

Hope into Action UK



Enabling churches to house the homeless

Staff Handbook

Printed on: 21 March 2021

1. Introduction

Welcome to Hope into Action UK

Staff Handbook

Our aim in producing this document is to create a one-stop information point where you can access all the information you are likely to need in relation to your employment with us. The Handbook and corresponding policy documents form part of your contract of employment with Hope into Action UK.

The document gives an overview of the terms and conditions of your employment, and outlines what you can expect from us as your employer. In return we ask you for a high degree of commitment, dedication and loyalty to help us achieve the aims and objectives of the Company.

I hope you find this a useful guide during your employment with us. However, if you are unable to find the answer to your question here, please feel free to contact your line manager who will certainly be able to find an answer for you.

Signed: _____

Executive Director

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3. Starting with Hope into Action UK

a. About Hope into Action UK

Hope into Action was begun by a group of Christians who believe in the local church and wanted to see Christians and Church at the fore front of social reform in Peterborough and Cambridge and then eventually this country.

It began in April 2010, by July 2010 the first house was open for 2 people. It was registered as a charity in August 2010. Its model is to link each house with the local church: therein maximising the social, bridging, investment and spiritual capital that exists in each church and to channel that into the lives of the vulnerable.

The vision statement of Hope into Action UK is:

“Every church professionally and holistically supporting at least one house for at least 2 vulnerable adults.”

b. Your induction

Hope into Action UK (sometimes referred to as ‘HIA’) believes its employees are its greatest asset and recognises its responsibility to ensure they are afforded appropriate development throughout their employment. This development begins at the Induction stage when a new employee joins.

Our aim is to support and develop employees in their role so that they feel confident to undertake the responsibilities placed upon them and ultimately are able to contribute to the success of the organisation.

Induction will be spread over your first few months in post, and is generally planned on a first day, first week and first month basis. The content and duration of the induction programme will be dependent on the scope and complexity of your job, and your line manager will outline this in detail to you on your first day with us. Copies of your induction checklist and evaluation sheets will be made available to you by your manager on your first day with us.

c. Statement of Employment Terms and Conditions

As an employee of Hope into Action UK you will have received a document setting out specific terms and conditions of service as they relate to your post (if you have not received this, you will do so within 8 weeks of your commencement date). This includes details of:

- the names of the employer and the employee;

- the date when the employment (and the period of continuous employment) began;
- remuneration and the intervals at which it is to be paid;
- hours of work;
- holiday entitlement;
- entitlement to sick leave, including any entitlement to sick pay;
- pensions and pension schemes;
- the entitlement of employer and employee to notice of termination;
- job title (or a brief job description);
- where it is not permanent, the period for which the employment is expected to continue or, if it is for a fixed term, the date when it is to end.
- either the place of work or, if required to work in more than one location, an indication of this and of the employer's address; and
- details of the existence of any relevant collective agreements which directly affect the terms and conditions of your employment
- details of employment if expected to work outside the UK

Further detailed policies and procedures which may not be mentioned as part of this document, but which still form part of your conditions of employment with us can be accessed through your line manager. This handbook also summarises the main terms of your employment.

Hope into Action UK reserves the right to change its terms & conditions and employment policies from time to time. You will be notified at the earliest opportunity of these changes by way of general notice to all employees affected by the change. Where a contractual change in your terms and conditions of employment results in a change to your written statement of particulars of employment, we will give you a written statement of the change at the earliest opportunity.

d. Our Relocation Policy

Assistance with relocation expenses will be granted if we are satisfied that your relocation is required in order for you to undertake the duties of the post for which you have been employed. Eligibility and any sums paid are purely at the discretion of the Executive Director, and this is not a contractual right.

You will be required to sign a written undertaking to repay all or some of the expenses reimbursed if you leave within 24 months of receipt of these expenses.

e. Probation Periods

All new staff are subject to a probationary period of 6 months unless stated otherwise on their contract of employment.

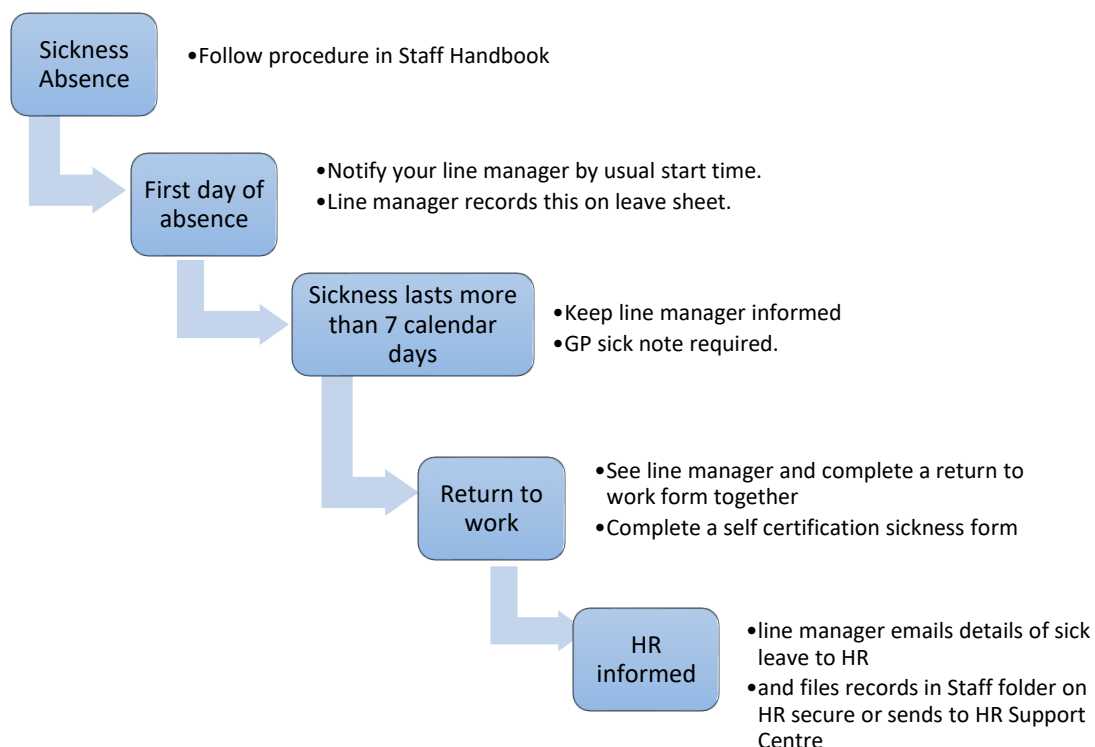
During this probationary period you will be given appropriate support and development opportunities to help you reach the required standards.

Your line manager will perform an initial informal review with you after 3 months followed by a formal review after the 6 month period.

Your appointment will be confirmed on satisfactory completion of the 6 month probationary period.

In certain cases an extension of the probationary period to a maximum of an additional 6 months with more regular supervision may be granted to enable the required standards to be achieved. However, failure to reach the required standards for the job role could result in termination of your employment.

f. Sickness Absence at Work



Hope into Action UK values good attendance at work and is committed to improving the general wellbeing of its employees to achieve this. Although we aim to secure regular attendance, we do not expect employees to attend when they are unwell.

i) Notification of Absence

Your line manager should be notified

- As early as possible prior to absence from work for hospitalisation and other medical treatment.
- By telephone before your normal start time if you are unable to attend work due to sickness or injury, or as soon thereafter as possible on the first day of absence.

When notifying your line manager for sickness absence if possible please indicate a date of return. Notification should be made by you personally unless impossible due to the nature of the illness where you should arrange for someone else to call on your behalf.

During prolonged periods of absence, your manager should be kept informed of progress and an expected date of return.

On your return to work you will be required to complete Hope into Action's

- sickness self-certification form available through your line manager
- If you're off sick for more than 7 days in a row (including non-working days) you must give your line manager a doctor's 'fit note' (sometimes called a 'sick note') along with the self-certification form.
- Complete a 'back to work' form with your line manager to ensure that any adjustments needed to help your return to work are made with your agreement.

Any employee who has been absent due to sickness and is found not to have been genuinely ill will be subject to disciplinary action, which could include dismissal.

i) Sick leave and Holiday

Statutory holiday entitlement is built up (accrued) while an employee is off work sick (no matter how long they're off).

Any statutory holiday entitlement that is not used because of illness can be carried over into the next leave year. If an employee is ill just before or during their holiday, they can take it as sick leave instead.

An employee can ask to take their paid holiday for the time they're off work sick. They might do this if they do not qualify for sick pay, for example. Any rules relating to sick leave will still apply.

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When an employee changes their holiday to sick leave they're paid Statutory Sick Pay which will count towards the amount of holiday pay they've received. The exceptions to this rule are:

- they do not qualify for Statutory Sick Pay
- they were off work sick and being paid 'occupational sick pay'

You will not qualify for SSP if you:

- have received the maximum amount of SSP (28 weeks)
- are getting Statutory Maternity Pay

ii) *Sickness Payments*

Payment of Occupational Sick Pay will be made on a sliding scale depending on length of service and sickness period. For more details please see the Handbook section on Pay and Benefits.

g. Hours of Work

Your normal hours and working pattern will be specified in your Statement of Terms and Conditions of Employment.

The full-time contracted hours for all posts within the organisation is 40 hours per week.

Full time staff have a daily lunch break of 60 minutes included in their hours which is paid.

As part of our care for staff, we also give for part time staff a paid lunch break as shown below which supersedes breaks detailed in a contract unless the Staff Handbook is specifically over-ridden:

Daily hours worked	Lunch break (minutes)
8	60
> 6 and < 8	45
5 – 6	30
4 – 5	15
Less than 4	10

Any other breaks other than the above will be unpaid and not included in the working hours.

Hope into Action UK reserves the right to vary your hours and pattern of working, following consultation and agreement with you.

Persistent poor timekeeping means that colleagues are put under pressure to cover your duties. This is not acceptable and will therefore be treated as a potential disciplinary offence under our disciplinary procedures.

h. Working more than 8 hours a day

Some part time staff do another job and in exceptional circumstances they may wish to work more than an 8 hour day on a regular basis. This can be discussed and agreed with the line manager if the line manager is completely satisfied that the employee will still be able to fulfil their role adequately. The line manager should inform HR of this discussion and agreement.

