



Employee Handbook

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Introduction	4
Welcome to DIAL/Disability Peterborough	5
General information	5
Our business philosophy	5
How to use this handbook	5
Documentation required to get you started	6
Your induction programme on joining	6
The probation period	6
During Employment	7
Advice worker’s code of practice	7
Charity code of ethics	8
Conflict of interest policy	10
Equality and diversity.....	12
Safeguarding.....	17
Bullying and harassment.....	23
Anti-slavery policy.....	26
Whistleblowing.....	26
Data protection and the use of personal information.....	28
Anti-corruption/bribery policy	28
Career progression and training/development.....	28
Performance and development reviews	29
Holiday policy including requesting leave	29
Sickness policy including reporting absence	29
Pension scheme	30
Salary payment.....	30
Expenses.....	31
Family friendly policies	31
Homeworking	32
Driving on Company business	32
Telephone and mobile phones.....	34
IT policy	34
Disciplinary policy and procedure	38
Capability policy and procedure.....	41
Appeal procedure	43
Grievance policy and procedure	43
Health and safety policy statement	45
Personal safety	45
First aid.....	45
Control of contractors.....	45
Electrical equipment.....	46
Fire safety	46
Environment policy.....	47

Managing stress	47
Alcohol and drugs	47
No smoking policy.....	48
Reporting an accident at work	48
Manual handling	48
Provision and use of personal protective equipment “PPE”	48
Display screen equipment (DSE) users	48
Personal property	48
Dress code and appearance policy	49
Ending Employment	50
Resignation	50
Termination of employment	50
Holiday entitlement on leaving	50
Redundancy selection and payment	50
Return of DIAL/Disability Peterborough property	50

IMPORTANT NOTE

Although the rules, policies, and procedures in force from time to time and set out in this employee handbook are non-contractual you are expected to be familiar with them and comply with them at all times. For the avoidance of doubt, to the extent that there is any conflict between the terms of the employee’s contract of employment and this employee handbook, the employee’s contract of employment shall prevail.

Factsheets referred to in this handbook

01	Maternity	15	Homeworking
02	Paternity	16	Manual Handling at Work
03	Adoption	18	Working Alone – Personal Safety
04	Flexible Working	19	Recognition Scheme
05	Parental Leave	20	Social Media
06	Time Off for Dependants	21	Shared Parental Leave
07	Alcohol and Drugs	22	Managing the Risk of Cyber Attacks in the Workplace
08	Managing Stress	23	Privacy Notice for Current and Former Employees
11	Managing Absence at Work	24	Managing the Risk of Slavery in the Workplace
12	Display Screen Equipment		
13	Managing the Risk of Bribery in the Workplace		

Forms referred to in this handbook

F001	Holiday Request Form	F014	Application Form
F002	Self-Certification Form	F015	Medical Questionnaire Form
F003	Expense Claim Form	F022	HMRC RTI Starter Declaration
F004	Maternity Statement of Intent Form	F032	DVLA Driving Licence Check Code Requirement Form
F005	Notification of Request to Take Paternity Leave Form	F033	Employer and Education Reference Consent Form
F006	Adoption Statement of Intent Form	F046	Corporate Hospitality and Gift Declaration Form
F007	Parental Leave Request Form	F072	Performance and Development Review Form
F008	Time Off for Dependants Leave Form	F085	Recognition Nomination Form
F009	Time Off for Bereavement Leave Form	F087	Display Screen/Workstation Risk Assessment Form
F010	Training Agreement Form	F089	Notification of Entitlement and Intention to Take Shared Parental Leave Form
F011	Personal Details Change Form	F090	Shared Parental Leave Partner Declaration Form
F012	Emergency Contact Details Form	F200	GDPR Staff Code of Conduct Compliance Form
F013	Bank Details Form		

Welcome to DIAL/Disability Peterborough

We are very pleased to be able to welcome you to DIAL/Disability Peterborough. This handbook has been prepared to provide you with the information that you will need as an employee and aims to communicate information about us, our business philosophy, and services. We are delighted that you have decided to join us and wish you a very happy and rewarding career.

