- Failure to declare any competing interests
- If you are a director and refuse or neglect to comply with any lawful order or direction given to you by the Board of directors of CCYS.
- If, as a director, you engage in conduct which in the opinion of the Board tends to bring yourself or your employer into disrepute.

Equal Opportunity Policy

Review Date

September 2012

Purpose

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

We are committed to the principals of equal opportunity within our organisation. We will ensure, as far as possible, that no-one receives less favourable treatment than anyone else.

We will not condone discriminatory behaviour of any kind by employees, clients, suppliers or any other persons we might interact with.

This policy is not contractual, but aims to set out the way in which CCYS aims to manage equal opportunity

Scope

This policy applies to all job applicants and to all employees, irrespective of status and whether full time or part time.

Related Policies and Procedures

Grievance Procedure

Disciplinary Procedure

Bullying and Harassment Policy

Responsibilities

Directors

Have overall responsibility for implementing and monitoring the effectiveness of this policy. They also have fundamental role in promoting the equality of opportunity across the organisation.

Employees

All staff, irrespective of their job or seniority, will be given guidance and instruction, through our induction and other training, as to their responsibility and role in promoting equality of opportunity and not discriminating unfairly or harassing colleagues or job applicants, nor encouraging others to do so or tolerating such behaviour. Disciplinary action, including dismissal, may be taken against any employee found guilty of unfair discrimination or harassment.

Operating the Procedure

Our policy is designed to ensure that current and potential workers are offered the same opportunities regardless of their race, religion or belief, nationality, ethnic origin, age, sex, sexual orientation, marital status, domestic circumstances, disability or any other characteristic unrelated

to the performance of the job. We seek to ensure that no one suffers, either directly or indirectly, as a result of discrimination.

We expect everyone who works for us to be treated and to treat others with respect. Our aim is to provide a working environment free from harassment, intimidation, or discrimination in any form that may affect the dignity of the individual.

1. CCYS will treat all employees and job applicants fairly and equally regardless of their sex, sexual orientation, marital status, race, colour, nationality, ethnic or national origin, religion, age, disability or union membership status.
2. We will ensure that no requirement or condition will be imposed without justification which could disadvantage individuals purely on any of the above grounds.
3. This equal opportunity policy applies to recruitment and selection, terms and conditions of employment including pay, promotion, training, transfer and every other aspect of employment.
4. We will regularly review our procedures and selection criteria to ensure that individuals are selected, promoted and otherwise treated according to their relevant individual abilities and merits.
5. We are committed to the implementation of this policy and to a programme of action to ensure that the policy is, and continues to be, fully effective.
6. The overall responsibility for the policy lies with the Directors. However, all staff are required to comply with the policy and to act in accordance with its objectives so as to remove any barriers to equal opportunity.
7. Any act of discrimination by employees or any failure to comply with the terms of the policy will result in disciplinary action.

What to do if you think you have not been treated equitably

CCYS aims to ensure:

- That no job applicant or employee receives less favourable treatment on the grounds of his or her race, nationality, ethnic origin, religion, religious or philosophical belief, sex, marital status, sexual orientation, disability, age, part-time status or trade union activities.
- That no applicant or employee is placed at any disadvantage on the above grounds that are not justifiable in law under the relevant legislation.

If you believe that you have been disadvantaged because of any of the above, please do not hesitate to report the matter to one of the directors so that the issue can be investigated and resolved.

We do not, and will not, tolerate any discrimination and anyone found to be acting in such a way will face disciplinary action that could include dismissal. Everyone has a duty to report any such behaviour to one of the directors. We actively promote non-discriminatory behaviour and do not tolerate any behaviour that could be considered unlawful or is covered by matters mentioned above.

Data Protection Policy

Review Date

September 2012

Purpose

CCYS is required to maintain certain personal data about living individuals for the purposes of satisfying operational and legal obligations. The Company recognises the importance of the correct and lawful treatment of personal data; it maintains confidence in the organisation and provides for successful operations.

Scope

This policy applies to all staff whether full time or part time.

Related Policies and Procedures

Grievance Procedure

Disciplinary Procedure

Types of data held

The types of personal data that CCYS may require includes information about: current, past and prospective employees; information about current past and future employees of clients and their clients; suppliers and others with whom it communicates. This personal data, whether it is held on paper, on computer or other media, will be subject to the appropriate legal safeguards as specified in the Data Protection Act 1998.

Employee Responsibilities

All employees are responsible for:

- a) Checking that any personal data that they provide to the Company is accurate and up to date.
- b) Informing the Company of any changes to information which they have provided, e.g. changes of address.
- c) Checking any information that the Company may send out from time to time, giving details of information that is being kept and processed.

If, as part of their responsibilities, employees collect information about other people (e.g. about client's details, personal circumstances or employees, or about employees of the Company), they must comply with the Policy.

Operating the procedure

CCYS fully endorses and adheres to the eight principles of the Data Protection Act. These principles specify the legal conditions that must be satisfied in relation to obtaining, handling, processing, transportation and storage of personal data. Employees and any others who obtain, handle, process, transport and store personal data for CCYS must adhere to these principles.