The line manager will regularly review their hours and how it is working both with the individual and the team. The line manager will also monitor the stress and productivity of the staff member.

i. Flexible Working

All employees have a statutory right to ask their employer for a change to their contractual terms and conditions of employment to work flexibly provided they have worked for their employer for 26 weeks continuously at the date the application is made.

An employee can only make one statutory request in any 12 month period. Employees who have been employed for less than 26 weeks, agency workers and office holders do not have a statutory right to request flexible working. Nevertheless, Hope into Action may still wish to consider a request from these groups.

Hope into Action UK has a policy of trying to assist staff to balance their work and home life, and is therefore willing to consider requests from staff to vary their working hours or work pattern. Such requests will be considered taking into account the impact on the organisation, work colleagues and any other relevant factors. Speak to your line manager should you wish to discuss this.

j. ****Criminal Record Checks**

Your criminal records check is called a Disclosure and Barring Service (DBS) check.

All staff are likely to come into contact with vulnerable adults and therefore it is the policy of Hope into Action UK to run DBS checks of all staff and volunteers.

Where a volunteer with a partner church, the DBS of the church may be valid as long as the volunteer role is limited to work in support of the church.

The safeguarding policies have further information on required DBS checks.

k. Conflict of Interest

You should not, directly or indirectly, engage in, or have any interest, financial or otherwise, in any other business enterprise which interferes or is likely to interfere with your independent exercise of judgement in Hope into Action UK's best interest.

Generally a conflict of interests exists when an employee is involved in an activity:

- Which provides products or services directly to, or purchase products or services from Hope into Action UK.
- Which subjects the employee to unreasonable time demands that prevent the employee from devoting proper attention to his or her responsibilities to Hope into Action UK
- Which is so operated that the employee's involvement with the outside business activity will reflect adversely on Hope into Action UK.

Should you be in doubt as to whether an activity involves a conflict, you should discuss the situation with your manager.

I. Standards of Performance and Behaviour at Work

General conduct and boundaries:

Hope into Action expects staff to act in a mature, loving, courteous way to all staff, tenants ('tenants' are the occupiers and includes 'licensees' where applicable) and outsiders. It therefore does not set many strict boundaries or codes of behaviour when it comes to engagement with tenants, trusting instead, in the maturity and judgement of our staff. A few are however listed below.

As a rule we trust our staff to act in a mature, professional manner with the tenants, to always treat them with respect, sensitivity and care. We recognise each staff member will have and need different boundaries and we encourage each staff member to carefully think through their own and then stick to them.

- i) Boundaries we insist on:
 - Male staff should never be alone 1 on 1 with a female tenant.

- ii) *Appearance*

Hope into Action UK does not seek to inhibit individual choice in relation to your appearance. However, you are expected to dress appropriately at all times in relation to your role, and to ensure that your personal hygiene and grooming are properly attended to prior to presenting yourself at work.

If we have supplied you with a uniform of other apparel, then you must wear this at all times when required to do so; it is your responsibility to ensure that this is clean and presentable.

If your work brings you into contact with the general public then you must ensure your dress and grooming standards reflect the values of your employer.

If you have any queries about what is appropriate, these should be directed to your line manager.

It our policy that male employee's should never be alone with or out of the view of another colleague or volunteer when with a female client.

iii) *Company Premises*

You will be issued with an identity badge / appropriate PIN code allowing access to your workplace. This remains the property of Hope into Action UK and loss of your badge / PIN code (or accidental disclosure to someone) must be reported immediately to your line manager.

You must not bring any unauthorised person on to Hope into Action UK property without prior agreement from your line manager, unless you are authorised to do so as part of your job. In these circumstances you are responsible for ensuring that your visitors are appropriately monitored during their stay, and that they do not access areas or company property inappropriately.

**You must not remove Hope into Action UK's property from the organisation's premises unless prior authority from your line manager has been given.

"...bringing alcohol or any unlawful drugs to the workplace, and / or imbibing them there is strictly prohibited..."

iv) *Personal Property*

Any personal property such as jewellery, cash, credit cards, clothes, cars, motorbikes or bicycles etc. left on Hope into Action UK's premises is done so entirely at your own risk. You are strongly advised not to leave any valuables unattended, either on our premises, our vehicles or in your own vehicle. Hope into Action UK does not accept liability for loss or damage to any personal property whatsoever.

v) *Telephones & Correspondence*

Company telephone / mobile phone or postal facilities must not be used for private purposes without prior permission from your line manager. If, for any reason, personal use is made of these items then arrangements must be made to pay the cost price of all services used. Abuse of these facilities will be considered a potential disciplinary matter.

vi) *Smoking and Other Substances at Work*

Legislation now exist which makes it illegal to smoke in enclosed public spaces. Smoking is therefore strictly prohibited on all Hope into Action UK premises (including entrances and exits) and vehicles.

Outside areas have been identified for those who wish to smoke during their break-time. Should you wish to avail yourself of these facilities, please speak to your line manager.

Bringing alcohol or any unlawful drugs to the workplace, and / or imbibing them there is strictly prohibited both during work time or during a period prior to work where the

effects carry over to the workplace. Any such instances will be dealt with under the disciplinary procedure and may lead to your summary dismissal.

vii) Confidentiality

It is a condition of your employment that you have a duty of confidentiality with regards to Hope into Action UK.

During the course of your employment you may find yourself in possession of sensitive information, the disclosure of which could be construed as a breach of confidentiality. It is a condition of your employment that you have a duty of confidentiality to the Company, and you must not discuss any Company sensitive or confidential matter whatsoever with any outside organisation including the media.

Any such breach of confidentiality would be deemed as gross misconduct except as otherwise provided or as permitted by any current legislation (e.g. the UK Public Interest Disclosure Act 1998) and could lead to your dismissal.

viii) Computer, email and Internet use

If you have access to the Company's computers including email and access to the internet as part of your job, you must not abuse this by using these facilities for purposes unrelated to Company business.

**Limited personal use of the internet is permitted during your formal breaks. All internet use is monitored and accessing pornographic or other unsuitable material, including auction or certain social networking sites is strictly prohibited and would be considered a serious disciplinary offence which may result in dismissal.

Only software packages properly authorised and installed by the Company may be used on Company equipment, you must therefore not load any unauthorised software onto Company computers.

If you have a Company email address, this is provided for responsible use on Company business and should not be used in any other way whatsoever.

All staff must make themselves familiar with the Company's Internet & Email Policy available from your line manager.

ix) Receipt of Gifts

Your working relationships may bring you into contact with outside organisations where it is normal business practice or social convention to offer hospitality, and sometimes gifts. Offers of this kind to you or your family can place you in a difficult position. Therefore no employee or any member of his or her immediate family should accept from a supplier, customer or other person doing business with Hope into Action: UK, payments of money under any circumstances, or special considerations, such as

“...In every circumstance where a gift is offered, the advice of your line manager must be sought ...”

discounts or gifts of materials, equipment, services, facilities or anything else of value unless:

- They are in each instance of a very minor nature usually associated with accepted business practice.
- They do not improperly interfere with your independence of judgement or action in the performance of your employment.

In every circumstance where a gift is offered, the advice of your line manager must be sought.

x) *Bribery and other Corrupt Behaviour*

The Company has a strict anti-bribery and corruption policy in line with the Bribery Act (2010). A bribe is defined as: giving someone a financial or other advantage to encourage that person to perform their functions or activities improperly or to reward that person for having already done so.

If you bribe (or attempt to bribe) another person, intending either to obtain or retain business for the company, or to obtain or retain an advantage in the conduct of the company's business this will be considered gross misconduct. Similarly accepting or allowing another person to accept a bribe will be considered gross misconduct. In these circumstances you will be subject to formal investigation under the Company's disciplinary procedures, and disciplinary action up to and including dismissal may be applied.

xi) *Social Media: See also social media policy.*

Hope into Action considers the widespread use of social networking applications an effective and useful method for communication, support of our values and encouragement to our supporters and partners.

There is a small potential for misuse of social networking during and out of work hours and so there are some recommended guidelines below.

Access to email and the internet provided during working hours is for work purposes and use must meet with Hope into Actions' policies and procedures. Please read our 'Social Media Policy' for further information or contact the Marketing team for help.

We expect you to act maturely and professionally on social media remembering you are representing the Christian values of Hope into Action.

We recommend that all employees use strict privacy settings on their social network profiles.

Hope into Action takes seriously staff using social networking sites for inappropriate uses both inside and outside of work.

Specifically:

- While on social media you are always representing Hope into Action and we would strongly advise against having tenants as friends on your social media accounts.
- You should not upload photographs to your social networking sites of yourself or other employee taken in a work situation unless they have given consent.
- Defamatory comments about Hope into Action or its employees should be made on such sites could be treated as harassment.
- You should not include information that identifies any other member of staff/ contractor/ supplier/ tenant/ donor or any other individual working in connection with us unless they have given specific consent.
- You should not at any time express opinions on such sites which purport to be the opinion of Hope into Action, nor comments representing your own views on Hope into Action.
- Personal blogs should contain a disclaimer that the views expressed on it are the personal views of the author only;
- Avoid making comments on such sites which bring Hope into Action in disrepute;
- You should not make comments on such sites which amount to bullying, harassment or any other detriment towards other employees /contractors / suppliers/ customers or any other individual working in connection with us.

m. Data Protection and Access to Information

HIA will comply with the Data Protection Act and the GDPR. We take the safe processing and storage of personal data extremely seriously and you must read and comply with the provisions as outlined in our GDPR Policy and Procedures. Any breaches may be taken up as a disciplinary matter.

Employees can request access to the information held on them by the Company. All requests by employees to gain access to their personnel records should be made in writing.

All staff can expect training on GDPR.

n. Changes in Personal Information for Employment Purposes

It is important that our records are correct, as inaccurate or out of date information may affect your salary or cause difficulties in situations where contact is required for emergencies. You **must** notify your Line Manager immediately of all changes in the following personal information:

- Name
- Home address
- Telephone number
- Bank account details

- Examinations passed/qualifications gained
- Emergency contact
- Driving licence penalties (if you are required to drive on Company business)
- Criminal charge, caution or conviction
- Conflict, or potential conflict of interest

Personal data on employees is held in accordance with the provisions of the Company's Data Protection Policy which will be made available for inspection by you if required.