Sandie Burns

CEO DIAL/Disability Peterborough

General information

DIAL/Disability Peterborough exists to make Peterborough a place where disabled people have equal opportunities to participate fully in society and the same opportunities as everyone else. To achieve this, we provide a holistic disability advice and information service and provide a case work service to help challenge decisions made by authorities related to disability issues. We also run a Shopmobility service and access to sport and leisure and wellbeing activities. We are a disabled peoples user led organisations meaning that we are led and controlled by disabled people and have a minimum membership of 75% of disabled people on the management board. We actively demonstrate our commitment to disabled people by employing disabled staff and volunteers. Our work is gathered around the following strategic themes:

- Access to goods, services, and the built environment
- Access to independent/supported living
- Access to justice and rights-based services
- Access to wellbeing services (including sport and leisure)

We see our role as promoting and influencing good practice in accordance with the social model of disability and have an important role as disability equality influencers both regionally and nationally.

Our business philosophy

- **Our vision** - a society where people with a Disability are valued equally, listened to, and included
- **Our purpose** - providing services where people with disabilities live fully integrated lives economically and socially
- **Our beliefs** - disabled people and their families should be empowered to exercise and enjoy the full extent of their rights to pursue the best possible quality of life and realise their full potential

How to use this handbook

This handbook has been organised into three main sections:

1. Beginning Employment

In this section, you will find everything you need to know about starting employment with us; including what documentation we need from you in order to get you started as smoothly as possible.

2. During Employment

In this section, you will find information about your benefits. This section also provides information about our employment policies and procedures.

3. Ending Employment

Naturally, we hope that you will stay with us for a long time and enjoy a rewarding career with us. This section provides information on what you need to do, should you leave us.

Handbook factsheets

Where appropriate, “handbook factsheets” are referred to, which provide more comprehensive information on particular aspects of employment.

Employment forms

Employment forms for completion by the employee, are also referred to in each section where appropriate, to ensure we obtain all the information we need in a consistent, standardised way.

Documentation required to get you started

To help us get you started with our Company, we need you to provide us with the following information as quickly as possible:

- Signed copy of your “Principal Statement of Main Terms and Conditions”
- F012 Emergency Contact Details Form
- F013 Bank Details Form
- F014 Application Form
- F015 Medical Questionnaire Form
- F022 HMRC RTI Starter Declaration
- F032 DVLA Driving Licence Check Code Requirement Form
- F033 Employer and Education Reference Consent Form
- Driving licence
- Passport (to comply with the Immigration and Asylum Act)
- P45 from your last employer

Your induction programme on joining

When you join DIAL/Disability Peterborough, you will be provided with a comprehensive induction programme which aims to help you settle into your new role as quickly as possible and share with you the things you need to know. We will also ensure that you are issued with the equipment that you need to do your job as quickly as possible.

The probation period

All offers of employment by DIAL/Disability Peterborough are made conditional upon completing satisfactorily a probation period of six months. This period may be extended or reduced by the Company, and we will give you feedback on how you are doing and provide you with the opportunity to raise any questions or concerns that you may have.

We are confident that your decision to join us is the right one. However, where we have concerns, after you have started employment, it is our aim to help you achieve the standards of performance and where appropriate, to provide you with support, should it be relevant.

During the six-month period we will monitor your performance against the following (although not exhaustive) criteria.

- Your performance to your job objectives
- Attitude and flexibility
- Attendance/timekeeping
- Relationships with colleagues and clients where appropriate
- Your fit with our Company’s culture

Advice worker's code of practice

We give independent, confidential information and advice on any issues relating to physical disability to disabled people living in Peterborough. We endeavour to be accurate, realistic, and informative.

We want disabled people to know about and receive the rights, benefits, and protections to which they are entitled. To achieve this, we give impartial advice to disabled people employers, service providers and any other interested parties.

We aim to provide a service of equal relevance and quality to enquirers regardless of their gender, race, religion, disability, sexuality, or age. We collect information to monitor and ensure that we are reaching all sections of the community. We will provide the service in formats that are relevant to our client group e.g., large print for visual impairment or email correspondence or text messages (rather than telephone) for people with hearing impairments.

Although our funding limits the hours, we are able to staff the telephone, we will ensure out of hours access by providing recorded information about our opening hours. We have an email service connected to our website for online questions.

Advice is given on the telephone and in writing, including post, fax, and email. We do not offer a 'drop in' service. Appointments can be made for personal callers when clients need face-to-face advice. Clients can be visited at their premises if they cannot for reason of disability access our main office service.

Our advice service is free to eligible users and is provided free in areas where we receive funding to cover the costs involved. Our information leaflets are free to individuals in these areas. In cases where we have to charge, we ensure that our services are accessible to all, regardless of income.