The Data Protection Principles

The principles require that personal data shall:

1. Be processed fairly and lawfully and shall not be processed unless certain conditions are met;
2. Be obtained for a specified and lawful purpose and shall not be processed in any manner incompatible with that purpose;
3. Be adequate, relevant and not excessive for those purposes;
4. Be accurate and, where necessary, kept up to date;
5. Not be kept for longer than is necessary for that purpose;
6. Be processed in accordance with the data subject's rights;
7. Be kept secure from unauthorised or unlawful processing and protected against accidental loss, destruction or damage by using the appropriate technical and organisational measures;
8. And not be transferred to a country or territory outside the European Economic Area, unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data.

Satisfaction of principles

In order to meet the requirements of the principles, CCYS will:

- a) observe fully the conditions regarding the fair collection and use of personal data;
- b) meet its obligations to specify the purposes for which personal data is used;
- c) collect and process appropriate personal data only to the extent that it is needed to fulfill operational or any legal requirements;
- d) ensure the quality of personal data used;
- e) apply strict checks to determine the length of time personal data is held;
- f) ensure that the rights of individuals about whom the personal data is held, can be fully exercised under the Act;
- g) take the appropriate technical and organisational security measures to safeguard personal data;
- h) and ensure that personal data is not transferred abroad without suitable safeguards.

CCYS Designated Data Controller

The director for Human Resources is responsible for ensuring compliance with the Data Protection Act and implementation of this policy on behalf of the Board of Directors. Any questions or concerns about the interpretation or operation of this policy should be taken up in the first instance with this director.

Status of the Policy

This policy has been approved by the Board of Directors and any breach will be taken seriously and may result in formal action.

Any employee who considers that the policy has not been followed in respect of personal data about themselves should raise the matter with their Line Manager or the Managing Director in the first instance.

Subject Access

All individuals who are the subject of personal data held by the Company are entitled to:

- Ask what information the Company holds about them and why.
- Ask how to gain access to it.
- Be informed how to keep it up to date.

- Be informed what the Company is doing to comply with its obligations under the Data Protection Act 1998.

Data Security

The need to ensure that data is kept securely means that precautions must be taken against physical loss or damage, and that both access and disclosure must be restricted. All staff are responsible for ensuring that:

- Any personal data which they hold is kept securely
- Personal information is not disclosed either orally or in writing or otherwise to any unauthorised third party.

Rights to Access Information

Employees and other subjects of personal data held by CCYS have the right to access any personal data that is being kept about them on computer and also have access to paper-based data held in certain manual filing systems. This right is subject to certain exemptions which are set out in the Data Protection Act 1998. Any person who wishes to exercise this right should make the request in writing to the Managing Director.

CCYS reserves the right to charge the maximum fee payable for each subject access request. If personal details are inaccurate, they can be amended upon request.

The Company aims to comply with requests for access to personal information as quickly as possible, but will ensure that it is provided within 40 days of receipt of a completed form unless there is good reason for delay. In such cases, the reason for delay will be explained in writing to the individual making the request.

Subject Consent

The need to process data for normal purposes has been communicated to all data subjects. In some cases, if the data is sensitive, for example information about health, race or gender, express consent to process the data must be obtained. Processing may be necessary to operate Company policies, such as health and safety and equal opportunities.

Retention of Data

The Company will keep some forms of information for longer than others. All staff are responsible for ensuring that information is not kept for longer than necessary.

Whistle Blowing Policy

Review Date

September 2012

Purpose

CCYS aims to develop a culture of openness. It is therefore important that where concerns exist regarding irregularities within our own, or a client's organisation, these can be aired. This policy is non-contractual and has been designed to provide a mechanism for sharing concerns regarding malpractice.

Scope

This policy applies to all employees whether full time or part time. It also applies to external consultants, contractors and temporary staff.

Related Policies and Procedures

Fraud Policy

Anti-Money Laundering Policy

Grievance Procedure

Disciplinary Procedure

Definition

"Whistle Blowing" occurs where an employee provides certain types of information to CCYS or to an agency (such as Health & Safety Executive) which they have learned of during the course of their work. The information related to perceived irregularities within the firm. There are certain types of information and certain scenarios where the person making the disclosure is protected.

Operating the Procedure

1. CCYS is committed to ensuring abuse, theft, fraud or other misconduct within our own organisation, or within client organisations, is recognised and reported.
2. You are encouraged to express any concerns you may have and CCYS will respect any request you may make to preserve confidentiality as far as possible. If you raise concerns in good faith, you will be protected by the Company from reprisals or victimisation.
3. If you have concerns about possible abuse, theft, fraud, or other misconduct, you should bring the matter to the attention of one of the directors.
4. If you have knowledge of abuse, theft, fraud or other misconduct but do report it, you may be subject to disciplinary action.
5. Anyone attempting to stop or discourage another employee from coming forward to express a serious concern will be subject to disciplinary action.
6. Anyone who criticises or victimises an employee after a concern has been expressed will be subject to disciplinary action.

Procedure

CCYS will investigate any complaint and involve outside agencies as necessary. The results of the investigation will be related to you, whilst protecting the confidentiality of others involved.

If you continue to have serious concerns after the investigation has been completed and feel that you need to contact an external agency, you can then do so.

Please be aware that any employee who raises a concern with malicious intent or abuses this policy will be subject to disciplinary action.