4. Valuing Diversity and Dignity at Work

a. Valuing Diversity

i) *Statement*

Hope into Action UK is committed to valuing diversity and seeks to provide all staff with the opportunity for employment, career and personal development on the basis of ability, qualifications and suitability for the work as well as their potential to be developed into the job.

We believe that people from different backgrounds can bring fresh ideas, thinking and approaches which make the way work is undertaken more effective and efficient.

Hope into Action will not tolerate direct or indirect discrimination against any person on grounds of age, disability, gender / gender reassignment, marriage / civil partnership, pregnancy / maternity, race, religion or belief, sex, or sexual orientation whether in the field of recruitment, terms and conditions of employment, career progression, training, transfer or dismissal.

It is also the responsibility of all staff in their daily actions, decisions and behaviour to endeavour to promote these concepts, to comply with all relevant legislation and to ensure that they do not discriminate against colleagues, customers, suppliers or any other person associated with the Company.

ii) *Key Actions*

In adopting these principles Hope into Action UK:

1. Will not tolerate acts that breach this policy and all such breaches or alleged breaches will be taken seriously, be fully investigated and may be subject to disciplinary action where appropriate.
2. Fully recognises its legal obligations under all relevant legislation and codes of practice.
3. Will allow staff to pursue any matter through the internal procedures which they believe has exposed them to inequitable treatment within the scope of this policy. If you need to access these procedures they can be obtained from your line manager e.g. Grievance Procedure, Dignity at Work Procedure etc.
4. Will ensure that all managers understand and maintain their responsibilities and those of their team under this policy.
5. Will offer opportunities for flexible working patterns, wherever operationally feasible, to help employees to combine a career with their domestic responsibilities.

“...Hope into Action UK
is committed to valuing
diversity
“...Hope into Action UK
is committed to valuing
diversity ...”

6. Will provide equal opportunity to all who apply for vacancies through open competition.
7. Will select candidates only on the basis of their ability to carry out the job, using a clear and open process.
8. Will provide all employees with the training and development that they need to carry out their job effectively.
9. Will provide all reasonable assistance to employees who are or who become disabled, making reasonable adjustments wherever possible to provide continued employment. We will ensure an appropriate risk assessment is carried out and that appropriate specialist advice is obtained when necessary.
10. Will distribute and publicise this policy statement throughout the Company

b. Dignity at Work

All members of staff are entitled to be treated with dignity and respect in their place of work. This means freedom from behaviour by colleagues that can be interpreted as bullying or harassment or that causes offence; and access to if such behaviour does arise. It also means standards of everyday behaviour that contribute to a working environment in which mutual respect and individual dignity are maintained.

We have a zero-tolerance approach to bullying and harassment at Hope into Action; such behaviour will not be accepted and complaints of any such behaviour will be dealt with seriously. Anyone found to have engaged in bullying or harassment will be dealt with under our disciplinary procedure.

c. Bullying & Harassment

Bullying and harassment is behaviour that makes someone feel intimidated, humiliated or offended. Harassment is unlawful under the Equality Act 2010.

For full details on this topic, please refer to Hope into Action's Bullying & Harassment Policy which may be found under 'Policies' on SharePoint.

5. Pay, Benefits & Pensions

a. Culture and People

Our philosophy about people, pay and conditions:

- We believe our values are rooted in Biblical principles.
- It is the role of this sub-committee to over-see and protect those values.
- We aim to reflect those values in our treatment and care of staff, including in their terms and conditions.
- We want to give excellent, policies and culture of staff care built on trust, empowerment, listening, honesty, mutuality.
- We want to pay our front line staff well, as compared to others in the voluntary sector.
- We want to reflect mutuality in our pay structure: mutuality within our staff team, mutuality with the church who we are here to serve and mutuality with the poor. In practice will mean a flatter pay hierarchy than other organisations *with our Executive Director tethered to EWs (1.5 – 1.65 of EWs salary)?*
- We pay all staff on the same JD the same irrespective of experience, qualifications. The exception to this is EWs. We evaluate JDs according to responsibility, expertise and representation.
- We pay a strong pension with 8% all covered by the employer.
- The setting of the salaries is the responsibility of the board. The exec will make recommendations for all staff salaries to the Trustee board on an annual basis. The setting of exec salaries, however, is not the responsibility of the executive.
- We will, on a regular basis, review what other organisations pay both church and charities of similar size.

b. Salary Arrangements

Your salary will be paid monthly in arrears on the 28th of each month by direct credit transfer to your designated bank account.

Your basic pay was outlined in your letter of appointment / statement of terms and conditions. Any subsequent amendments to your basic pay will be notified to you in writing by the Company.

Part-time employees will be paid on a pro rata basis based on the hours they work. In all other aspects, their salaries will be paid in accordance with the pay arrangements for full-time employees of the Company.

If any queries arise with regard to pay, or if it appears a mistake has been made, speak to your line manager immediately so that they can take appropriate action. Unless

agreed otherwise, any pay errors, whether of over or underpayment, will be rectified in the next salary payment.

Appropriate deductions will be made from pay including income tax and National Insurance contributions (NICs), which are subject to each employee's earning level, family status and the number of hours worked.

c. Salary Review

Potential Hope into Action salary increases will be discussed and decided upon every financial year by Trustees after considering, financial climate, reserves and inflation.

d. Salary Bands for Empowerment Workers

There are two salary bands for Empowerment Workers: standard and higher. All empowerment workers will start on the standard band and move to the higher band based on their experience which is accrued whether full or part time.

In all cases EWs must successfully complete their probation period before being eligible for a change in their EW band.

Experience will be judged on the criteria below. An empowerment worker must meet one of these criteria to be eligible for the higher salary band.

1. A relevant degree (or NVQ equivalent - level 6) plus 2 years of relevant experience plus 1 year working with HIA.
2. A relevant diploma (or NVQ equivalent – level 4) plus 3 years relevant experience plus 1 year working with HIA.
3. 5 years of relevant experience plus 1 year working with HIA.
4. 3 years of working as an EW with Hope into Action.

These criteria can also be expressed as below:

1	A relevant degree (or NVQ equivalent - level 6) plus 2 years of relevant experience plus 1 year working with HIA. (Total = 3 years)	If 1 years' relevant work experience then must do 2 years with HIA.	
2	A relevant diploma (or NVQ equivalent – level 4) plus 3 years relevant experience plus 1 year working with HIA. (Total = 4 years)	If 2 years work experience or less; then must do 2 years with HIA.	
3	5 years of relevant experience plus 1 year working with HIA. (Total = 6 years)	If 4 years relevant work experience then must do 2 years with HIA.	If 3 years relevant work experience then would do 3 years with HIA.

4	3 years of working as an EW with Hope into Action.		
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Relevant degree. There are too many degree types to be totally prescriptive about what a relevant degree is and what is not. However the principle is that the degree provides a significant amount of relevant training relating to the job description of an EW. An example would be an Occupational Therapist or Social worker degree. This must include practical application and not just academic training, for example: work placements in a relevant area. Modules within degrees will be considered. The degree could relate to ‘mobilising or managing volunteers’ or ‘working with vulnerable people’ as both are key elements of the job description.

Relevant experience. Experience must be periods of continuous employment in a professional capacity (not volunteering) working with churches, managing volunteers or vulnerable adults in ways relevant to the EW job description. Periods of employment may be aggregated.

Process.

At probation review, a time will be set to have a conversation about the banding criteria between the EW and the line manager. A form will be completed to record the experience and qualifications of the EW.

The decision and the date for movement to the higher band will be set by the Line Manager, approved by the Church & Network Facilitator and verified by the HR administrator.

Upon meeting the experience/ education criteria, their line manager will send a contract change form to HR requesting the EW be moved to the higher band.

e. Cambridge weighting

Each April, Cambridge staff will receive a non-pensionable 5% Cambridge cost of living annual weighting.

This applies to those whose place of work is Cambridge at the point of advertising. This would be on a non-consolidated basis (i.e. if moved to a job in a new town it would not be carried over to the new place of work).

f. Time off in Lieu

Lieu time is warranted for all hours worked in excess of your full time contracted hours, which has the prior explicit approval of your manager.

Lieu time can be claimed and taken with the prior approval of your line manager and must be accompanied by a time off in lieu form.

g. Income Tax

If there are any changes in your personal circumstances which will affect your tax status, you should notify HM Revenue & Customs, who will automatically inform the Company of any changes to your tax code.

To contact HMRC please go to:

<https://www.gov.uk/check-income-tax-current-year>

h. National Insurance Contributions

You may check on your payslip if you are paying NI contributions, which is dependent on your earnings as well as other factors.

Taken from <https://www.gov.uk/national-insurance>:

You pay National Insurance if you earn above £166 a week. However, if you earn between £118 and £166 a week, your contributions are treated as having been paid to protect your National Insurance record.

There is lots of information including how to check your National Insurance contributions and how to make voluntary contributions etc. on the gov.uk website e.g.

www.gov.uk/voluntary-national-insurance-contributions/deadlines

The number to call if you have any queries is: **0300 200 3500**

i. Business Travel

You will be reimbursed for any expenditure necessarily incurred in order to do your job when working away from your normal place of work. Public Transport and accommodation costs will be reimbursed at actual cost – appropriate receipts must accompany all claims. Mileage rates when travelling by your own private transport are 35 pence per mile. Costs for taxi's or parking tickets or fines will not be paid.

j. Driving for Work

a. *Vehicle safety on work-related business*

If you choose to use your car to travel to and/or for work, you should:

- Keep your car in good working order and ensure it is serviced regularly.
- Have a current, valid MOT certificate where required
- Make sure you have adequate fuel to get to your destination.
- Carry details of your breakdown/rescue organisation with you.
- If your vehicle is fitted with a tracking device make sure this is activated.
- Have valid insurance for work-related purposes
- Ensure that everyone in the car wears a seat belt.

We recommend that you read the Lone Working Policy.

b. *Car Insurance*

If using your car for work use, you must have car insurance that covers this use. All insurers are different and so you must contact them and ensure that you are

adequately insured if driving for work related purposes. How you choose to travel is up to you. For example, you could choose to drive to work and not use your car for business (i.e. driving to houses/driving tenants to appointments etc.).