If we cannot provide advice, for instance because of funding restrictions or because the enquiry concerns a matter outside our expertise, we will signpost the caller to another appropriate agency in line with our signposting and referral policy. We will attempt to find free advice or if this is not possible, will give information about the probable cost of the alternative service.

Enquiries are confidential within the agency. Our confidentiality policy is available on request. We may use examples of 'real life' situations in reports or publicity but will ensure that no individual enquirer or employer can be identified unless express permission has been sought in advance. We will not pass on names and addresses of enquirers to the media or any other outside body without their express permission. This is in line with the GDPR regulations.

We will ask callers at the beginning of a call to identify themselves and details will be recorded on our Charity Log case management system. However, we recognise that some clients use the telephone specifically in order to preserve their anonymity. We will be sensitive to this and will not insist on personal details if clients wish to be anonymous. We have a telephone system which makes it difficult to block our phone number in outgoing calls, although the outgoing number is a generic one which is unlikely to correspond to a publicised number or a number that a caller has dialled. Additionally, we will not phone a caller back without their express permission.

Calls will be answered promptly and dealt with efficiently. Our advice line service has several lines so that multiple calls can be answered simultaneously and if all advice lines are busy, callers may access the office number. On our customer satisfaction survey, we will monitor how easily callers have got through on the telephone.

When the phonenumber is closed, callers will hear a recorded message telling them when they can contact DIAL/Disability Peterborough. Advice workers will be made aware of any back-up systems that are in place to cope with ICT or telephone failure. They also have the option of a web based enquiry at any time of day or night, 365 days a year.

We aim to respond to telephone enquiries on the day they reach us or as soon as possible thereafter. Statistical and other research enquiries and email enquiries should be answered within three days. Leaflets requested by individuals should normally be sent out within two days and agency leaflet orders should normally be fulfilled within a week.

We can only advise based on information presented to us. Although we have extensive knowledge of disability matters, we are not qualified lawyers. Where appropriate, we will signpost or refer enquirers to another appropriate agency for help in line with our signposting and referral policy. We will give reasonable help in exploring with an enquirer possible courses of action and outcomes but will not take decisions on an enquirer's behalf.

We will respond to enquirers in an empathetic and understanding manner. Advice workers will be offered training in giving telephone advice, especially in handling difficult calls or upset callers. Induction and probation periods will include close supervision of telephone advice skills and face-to-face interview techniques.

Advisers will receive regular and timely supervision and corrective action will be taken where mistakes or weaknesses are identified. Supervision and file review can occur three-monthly for experienced workers. Supervision and file review will usually occur monthly during the probationary period or for inexperienced workers or where particular problems with a worker's performance are identified.

We will not express party-political viewpoints, but as an organisation we may form views on policies which affect the situation of disabled people.

Staff will not conduct themselves in ways which will undermine public confidence in their own role as adviser or in the work of other advisers or advice agencies.

If an enquirer has a complaint about our service, they will be given information about our complaints policy and process and explain who to contact and what response they can expect. If during a telephone call an enquirer expresses dissatisfaction with our service, we will offer to send them this information. Abusive telephone calls after an initial warning will be terminated.

Enquirers will be told about our complaints and confidentiality policies in all our relevant publications. We will operate regular procedures to check customer satisfaction and will record all instances of dissatisfaction.

Charity code of ethics

The code is aimed at enabling DIAL/Disability Peterborough to be a safe place for anyone who engages with us.

Definitions

- 'beneficiaries' means those who benefit from the charity's work, as defined by the charity's purpose
- 'staff' includes all those employed by charities and those working through contractors and third-party agencies
- a 'volunteer' is anyone who spends time, unpaid, doing something that furthers the charity's purpose
- a 'charity's purpose' is the reason the charity has been set up, as defined in the charity's article of association

The principles

We agree to uphold the following principles throughout our work:

- Beneficiaries first
- Integrity
- Openness
- Right to be safe

Beneficiaries first

We exist to deliver our objectives for the public benefit (disabled local people). This is at the heart of everything we do, whether we are delivering a service or campaigning for change.

This should not lead to an inward-looking approach; sometimes we will need to balance potentially conflicting interests, for example between beneficiaries and the wider public, including donors.

Upholding the principle - This means we should:

- commit to doing the right thing by individual beneficiaries and our purpose, regardless of whether this might initially have a negative impact on our reputation or operation of the charity or its leadership
- ensure that the views and experiences of beneficiaries are actively listened to and taken account of as part of how we operate, facilitating engagement and communication
- ensure that all relevant policies and procedures are drawn up with the interests of beneficiaries in mind

Integrity

DIAL/Disability Peterborough and those who volunteer, work, and manage the charity will always uphold the highest levels of institutional integrity and personal conduct.