You might for example:

- Give a work colleague a lift to work **
- Give a tenant a lift to various places **
- Drive to more than one place, that is not your permanent place of work e.g. coordinators visiting different cities
- Travel to different offices, franchises or houses e.g. EW's going from house to house
- Travel to client or work-related meetings
- Run errands during the day to the post office, church or house etc.
- Make deliveries or collections

The cost of car insurance would be your responsibility as a driver.

Some guidelines on insurance classes from one particular insurer are listed below. We emphasize that this is only an example and that you must contact your insurer about your own car insurance and describe how you might use your car for work purposes.

Social Domestic and Pleasure may cover a driver named on the policy for normal day to day driving e.g. shopping, visiting friends or family and pleasure driving such as going to the park or on holiday. It may not include commuting to work.

Commuting may cover everything included in Social, Domestic and Pleasure, plus driving to and from a permanent place of work. Driving your car to the train station and leaving it there while you go to work may count as commuting. So might giving someone a lift to their place of work.

Business use. If you're using your car as part of your job, to drive to other sites as well as your usual place of work, this may count as Business use.

c. Penalties

If a member of staff or an HIA volunteer is stopped whilst travelling by car on work-related purposes without appropriate insurance, then they might face prosecution in the form of £300 fine, 6 points on their driving licence and immediate seizure of the vehicle.

Hope into Action take this matter seriously and mileage expenses will only be paid if you confirm that you have the correct level of car insurance and a current, valid MOT.

*** If you offer a lift in exchange for money, you should speak to your insurance company as this could invalidate your insurance and may result in your vehicle being seized by police, a fixed penalty or prosecution resulting in a fine, points on your licence or disqualification from driving."*

k. Sickness Pay Provision

i) Statutory Sick Pay (SSP)

**Most employees have a right to statutory sick pay (SSP) as long as they earn more than the lower earnings level, and are not over state retirement age. SSP is not however payable for the first three qualifying days of absence. (A qualifying day is a day on which you are normally expected to work under your contract of employment).

There is a limit of 28 weeks' SSP in any one period of sickness or linked periods. (Periods of sickness are said to be linked if the second period starts within eight weeks of the end of the first period and last 4 or more days each.)

SSP is paid in the same way as ordinary pay and is liable to tax and National Insurance contributions.

ii) Occupational Sick Pay

**Occupational sick pay is entirely at the discretion of the Company but will not be unreasonably withheld as long as you have complied with the notification requirements and have produced any necessary medical certificates, including self-certificates.

Period of continuous service on first day of absence	Period on full pay	Period on half pay or SSP only
Probation Period	1 month	2 months
6 months up to 1 year	1 months	3 months
Year 2	3 months	3 months
Year 3	3 months	3 months
Year 4	3 months	3 months
Year 5 and above	3 months	3 months

When assessing an employee's eligibility for occupational sick pay, the amount of time they have had off over the previous 48 months might be taken into account.

Hope into Action UK reserves the right to refuse to pay occupational sick pay if it has reasonable cause to think that an employee is not genuinely sick, if it has cause to believe that an employee is abusing the sick pay scheme, if an employee has failed to comply with the notification requirements, or has not supplied the appropriate certification. If the occupational sick pay scheme has been abused, disciplinary action may follow.

Payments of occupational sick pay may be terminated, suspended or reduced if an employee fails to notify the Company of relevant facts, or if their absence or continued absence is due to their taking an unwarranted risk (in or out of work), conducting themselves in a way that prejudices their recovery, abusing alcohol or drugs or other substances, or recklessly endangering the health and safety at work of themselves and others.

I. Pension Scheme

The Company has a Pension Plan Scheme, which all eligible employees may join. Details of the scheme can be found at www.zurich.co.uk/save/globalconnections

Currently Hope into Action UK contributes a figure of 8% of employee's salary into the scheme. Employees may also contribute an additional amount into the scheme as well.

The Government's auto enrolment scheme is in place which means all eligible employees will join the pension scheme (unless they decide to opt out).

Please use the following link to find out your eligibility for enrolment or to opt-in:

<https://www.thepensionsregulator.gov.uk/en/business-advisers/automatic-enrolment-guide-for-business-advisers/3-checking-who-to-enrol>

Please speak to your line manager for more details of the scheme. Please note that no member of the Company can advise you on whether you should join or not. If you are unsure, you should seek independent financial advice.

m. Child Care Vouchers

Hope into Action have a voucher scheme that enables staff to pay for Child care before tax. For more information contact finance@hopeintoaction.org.uk.

n. Acting up Allowance

In the event that a staff member acts up into a role for an excessive amount of time (as guidance over 2 weeks in one role or over 4 in a given year) an ex gratia 'acting up allowance' can be given to staff as a way to acknowledge their extra work responsibilities. The allowance would take into account the salary level of the role into which they were acting into.

6. Leave Arrangements

a. Annual Leave

Employees of Hope into Action UK whether part-time or full-time are entitled to a 25 days prorated paid annual leave. A week's leave allows you to be away from work for a week – that is the same amount of time as your working week. If you do a five-day week, you are entitled to 25 days leave per year, if you do a four-day week the entitlement is 20 days leave etc. Your manager will let you know your annual leave entitlement for the current leave year.

**Holidays must be agreed with your manager 2 weeks in advance. The Company will where possible try to accommodate individual preferences for holiday dates but the needs of the business may have to take precedence, particularly where short or inadequate notice is given.

- The holiday year runs from 1st April to 31st March.
- Leave for employees joining after the start of the leave year accrues at the rate of one twelfth of the annual entitlement for each complete calendar month of service
- Leave for employees who terminate their employment during the leave year is calculated on the same basis. If, however, the annual leave entitlement has been exceeded, a deduction calculated on the same basis will be deducted from the final salary payment.
- Holiday pay in lieu of accrued leave will be paid only on termination of employment and will normally be subject to a maximum of 10 working days.

**Hope into Action UK also recognises the 8 statutory Bank Holidays in addition to basic annual leave entitlement. Hope into Action also allows, where circumstances allow, the time off between Christmas and New Year in addition to the above allowances.

b. Maternity Leave and Pay Policy

**Pregnant employees will be entitled to Statutory Maternity Leave irrespective of their length of service or the number of hours worked each week.

Statutory Maternity Leave is 52 weeks. It's made up of:

- Ordinary Maternity Leave - first 26 weeks
- Additional Maternity Leave - last 26 weeks

You do not have to take 52 weeks but you must take 2 weeks' leave immediately after the birth of your child.

See the 'maternity planner' on the Government website:

<https://www.gov.uk/pay-leave-for-parents>

During Ordinary Maternity Leave, you will continue to receive your contractual benefits and your normal terms and conditions will continue to apply, except for those terms relating to wages and salary. You will continue to accrue Annual Leave.

During Additional Maternity Leave, the rights and obligations under your contract of employment are reduced, but you must still give notice in accordance with your contract of employment if you want to leave. In addition, you will continue to be bound by your obligations of confidentiality and loyalty.

Annual Leave and Maternity Leave

You wouldn't take annual leave whilst you are off on Maternity leave, but you will accrue annual leave whilst on Maternity leave.

It's helpful if you can take any annual leave due to you for the current leave year before you go on Maternity Leave. If you're unable to do this, then it's usual to add it onto the end of your Maternity Leave. Alternatively it could be added on before your Maternity Leave date.

Any leave accumulated in the new leave year until you return from Maternity Leave would be best added on at the end of your Maternity Leave. This will be roughly 3.8 hours per week for f/t staff. So, in effect, your return to work date would be extended.

If you're unable or not happy to add the outstanding Annual Leave for the current year to the end or beginning of your Maternity Leave, then that would be for discussion with your Line Manager.

You will not lose Annual Leave due to you.

All annual leave will be booked in the same way as any other so as not to confuse it with your actual Maternity Leave agreed dates.

Antenatal Care

Once you've notified Hope into Action UK that you're pregnant, time off for antenatal care will be paid and 'booked' in the normal way as for annual leave with your line manager. 'Antenatal care' is not just medical appointments - it can also include antenatal or parenting classes if they've been recommended by a doctor or midwife.

Start date and early births

You are free to choose when you would like your maternity leave to start, however usually, the earliest you can start your leave is 11 weeks before the expected week of childbirth.

Leave will also start:

- the day after the birth if the baby is early
- Automatically if you're off work for a pregnancy-related illness in the 4 weeks before the week (Sunday to Saturday) that your baby is due. Maternity leave and Statutory Maternity Pay will start automatically if you're off work for a pregnancy-related illness in the 4 weeks before the baby is due - it does not matter what has been previously agreed..

Notice:

At least 15 weeks before your due date, officially email the HR department and your Line Manager as to when the baby is due and when you want to start your maternity leave.

HR will write to you within 28 days confirming your requested start and end dates.

You may change the date you start your maternity leave providing you give at least 28 days' notice in writing of either the new start date or the original start date (whichever is earliest).

You do not have to notify us separately of your return date. It will be assumed that you will come back to work on the date agreed with Hope into Action HR and in the letter.

However, if you wish to return to work before the end of your full maternity leave entitlement, you should give your line manager at least 8 weeks' notice in writing of your intended return date.

Statutory Maternity Pay

If you have at least 26 weeks' service by the end of the 15th week before your child is expected to be born, you may be entitled to Statutory Maternity Pay (SMP), provided your average weekly earnings are at or above the Lower Earnings Limit for National Insurance.

If you're not eligible for Statutory Maternity Pay, you could get Maternity Allowance from the government.

Statutory Maternity Pay (SMP) is paid for up to 39 weeks. You get:

- 90% of your average weekly earnings (before tax) for the first 6 weeks
- £148.68 or 90% of your average weekly earnings (whichever is lower) for the next 33 weeks

SMP is paid in the same way as your wages, for example monthly or weekly and is subject to deductions for tax and National Insurance contributions in the normal way.

To qualify for SMP you must:

- earn on average at least £118 a week
- have worked for your employer continuously for at least 26 weeks continuing into the 'qualifying week' - the 15th week before the expected week of childbirth
- Give the correct notice. In order to be eligible for maternity leave and SMP, you are required to notify your line manager in writing by or during the 15th week before the expected week of your child's birth.
- You must inform your Line Manager (copy to HR) of the following:
 - you are pregnant
 - proof of pregnancy (see below)
 - the week in which your child is due
 - the date you intended to start your maternity leave
 - the date from which you will be claiming SMP

You need to give proof of the pregnancy to get SMP. You do not need it for maternity leave.