Upholding the principle - This means:

- treating everyone with honesty and respect, building open relationships with everyone who engages with us, respecting and valuing individual differences
- ensuring everyone works in a way that reflects our values
- ensuring appropriate systems are in place so that a level of probity exists to guarantee that all decisions are robust, defensible, and free from conflict of interest
- ensuring our resources are managed responsibly and our funds are properly protected, applied, and accounted for, including policies and procedures to combat the risk of bribery, fraud, and corruption
- consider our responsibility to ensure our activities do not cause harm to the environment and contribute to more sustainable practices.

Openness

DIAL/Disability Peterborough has created a culture and space where everyone who engages with the charity, as well as the wider public, can see and understand how we work, how we deal with problems when they arise and how we address complaints in addition to our legal responsibilities.

Upholding the principle - This means as a charity we:

- Operate a presumption of openness and appropriate transparency; by default, we are willing to share information about how we work, ensuring accessibility to all
- Publish or make available on request:
 - Annual report
 - Safeguarding, bullying and harassment policy and procedure
 - Complaints policy and procedure
- Establish clear lines of responsibility and accountability for all our work, both internally and externally where applicable
- Report relevant incidents and share appropriate information with the responsible regulatory bodies and other statutory authorities where required

Right to be safe

Every person who volunteers with, works for or contacts DIAL/Disability Peterborough will be treated with respect and dignity, and made to feel that they are in a safe and supportive environment.

DIAL/Disability Peterborough has a responsibility to endorse and promote a culture that does not tolerate inappropriate, discriminatory, offensive, or harmful behaviour towards any person who volunteers with, works for, or engages with the charity including through social media.

DIAL/Disability Peterborough is a place where wellbeing and mental health are valued and promoted, so that anyone working in the charity or engages with the charity is always encouraged to value and invest in their own health and wellbeing.

Upholding the principle - This means that we:

- Ensure that anyone working for, representing, or engaging with DIAL/Disability Peterborough understands the expectations placed upon them
- Stand against and have a clear approach to prevent abuse of trust and power including bullying, intimidation, harassment, discrimination, or victimisation in all our activities, including online activities, and promote a culture that supports the reporting and resolution of allegations, suspicions, or concerns about abuse of any kind or inappropriate behaviour
- Have training that is relevant and required in expectations of conduct for all staff, volunteers, and governing bodies, which is regularly refreshed
- Ensure that anyone who works or engages with us has access to proper support and advice if they:
 - Experience or witness unacceptable behaviour
 - Raise a concern or make an allegation about the actions of others

Conflict of interest policy

Purpose

The purpose of this policy is to help board members of DIAL/Disability Peterborough (called the 'board' in this policy) to effectively identify, disclose and manage any actual, potential, or perceived conflicts of interest in order to protect the integrity of DIAL/Disability Peterborough and its clients and manage any risk.

Objective

The board aims to ensure that board members, staff and volunteers are aware of their obligations to disclose any conflicts of interest that they may have, and to comply with this policy to ensure they effectively manage those conflicts of interest as representatives of DIAL/Disability Peterborough to identify and disclose any conflict between clients, board members, staff, and volunteers.

Scope

This policy applies to the board members, staff, and volunteers of DIAL/Disability.

Definition of conflicts of interests

A conflict of interest occurs when a person's personal interests conflict with their responsibility to act in the best interests of the charity. Personal interests include direct interests as well as those of family, friends, or other organisations a person may be involved with or have an interest in. It also includes a conflict between a board member's duty to DIAL/Disability and another duty that the board member has (for example, to another charity). A conflict of interest may be actual, potential, or perceived and may be financial or non-financial. These situations present the risk that a person will make a decision based on, or affected by, these influences, rather than in the best interests of the charity and must be managed accordingly.

Policy

This policy has been developed because conflicts of interest can arise, and do not need to present a problem to the charity if they are openly and effectively managed. It is the policy of DIAL/Disability as well as a responsibility of the board, that ethical, legal, political, financial, or other conflicts of interest be avoided and that any such conflicts (where they do arise) do not conflict with the obligations to DIAL/Disability.