Within 21 days of your SMP start date (or as soon as possible if the baby's born early) give your HR Dept either:

- a letter from your doctor or midwife
- your MATB1 certificate - doctors and midwives will give you this no more than 20 weeks before the due date

You will not get SMP if you do not give HR proof that the baby is due.

Other considerations

If a staff member is regularly involved in lone or 'high risk' working and falls pregnant then that staff member needs to review their lone working arrangements as in the lone working policy with their line manager.

Prior to your departure on maternity leave, your line manager will meet with you to discuss your rights and entitlements during maternity leave, the possibility of flexible working on your return to work and the level of contact you would like with the Company during your maternity leave. You should feel free to raise at this meeting any queries or concerns you have.

Your line manager may also offer you up to 10 days work during your maternity leave. It is up to you if you wish to work these days. The rate of pay for the work will be agreed in advance with you. Your right to maternity leave and SMP will not be affected.

If any pregnant employees, or employees who have recently become mothers or who are breastfeeding are employed in positions which have been identified as posing a risk to their health and safety or that of their baby they will be notified immediately and arrangements will be made to eliminate the risks.

If you have concerns about your own health and safety at any time you should consult your Line Manager immediately.

If you return to work immediately after a period of Ordinary Maternity Leave you will return to work in the same job you left before you started your maternity leave.

If you return to work from a period of Additional Maternity Leave, you will return to the same job you were employed to do. If this is not reasonably practicable, you will be offered a similar job on equally favourable terms and conditions.

If you decide not to return to work after maternity leave, you should confirm this in writing and give the notice required by your contract of employment.

On your return from maternity leave, your line manager will arrange a meeting with you to discuss any changes which have taken place during your absence. This will be

"...If any pregnant employees, or employees who have recently become mothers or who are breastfeeding are employed in positions which have been identified as posing a risk to their health and safety or that of their baby they will be notified immediately and arrangements will be made to eliminate the risks..."

an opportunity to discuss any issues relating to breastfeeding. You should also feel free to raise at this meeting any queries or concerns you have.

Parallel arrangements are available for the adoption of a child.

c. Shared Parental Leave

You and your partner may be able to get Shared Parental Leave (SPL) and Statutory Shared Parental Pay (ShPP) if you're having a baby or adopting a child.

If both parents want to share the SPL and ShPP you and your partner must:

- have been employed continuously by the same employer for at least 26 weeks by the end of the 15th week before the due date
- stay with the same employer while you take SPL
- be 'employees' (not 'workers')
- each earn on average at least £118 a week

See this link for more information:

<https://www.gov.uk/shared-parental-leave-and-pay>

d. Paternity Leave and Pay

Paternity Leave may be either 1 or 2 weeks. You get the same amount of leave if your partner has a multiple birth (such as twins).

You must take your leave in one go. A week is the same amount of days that you normally work in a week - for example, a week is 2 days if you only work on Mondays and Tuesdays.

Start and end dates

Leave cannot start before the birth. It must end within 56 days of the birth.

You must give your employer 28 days' notice if you want to change your start date.

You do not have to give a precise date when you want to take leave (for example 1st February). Instead you can give a general time, such as the day of the birth or 1 week after the birth.

Qualifying

You must:

- be an employee
- give the correct notice (see below)
- have been continuously employed by Hope into Action UK for at least 26 weeks up to any day in the 'qualifying week'

The 'qualifying week' is the 15th week before the baby is due. This is different if you adopt.

At least 15 weeks before the baby is due, tell your employer:

- the due date
- when you want your leave to start, for example the day of the birth or the week after the birth
- if you want 1 or 2 weeks' leave

Pay & Other

Statutory Paternity Pay is paid at a fixed rate per week (determined in legislation) or 90% of average earnings if that is less. It is paid less tax and National Insurance contributions in the normal way.

During Statutory Paternity Leave, you are entitled to all of your normal contractual terms and conditions as if you were not absent, apart from basic wages and salary. You have the right to return to exactly the same job, on the same terms and conditions after Statutory Paternity Leave.

Paternity leave and pay are also available for the adoption of a child.

You can get time off to accompany your partner to 2 antenatal appointments.

e. Parental Leave

Parental leave should not be confused with **shared** parental leave which is an entitlement that allows parents to split maternity or adoption leave between them.

Parental leave is unpaid. You're entitled to 18 weeks' leave for each child and adopted child, up to their 18th birthday.

The limit on how much parental leave each parent can take in a year is 4 weeks for each child.

You must take parental leave as whole weeks (e.g. 1 week or 2 weeks) rather than individual days, unless your child is disabled when it can be taken as days. You don't have to take all the leave at once.

A 'week' equals the length of time an employee normally works over 7 days.

If an employee works 3 days a week, one 'week' of parental leave equals 3 days. If an employee works irregular weeks the number of days in a 'week' is the total number of days they work a year divided by 52.

Eligibility

Employees qualify if all of these apply:

- Been employed with Hope into Action for more than a year
- Named on the child's birth or adoption certificate or have or expect to have parental responsibility
- Not self-employed or a 'worker', e.g. an agency worker or contractor
- Not a foster parent (unless they've secured parental responsibility through the courts)
- the child is under 18

Parental leave used with a previous employer counts towards the 18 weeks total allowance e.g. If 10 weeks have been used with a previous employer, you can use up to 8 weeks with Hope into Action if eligible.

Notice period

To request parental leave an employee should give at least 21 days' notice to their line manager in writing by email.

If an employee wants to take parental leave straight after the birth or adoption of a child 21 days' notice should be given before the expected week of childbirth or placement.

f. Absence for family & dependents

As an employee you're allowed time off to deal with an emergency involving a dependant.

A dependant could be a spouse, partner, child, grandchild, parent, or someone who depends on you for care. If your child falls ill you could take time off to go to the doctor and make care arrangements.

Tell your line manager as soon as possible how much time you'll need and the situation so you that you can be supported.

g. Bereavement and leave

Hope into Action acknowledges the personal nature of bereavement and grief and is committed to supporting staff in practical and reasonable ways.

In all cases here, a day represents a working day whether this is a full time day or a part time day.

e.1 Leave entitlements: paid leave

Bereavement leave is paid leave that allows you time off to deal with personal distress and related practical arrangements, primarily, but not limited to, when a member of their family dies. Leave days do not have to be taken consecutively.

Bereavement impacts all individuals differently and the guidelines below are intended to show the minimum paid leave a member of staff is entitled to in different circumstances. Not all employees will need to take the full allowance, and some employees will need additional time, depending on their relationship with the person who has died and the circumstances of the death.

In the event of the death of an immediate relative, 5 working days paid leave will be granted. An immediate relative includes a spouse or partner or child** parent, stepparent, sibling, mother/father-in-law, grandparents, grandchildren, son/ daughter-in-law or a person with whom the employee is in a relationship of domestic dependency.

***Child includes children in respect of whom the employee is the adoptive parent and legal guardians and carers.*

On the death of an uncle/aunt/cousin 2 days of paid leave will be allowed to facilitate attendance at the funeral.

In exceptional circumstances, 2 to 5 days leave may be granted on the death of someone outside the immediate family. These circumstances would include (but are

not limited to) situations where you are responsible for funeral arrangements or need to travel abroad to attend the funeral or experience the death of a close friend or colleague.

In all situations you should notify your line manager of your need to take leave as soon as possible or, at latest, on the first day of absence. In exceptional circumstances, applications for leave will be considered after the first day of absence. Line managers have the right to exercise discretion in exceptional circumstances as outlined above.

e.2 Leave entitlements: annual leave

In the event of a bereavement, you will be able to take unpaid leave or annual leave at short notice to supplement any bereavement paid leave. Requests should be communicated to your line manager as soon as possible.

If you suffer a family bereavement while on annual leave you can convert this annual leave into bereavement leave and take the annual leave at a future date.

e.3 Leave entitlements: unpaid leave

Unpaid leave on compassionate grounds up to a maximum of 8 days may be granted after bereavement. An employee must consult with their line manager before starting unpaid leave and agree the boundaries for this leave.

e.4 Return to work

In certain circumstances a full return to work may not be possible following the death of an immediate relative – for example, when grief is likely to impact on the ability to perform your role, or where new child care arrangements have to be sourced or responsibility for the care of an elderly parent has transferred to the employee.

In such instances we will allow a phased return to work on a part-time or reduced hours basis where practicable. Alternative duties may also be considered. Any such arrangement would need to be agreed in advance by the line manager, would be subject to an agreed maximum number of days and would be managed in line with our other policies.

e.5 Employee support

Bereavement leave is intended to support staff in the immediate period around the death of a relative. However, the process of grief, the natural reaction and adjustment to loss and change may take a significant time and will be personal to each individual. Anyone with any concerns about the grieving process impacting on their work performance should discuss this in confidence with either their line manager or the HR Department, to ensure that any reasonable adjustments that may be necessary are discussed and put in place and that you are supported in your return to the full range of duties and responsibilities that you had prior to the bereavement or your duties and responsibilities are adjusted (as necessary) with the prior agreement of line manager. We recognise that the majority of people do not require counselling to cope effectively with their grief. However, for employees wishing to avail themselves of professional help in coming to terms with a significant loss, the organisation will cover the cost of up to 3 counselling sessions with an independent counselling practice. This is a confidential service and can be accessed directly through HR.

e.6 Health and safety

Any employee who is concerned about their ability to conduct their duties safely in the weeks following a bereavement must discuss this with their line manager.

Hope into Action reserves the right to request an employee to meet a doctor chosen by them before resuming full duties.

The line manager will communicate any bereavement leave to the HR administrator.

h. Compassionate leave

You may take time off work to deal with an emergency or situation either involving someone who depends on you or is affecting your capacity to work.

The same guidelines for paid and unpaid leave follow as for Bereavement Leave.

Initially 5 working days paid leave will be available, followed by unpaid leave at the line manager's discretion.

The line manager will communicate any Compassionate leave to the HR administrator.

i. Annual Leave and Sabbaticals

In addition to generous annual leave allowance Hope into Action will also provide an extra 2 weeks paid annual leave for those full-time staff with 4 years' service.

This additional 2 weeks sabbatical leave may be taken in the calendar year from the 4 year anniversary and is not bounded by the current leave year the date falls in.

The sabbatical leave is booked in the same way as annual leave with your line manager and is taken as the full 2 week period.

Hope into Action will pay up to £500, payable on disclosure of receipts, for staff to attend a Christian conference / retreat centre during these extra 2 weeks.

For those who have not worked on full time hours for the 4 years– a discretionary decision will be made by the Executive Director based on the stress they have incurred in their role.

7. Health and Safety

a. Introduction

Hope into Action UK recognises and accepts its responsibility as an employer to maintain, so far as is reasonably practicable, the safety and health of its employees, and of other persons who may be affected by its activities.

It is your duty as an employee not to put at risk either yourself or others by your acts or omissions. You should also ensure that you are familiar with the Company health and safety arrangements. Should you feel concern over any health and safety aspects of your work, this should be brought to the attention of your line manager immediately.

b. Procedure in the event of an accident

An Accident Book is available from your line manager and it is the responsibility of each individual employee to report and record any accident involving personal injury. Any accident or near miss occurrence (i.e. no one was injured but the incident had the potential to injure or kill) at work should be reported immediately to your line manager.

All employees who are absent from work following an accident must complete a self-certification form, which clearly states the nature and cause of the injury.

For any employee who suffers an injury at work which results in them being away from work, or unable to do their normal work, for three days or more (including weekends, rest days or holidays) it is important that your manager is informed as the Health and Safety Executive also need to be informed by the Company. Form 2508 (available from www.riddor.gov.uk/f2508.dot) should be completed in conjunction with your line manager. Employees are not expected to complete these forms themselves.

c. First Aid

The Company believes that best practice is to ensure staff have access to a trained First Aider or Appointed Person (someone who can take charge in the event of an accident). Details of these trained staff will be displayed on your local notice board or from your line manager and you should familiarise yourself with names and contact details.

d. Fire Safety

Employees should follow these steps to help prevent fires:

- Before you use any electrical appliances carry out a quick check to make sure that the cables, plugs etc. are not damaged.
- Do not use any electrical equipment that shows signs of damage, even if you think it is only minor. Report any faults you find to your line manager and find an alternative appliance.
- Ensure that you place your rubbish in the proper waste bins. Do not overfill the bins, and ensure that your waste bin is accessible to the cleaners at the end of each day.

Action to take when the fire alarm goes off:

- Immediately stop what you are doing and walk (do not run) to the nearest available safe fire exit. If your nearest exit/route is obstructed, choose another route. Make sure that you are aware of the fire exits and routes in your area.
- Follow the instructions of your designated Fire Warden.
- Direction signs should indicate the route to your fire exit. These comprise a white arrow on a green background sometimes accompanied by the words 'FIRE EXIT' and also a pictogram of a running man. The arrows indicate the direction of the nearest fire exit.
- Do not use a lift to leave the building - always use designated stairs.
- Make your way to the appropriate assembly point.
- Once you are at the assembly point you should report to the Fire Warden, so that they can account for the people in their designated area.
- Do not leave the designated assembly point, or attempt to re-enter the building, until you have been instructed to do so by the Fire Warden.

Action to take if you discover a fire:

- RAISE THE ALARM! This can be achieved by breaking the glass on the call points or by shouting the instruction "Fire – call the fire brigade".
- Raise the alarm even if the building is fitted with an automatic fire alarm system, which has not yet activated - you must not wait for it to do so of its own accord. The alarm must be raised for every occurrence of a fire, no matter how small it appears to be. This will ensure that people in the building have adequate notice to evacuate should it begin to spread quickly. In addition, modern furnishings may allow the fire to develop unnoticed, so time is of the essence if everyone is to get out safely.
- Call the fire brigade at the earliest available, and safe, opportunity and do not attempt to tackle the fire unless you have been appropriately trained and can safely do so e.g. a small fire in a waste paper basket. Unless you have been trained you could be putting yourself or somebody else at risk.

e. Personal Safety

**Generally, you should try to avoid working alone whenever this is possible. However, if you have to work alone, then you need to develop an awareness of the risks and how to minimise them.

Prior to making an appointment with someone you do not know, obtain as much information as possible about the person you are meeting and arrange to meet the person in Company premises. Always ring back the telephone number you have been given to confirm that it is legitimate. If a mobile number is given you should always ask for an alternative fixed line number.

If visiting, let your colleagues know where you are going, with whom and what time you are expecting to return. If you think that you are going to run over your original timescales, let your colleagues know.

If you are at all concerned that you are being placed in a dangerous situation through your employment, you must discuss this with your line manager.

Please also refer to these two policies:

- Staff Care Policy (includes COSHH risk assessment on infectious diseases)
- Sudden Death or Near Death Policy

8. Training and Development

a. Training and Development Policy**

The Company aims to provide training opportunities which will provide:

- An induction programme which all staff will be required to undertake and will assist staff settling into their new role/job.
- A progressive training and development scheme to enable staff to develop, relevant skills and acquire knowledge to underpin their current role and career aspirations.

b. Personal Development Planning**

i) *Introduction*

The Company has a Personal Development Planning Scheme. The aims and purposes of the Scheme are:

- To help managers and staff to make effective arrangements to identify and meet learning needs
- To develop the skills, knowledge, values and behaviour that staff need to do their current jobs well

ii) *PDP - The Process*

There are 3 stages in the process:

- **Preparation** – where you and your manager prepare separately for the interview using the appropriate documentation.
- **The Personal Development Plan Discussion** – where a personal development plan is agreed by you and your manager.
- **Monitor & Review** – the method and timescale for monitoring should be agreed at the discussion stage and implemented throughout the year.

The Personal Development Planning documentation is available from your line manager.

9. Leaving Hope into Action UK

a. Notice Periods

Unless your employment is terminated by agreement, or specified otherwise in your principal statement of terms and conditions, you or the Company are required to give a period of notice in writing as follows:

- one week's notice after one month's employment
- If more than one month's employment then you need to give 4 weeks' notice.

These periods of notice will apply if you are dismissed on grounds of inefficiency or if your dismissal is the result of disciplinary proceedings in circumstances where summary dismissal is not justified.

Your employment may be terminated without notice where dismissal follows disciplinary proceedings.

b. Working Notice

In all cases the Company reserves the right to enforce your full notice period. Your full remaining annual leave entitlement should be taken during your notice period in agreement with your line manager. Exceptionally, if this is not possible, your manager may agree to make a payment in lieu of this.

If you resign and are in possession of Company property (including computer files), you should make your manager aware of these, and arrange how they will be handed back to the Company. You remain bound by the confidentiality arrangements outlined in your contract of employment during this period.

In exceptional circumstances, if deemed appropriate and as an alternative to working your notice, the Company reserves the right either to transfer you to other suitable duties during your notice period or to require you to accept payment in lieu of any entitlement to notice.

c. Other Conditions on Leaving

On leaving, the Company will deduct from any money due to you such sums as you may owe to the Company. These may include, but are not restricted to, any loans, relocation assistance, court orders and payment made for holidays taken in excess of entitlement.

If you leave without giving notice and without the Company's agreement, you are in breach of your contract and you may forfeit some or all of any salary due to you.

Before leaving, you must hand over to your manager all articles belonging to Hope into Action UK, including your ID badge and any documents, equipment and computer software used at home. Documents and software include (but are not limited to) correspondence, diaries, address books, databases, files, reports, plans, records or any other medium for storing information. You should not retain any copies, drafts, reproductions, extracts or summaries of documents and software.

After you have left the Company, you must not:

- Solicit or seek to entice away any Company staff
- Use or divulge to any person or organisation any confidential information relating to the business of Hope into Action UK.

Should your employment be terminated following disciplinary action it is likely you will receive payment in lieu of notice. However, as there are numerous reasons as to why someone is dismissed, payment in lieu of notice will be reviewed on an individual basis taking into consideration the reasons behind the dismissal.

Should you be dismissed for reasons of gross misconduct, your employment will be terminated immediately without the benefit of notice or payment in lieu of notice.

d. Retirement

When you plan to retire from work, you should ensure that you inform your line manager at least 6 months before you consider retiring from the Company.

This is to ensure all appropriate arrangements are made (e.g. sourcing a replacement, mobilising your Company pension etc.).

10. Disciplinary Procedure

SCOPE

The Company Disciplinary Procedure will be used only when necessary and as a last resort. Where possible, informal and/or formal counselling or other good management practice will be used to resolve matters prior to any disciplinary action being taken. The procedure is intended to be positive rather than punitive but takes cognisance of the fact that sanctions may have to be applied in some circumstances.

An employee can discuss any part of this policy with their Union Representative or their Line Manager. They can help clarify an employee's rights as well as give guidance and support where it may be needed. Every individual has the right to representation at any point during the disciplinary process.

SUSPENSION

Suspension is not disciplinary action. The purpose of suspension is manifold and can be used when it is necessary to remove a member of staff from the workplace pending an investigation: for example, to allow time for a 'cooling down period' for both parties, for their own or others protection, to prevent them influencing or being influenced by others or to prevent possible interference with evidence. Only the Manager in charge of that individual, at that time or their superior, have the authority to suspend an individual.

An employee suspended from duty will receive written confirmation within three days of :

- the reason for the suspension
- the date and time from which the suspension will operate.
- the timescale of the ongoing investigation.
- the right of appeal to the immediate manager of the suspending manager should the suspension last more than 7 days

COUNSELLING

Counselling is an attempt to correct a situation and prevent it from getting worse without having to use the disciplinary procedure. Where improvement is required, the employee must be given clear guidelines as to:

- what is expected in terms of improving shortcomings in conduct or performance
- the time scales for improvement
- when this will be reviewed
- the employee must also be told, where appropriate, that failure to improve may result in formal disciplinary action.

A record of the counselling should be given to the employee and a copy retained in their personnel file. It is imperative that any counselling should be followed up and improvements recognised and recorded. Once the counselling objectives have been met, any record of the counselling will be removed from the employees file.

If during counselling it becomes clear that the matter is more serious, then the discussion should be adjourned, and pursued under the formal disciplinary procedure.

PROCEDURE FOR FORMAL INVESTIGATION

Formal investigations should be carried out by the most appropriate manager who is not directly involved with the incident being investigated. This manager may involve others to assist with the investigation process. All the relevant facts should be gathered promptly as soon as is practicable after the incident. Statements should be taken from witnesses at the earliest opportunity. Any physical evidence should be preserved and/or photographed if reasonable to do so.

A report should be prepared which outlines the facts of the case. This should be submitted to the appropriate Director / Trustee who will decide whether further action is required. Where appropriate, this report may be made available to the individual and their representative.

In most circumstances where misconduct or serious misconduct is suspected, it will be appropriate to set up an investigatory hearing. This would be chaired by the appropriate Director / Trustee, who would be accompanied by another manager. The investigating manager would be asked to present his/her findings in the presence of the employee who has been investigated. Witnesses should be called at this stage, and the employee allowed to question these witnesses. The employee has a right of representation at this hearing.

Following the full presentation of the facts, and the opportunity afforded to the employee to state his/her side of the case, the hearing should be adjourned, and everyone would leave the room except the senior manager / Director hearing the case, and the other manager. They would discuss the case and decide which of the following options was appropriate:

1. take no further action against the employee
2. recommend counselling for the employee
3. proceed to a disciplinary hearing

All parties should be brought back, and informed as to which option has been chosen. Should the decision be taken to proceed to a disciplinary hearing, then this may follow on immediately from the investigatory hearing if the following criteria have been met:

- the employee has been informed by letter that the investigation may turn into a disciplinary hearing, and that he/she has the right of representation
- he/she has been told in advance what the nature of the complaint is, and had time to consult with a representative

- all the facts have been produced at the investigatory hearing, and the manager / Director is in a position to decide on disciplinary action.
- the manager should inform the employee and their representative that the hearing would now become a formal disciplinary hearing, and invite them to say anything further in relation to the case.

It may be appropriate at this point to adjourn proceedings, whilst necessary arrangements are made for a representative to attend the hearing at the request of the employee.

Should anyone who is subject to disciplinary action resign during the course of it, the action will cease unless there are extenuating circumstances which require its continuance. The subject of the discipline may also request that the disciplinary action continue.

WARNINGS

Examples of Minor Misconduct

Below are listed examples of misconduct which may warrant either a Verbal Warning or a First Written Warning. It is stressed however that this list is not exhaustive and that on all occasions a full and proper investigation must take place prior to the issue of a warning.

- Persistent lateness, absenteeism and poor time-keeping.
- Misuse of Hope into Action email, internet or internal mailing facilities
- Absence from work, including going absent during work, without valid reason, notification or authorisation.
- Smoking within unauthorised areas.
- Failure to work in accordance with prescribed procedures, including Health and Safety procedures.
- Incompetence.
- Unreasonable standards of dress or personal hygiene.
- Failure to observe Company regulations and procedures.
- Absence without authorisation
- Incapacity through alcohol or drugs
- Sleeping on the premises without prior approval
- Foul or abusive language
- Abusive, objectionable or insulting behaviour
- Disorderly conduct Wilful or excessive wastage of Hope into Action time or materials
- Damage to plant, equipment or material caused by carelessness
- Misrepresentation of fact – lying

Verbal Warning

A Verbal Warning is appropriate when it is necessary for the manager in charge to take action against an employee for any minor failing or minor misconduct.

First Written Warning

A First Written Warning is appropriate when:

- a verbal warning has not been heeded and the misconduct is either repeated or performance has not improved as previously agreed.
- an offence is of a more serious nature for which a written warning is more appropriate.
- the recurrence or accumulation of an offence/offences, if left, will lead to more severe disciplinary action.

Examples of Gross Misconduct

Listed below are examples of misconduct which may be considered to be Gross Misconduct and may warrant a Final Warning, Demotion or Dismissal. It is stressed however that this list is not exhaustive and that on all occasions a full and proper investigation must take place prior to the issuing of a Final Warning, Demotion or Dismissal.

- Theft, including unauthorised possession of Company property.
- Breaches of confidentiality, prejudicial to the interest of the Company,
- Being unfit for duty because of the misuse/consumption of drugs or alcohol.
- Refusal to carry out a management instruction which is within the individuals capabilities and which would be seen to be in the interests of the Company.
- Breach of confidentiality / security procedures.
- Bribing or attempting to bribe another individual, or personally taking or knowingly allowing another person to take a bribe;
- Physical assault, breach of the peace or verbal abuse.
- False declaration of qualifications or professional registration.
- Failure to observe Company rules, regulations or procedures.
- Wilful damage of property at work.
- Incompetence or failure to apply sound professional judgement.
- Abusive, threatening or intimidating behaviour (verbal and non-verbal)
- Serious misuse of Hope into Action's email, internet or internal mailing facilities
- Theft of others possessions whether belonging to Hope into Action, employees, visitors or contractors.
- Sexual misconduct.

Final Written Warning

A Final Written Warning is appropriate when:

- an employee's offence is of a serious nature falling just short of one justifying dismissal.
- an employee persists in the misconduct which previously warranted a lesser warning.

Downgrading or Transfer to another Post

This action is appropriate when:

- previous attempts, via the disciplinary procedure, to rectify a problem have failed and this is a final attempt to solve a problem without having to dismiss an employee.
- an employee is considered by the Manager of the department to be incompetent or otherwise unfit to fulfil the duties for which he is employed but where dismissal is not thought to be appropriate.

Dismissal

Dismissal is appropriate when:

- an employee's behaviour is considered to be Gross Misconduct.
- an employee's misconduct has persisted, exhausting all other lines of disciplinary procedure.

Time Scales for the expiry of Warnings

Warnings issued to employees shall be deemed to have expired after the following periods of time.

- Verbal Warnings: 6 months
- First Written Warnings: 12 months
- Final Written Warnings: 18 months (or as agreed and recorded at the hearing)

These time scales remain, provided that during that period, no further warnings have been issued in respect of the employee's conduct.

LETTER OF WARNING

All Warnings must contain the following information:

- The letter must be issued within 7 days of the date of the disciplinary hearing.
- The nature of the offence and where appropriate, that if further misconduct occurs, more severe disciplinary action will be taken.
- The period of time given to the employee for improvement.
- The employee's right to appeal to the manager directly above that of the one issuing the warning.
- A copy of the warning and any supporting documentation must be attached to the individual's personnel file.
- The employee must also receive a copy of the warning which in the case of any written warning will be sent to their home address by recorded delivery if not handed to them in person.
- In the case of a final written warning, reference must be made to the fact that any further misconduct will lead to dismissal, and that the employee has the right of appeal, and to who they can make that appeal.

The letter confirming dismissal will contain the following information:

- The reason for dismissal and any administrative matter arising from the termination of their employment.
- The employees right of appeal and to whom they should make that appeal

APPEALS

Every employee has the right to appeal against the outcome of a disciplinary hearing. The basis of an appeal should normally relate to one of the following areas:

- that the Company's Procedure had not been followed correctly.
- that the resulting disciplinary action was inappropriate.
- that the need for disciplinary action was not warranted.
- that new information regarding disciplinary action, has arisen

An appeal should be put in writing to the Executive Director / Trustee. The letter of appeal may be constructed by the employee or their representative. The letter should contain the grounds for appeal and should be lodged within 10 days of receipt of the warning / dismissal letter.

An appeal will be arranged within 10 working days of receipt of the appeal letter.

Appeals against Verbal and First Warnings

In the case of verbal and first warnings, the appeal will be heard by the manager next in line to the one who issued the warning.

Appeals against Downgrading, Final Warnings and Dismissal

The hearing and determining of appeals against final warnings and dismissal will be heard by the appropriate Director, Executive or Trustee. They may also involve another senior manager / Director not previously involved with the case.

When dealing with an appeal against a Final Warning or Dismissal written statements of case may be submitted no later than 2 days prior to the date of Appeal Hearing. No additional written evidence will be admitted by the Appeal Committee on the date of the Hearing.

Witnesses may be required by either party at an appeal hearing, dependent upon the circumstances and nature of the case. However, there is no specific obligation on either party to produce a witness. Either party must give 5 days prior notice that they intend to call specific persons involved or associated with the case under consideration.

It is the responsibility of the management representative and for the appellant to each arrange for the availability and attendance of any witness they wish to call.

11. Grievance Procedure

1. Overview

The primary purpose of this grievance procedure is to enable staff to air any concerns that they may have about practices, policies or treatment from other individuals at work or from Hope into Action, and to produce a speedy resolution where genuine problems exist. It is designed to help all employees to take the appropriate action, when they are experiencing difficulties, in an atmosphere of trust and collaboration.

Although it may not be possible to solve all problems to everyone's complete satisfaction, this policy forms an undertaking by Hope into Action that it will deal objectively and constructively with all employee grievances, and that anyone who decides to use the procedure may do so with the confidence that their problem will be dealt with fairly.

This grievance procedure is not a substitute for good day-to-day relationships where we encourage employees to discuss and resolve daily working issues in a supportive atmosphere. Many problems can be solved on an informal footing very satisfactorily if all employees are prepared to keep the channels of communication between themselves open and working well. This procedure is designed to deal with those issues that need to be approached on a more formal basis so that every route to a satisfactory solution can be explored and so that any decisions reached are binding and long lasting.

In the event of a member of staff wishing to raise a grievance, it is preferable for the grievance to be satisfactorily resolved as close to the individual and their line manager as possible. It is understood however that this is not always possible and that a formal procedure is required to ensure the swift and fair resolution of matters which aggrieve the employee.

Time scales have been fixed to ensure that grievances are dealt with quickly, however these may be extended if it is agreed upon by both parties.

This procedure is not intended to deal with:

1. Dismissal or disciplinary matters which are dealt with in a separate procedure.
2. Disputes, which are of a collective nature and which are dealt with in a separate procedure.
3. Complaints, or disputes/grievances between a franchise and Hope into Action UK, since these are covered by the franchise agreement or service level agreement.

If you cannot settle your grievance informally, you should raise it formally. This procedure has been drawn up to establish the appropriate steps to be followed when pursuing and dealing with an informal and a formal grievance.

2. Informal Grievance

In many cases an informal, confidential chat with your line manager or another responsible member of staff may be the best route to resolve a grievance or the situation which you're finding difficult. If possible give time to this process to allow it to have effect.

If you wish to record the grievance the document 'Bullying & Harassment Informal Complaint Form' may be used and is obtained from HR DOCS / Grievance Forms. For a document in Word format please ask HR. (Personnel / Grievance and Disciplinary)

Mediation

Mediation may be used at any stage if both sides agree to this route. Mediation involves an independent, impartial person working with both sides to find a solution. The mediator can be someone from inside or outside of Hope into Action UK. For line-managed cities, Sarah Vassiliades is a suggested mediator that you may contact.

3. STAGE 1

In the event that you wish to raise a formal grievance relating to your employment you should, in the first instance, put your grievance in writing and address it to your line manager, making clear that you wish to raise a formal grievance under the terms of this procedure.

Your letter or email should include:

- what the grievance is about
- any evidence, for example a record of incidents
- what you'd like Hope into Action to do about it

An example outline of such a letter is found in Appendix 1.

If the grievance raised is about your line manager, then you should refer it to their superior who may be found using the Hope into Action Organisation Chart.

HR should be copied in on any formal grievances being raised.

This grievance procedure will not be invoked unless you raise your grievance in accordance with these requirements.

3.1 Deciding if there needs to be an investigation

The next stage will be an investigation by the manager who receives the grievance letter so that they can make a fair decision about the grievance. The Manager will find out all they reasonably can about the issue.

An investigation is to:

- see if there is a case to answer
- make sure everyone is treated fairly
- gather evidence from all sides
- help the employer to see what should happen next

At any stage the Manager can still look at whether:

- the formal procedure needs to carry on
- the issue can be resolved informally instead

Going through a grievance procedure can be very stressful, so it's important that the wellbeing and mental health of any employees involved is considered.

3.2 Carrying out an Investigation

The person investigating in conjunction with HR, should start by making an investigation plan. This can include:

- what needs to be investigated
- who is carrying out the investigation
- anyone who needs to be spoken with ('witnesses')
- any sources of evidence, for example work records, emails or CCTV recordings
- any time limits, for example CCTV footage being deleted or staff going on leave
- timeframes
- policies or workplace guidelines to follow
- Investigate whether similar grievances have been raised before, how they have been resolved and any follow up action that was necessary after those grievances. This is to allow consistency of treatment in dealing with the grievance
- Consider whether to offer independent mediation to resolve the grievance
- whether the person investigating is expected to give recommendations at the end of the investigation
- setting out the importance of confidentiality
- any other relevant points or information

The person investigating should tell the employee with the grievance issue as soon as they decide to open an investigation. It's a good idea for them to explain:

- why they're carrying out an investigation
- who will be carrying it out
- what they're going to do
- that they'll need to talk to any witnesses
- how long it could take
- what will happen next, for example a meeting
- that everything will be kept confidential

The document 'Grievance - Investigation Summary Notes' may be used and is obtained from HR DOCS / Grievance Forms.

For a document in Word format please ask HR. (Personnel / Grievance and Disciplinary)

3.3 Sharing information

The employee under investigation or the employee who has raised a grievance case can ask to see any evidence or witness statements.

Under data protection law (GDPR), the employer should get consent from the person who provided information before sharing it.

This might mean the employer needs to make some information anonymous before sharing it.

3.4 Grievance Meeting

Once the investigation is complete, a manager (who may not be the manager to whom your grievance was addressed) will then invite you to attend a grievance meeting to discuss your grievance. You have the right to be accompanied at this meeting by a

trade union official or a fellow employee.

Guidelines for arranging a meeting:

- Arrange a meeting, ideally within five working days, in private where there will be no interruptions
- Consider arranging for someone not involved in the case to take minutes of the meeting and to act as a witness
- Always send a letter of invitation in advance of the grievance meeting allowing a minimum of 48 hours' notice and advising the employee of their right to be accompanied
- Remember that a grievance hearing is not the same as a disciplinary hearing and that discussion and dialogue may lead to an amicable solution
- Make all the necessary introductions
- Invite the employee to restate their grievance in their own words
- Ask the employee how they would like to see their grievance resolved
- Make allowances for any reasonable expressions of anger if the employee is under stress
- Put care and thought into the recommendation to resolve the grievance
- Consider adjourning the meeting if necessary to investigate any new facts that arise
- Sum up the main points raised by the employee
- Tell the employee when they might reasonably expect to receive a response which is usually within five working days
- If an immediate response is not possible always follow the company's grievance procedure

Every effort will be made to convene the grievance meeting at a time which is convenient for the employee and their companion to attend. If this means that the meeting cannot be held within a reasonable period (usually within 5 working days of the original date set), we ask that you make arrangements with another companion who is available to attend. Any employee who is chosen to accompany another in a grievance hearing is entitled to take paid time off for this purpose.

You must make every effort to attend the grievance meeting.

At the meeting, you will be permitted to explain your grievance and how you think it should be resolved.

Please note that it is prohibited for you to record (whether covertly or otherwise) the proceedings at the grievance meeting, and at any appeal meeting, without the express written permission of Hope into Action.

The document 'Grievance – Meeting or Appeal Meeting Notes' may be used and is obtained from HR DOCS / Grievance Forms.

For a document in Word format please ask HR. (Personnel / Grievance and Disciplinary)

At the end of the meeting:

- The employee will be given copies of the meeting record and notes taken
- The employee will be informed when they will get a decision.

3.5 Confirmation of Decision

Following the meeting, Hope into Action will endeavour to respond to your grievance within **5 working days** of the grievance meeting. If it is not possible to respond within this time period, you will be given an explanation for the delay and be told when a response can be expected.

You will be informed in writing of Hope into Action's decision on the grievance and notified of your right to appeal against that decision if you are not satisfied with it.

The grievance outcome and details must remain confidential. However, where appropriate, it can be a good idea for the employer to talk privately with any staff involved in the grievance.

The document 'Grievance – Outcome of Grievance Meeting Letter' may be used and is obtained from HR DOCS / Grievance Forms.

For a document in Word format please ask HR. (Personnel / Grievance and Disciplinary)

4. STAGE 2

In most instances we expect the manager's decision to be final and for the matter to come to a close. However, in some circumstances the employee may remain aggrieved and can appeal against the decision of the manager concerned.

In the event that you feel your grievance has not been satisfactorily resolved, you may appeal in writing to the Manager, next in line within **five working days** of the grievance decision. You should also set out the grounds for your appeal. (See Appendix 2)

On receipt of your appeal letter, a more senior manager or a Director (who again may not be the person to whom your appeal was addressed), or an independent chairperson appointed by Hope into Action, shall make arrangements to hear your grievance at an appeal meeting and at this meeting you may again, if you wish, be accompanied by a trade union official or a fellow employee of your choice.

The document 'Grievance – Letter for Grievance Appeal Meeting' may be used and is obtained from HR DOCS / Grievance Forms.

For a document in Word format please ask HR. (Personnel / Grievance and Disciplinary)

You must make every effort to attend the grievance appeal meeting.

Following the meeting, the senior manager or Director or independent chairperson will endeavour to respond to your grievance as soon as possible and, in any case, within five working days of the appeal hearing. If it is not possible to respond within this time period, you will be given an explanation for the delay and be told when a response can be expected. You will be informed in writing of the Company's decision on your grievance appeal.

This is the final stage of the grievance procedure and Hope into Action's decision shall be final.

5. STAGE 3

If the employee remains aggrieved we offer a second, final level of appeal to the Director responsible for the employee's function. This appeal must be made in writing (see appendix 3), enclosing a copy of the original Formal Grievance form, to the

director within ten working days of receipt of the Stage 2 response to the appeal. This Director will arrange and hear the appeal with another management representative and respond formally with a full explanation **within 20 working days**.

Where a grievance is raised against a Director then the grievance will be heard by the Chief Executive.

There is no further right of appeal. However, where **both** parties agree that there would be some merit in referring the matter to a third party for advice, conciliation or arbitration, arrangements will then be made to find a mutually acceptable third party.

Disciplinary issues

If your complaint relates to your dissatisfaction with a disciplinary, performance review or dismissal decision, you should not invoke the grievance procedure but should instead appeal against that decision in accordance with the appeal procedure with which you will have been provided.

In the event that Hope into Action discovers a grievance previously raised by you is malicious, fabricated or falsified it reserves the right to take disciplinary action against you. Please note that this could result in your dismissal for gross misconduct.

Grievance Procedure - Appendix 1

Private & Confidential

To:

From:

Office:

Date:

Immediate Superior:

Dear

I am writing to raise a formal grievance in line with the Grievance Procedure.

I have a problem/complaint* with/about* [give details of the grievance].

I have evidence in the form of [give details if appropriate].*

I would be grateful if you could let me know when I can meet you to talk about my grievance. I would like to be accompanied at the meeting by [name].

Yours sincerely,

(Manager should respond to this formal written grievance within 2 working days unless an extended period for response is mutually agreed)

Grievance Procedure - Appendix 2

To

From

Department:

Date

Immediate Superior

Dear

On (within 10 days of the response to the initial formal grievance) my grievance against was heard by

I am not satisfied with the outcome of this meeting and would like to appeal to yourself for a further hearing of my grievance, in line with the Company Grievance Procedure.

I enclose a copy of the original letter regarding this matter and other correspondence and information related to it.

Yours sincerely

(Manager should respond to this formal written grievance within 7 days unless an extended period for response is mutually agreed)

Grievance Procedure - Appendix 3

To (Director):

From:

Department:

Date:

Immediate Superior:

Dear

On (within 10 days of the response to the second stage of the formal grievance) I appealed to against the decision made at my initial grievance against

I remain dissatisfied with the outcome of this meeting and would like to appeal to you for a further hearing of my grievance, in line with the Company Grievance Procedure.

I enclose a copy of the original letter regarding this matter and other correspondence and information related to it.

Yours sincerely

(Director should respond to this formal written grievance within 20 working days unless an extended period for response is mutually agreed)

12. Confirmation of Receipt of Handbook Form

Hope into Action: UK

Name:	
Designation:	
Place of Work:	
Line Manager:	

I confirm I have received a copy of the Hope into Action UK Staff Handbook and that I have read this and understood the contents.

I also confirm that I have sought clarification from my line manager on any issues outlined in the Handbook which I am not clear about.

Signed: _____

Date: _____

Please return this form duly completed and signed to your line manager.