DIAL/Disability will manage conflicts of interest by requiring board members to:

- Avoid conflicts of interest where possible
- Identify and disclose any conflicts of interest
- Carefully manage any conflicts of interest
- Follow this policy and respond to any breaches

If a person suspects that a board member, staff, or volunteer has failed to disclose a conflict, this should be reported to the DIAL CEO or Chairman as a matter of urgency. They will then arrange a meeting with the person who is subject to the conflict allegation to give their account of the situation.

Responsibility of the board

The board is responsible for:

- Establishing a system for identifying, disclosing, and managing conflicts of interest across DIAL/Disability Peterborough
- Monitoring compliance with this policy
- Reviewing this policy on an annual basis to ensure that the policy is operating effectively

We understand that to give the public confidence we will manage the charity well we will make sure that the following duties are followed by DIAL/Disability Peterborough Trustees, staff, and volunteers and at all times act with integrity and common sense:

- To act with reasonable care and diligence
- To act honestly and fairly in the best interests of the charity and for its charitable purposes
- Not to misuse their position or information they gain as a responsible person
- To disclose conflicts of interest
- To ensure that the financial affairs of the charity are managed responsibly
- Not to allow the charity to operate while it is insolvent

Identification and disclosure of conflicts of interest

Once an actual, potential, or perceived conflict of interest is identified this should be raised with the board. Where all of the other board members share a conflict, this should be brought up at a special meeting and discussed and resolutions found. A record relating to any conflict of interest should be kept (including the nature and extent of the conflict of interest and any steps taken to address it).

Actions required for managing conflicts of interest

Once the conflict of interest has been appropriately disclosed, the board, (excluding the person disclosing and any other conflicted person) must decide whether or a conflict has arisen and vote on any remedial action to be taken.

If it is a board member that the conflict of interest relates to it should be decided by the board if they should be:

- Excluded from any vote on the matter
- Not allowed to participate in any debate on the matter
- Present in the room during the debate and the voting

In exceptional circumstances, such as where a conflict is very significant or likely to prevent a person from regularly participating in discussions, it may be worth the board considering whether it is appropriate for the person conflicted to resign.

What should be considered when deciding what action to take:

- In deciding what approach to take, the board will consider whether the conflict needs to be avoided or simply documented
- Whether the conflict will realistically impair the disclosing person's capacity to impartially participate in decision-making
- Alternative options to avoid the conflict
- DIAL/Disability's objects and resources

- The possibility of creating an appearance of improper conduct that might impair confidence in, or the reputation of DIAL/Disability

The approval of any action requires the agreement of at least a majority of the board (excluding any conflicted board member/s) who are present and voting at the meeting. The action and result of the voting will be recorded in the minutes of the meeting. The person who the conflict relates to will be told of the outcome and told of any remedial actions that are required (in writing).

Compliance with this policy

If the board has a reason to believe that a person subject to the policy has failed to comply with it, it will investigate the circumstances.

If it is found that this person has failed to disclose a conflict of interest, the board may take action against them. This may include seeking to terminate their relationship with DIAL/Disability (possible gross misconduct).

Equality and diversity

DIAL Peterborough is committed to encouraging diversity and eliminating discrimination in both its role as an employer and as a provider of services. DIAL Peterborough aims to create a culture that respects and values each other's differences, that promotes dignity, equality and diversity, and that encourages individuals to develop and maximise their true potential. We are committed wherever practicable to achieving and maintaining a workforce that broadly reflects the local community in which we operate.

Purpose

The purpose of this policy is to provide equality and fairness for all in our employment and in the provision of services and not to discriminate on the grounds of:

- Age
- Disability
- Gender reassignment
- Race
- Religion or belief
- Sex
- Sexual orientation
- Marriage and civil partnership
- Pregnancy and maternity
- Political opinion

As per the 2010 Equality Act

DIAL/Disability Peterborough opposes all forms of unlawful and unfair discrimination. All employees, trustees, and volunteers, whether part-time, full-time, or temporary, will be treated fairly and with respect. Selection for employment, promotion, training, volunteering or any other benefit will be on the basis of skills and ability.

Principles

DIAL Peterborough commitment to Equality and Diversity is:

- To create an environment in which individual differences and the contributions of all our employees, trustees and volunteers are recognised and valued.
- To create a working environment that promotes dignity and respect for all. No form of intimidation, bullying or harassment will be tolerated.
- To ensure training, development and progression opportunities are available to all.
- To promote equality in the workplace, which it believes is good management practice and makes sound business sense.
- To regularly review all employment and volunteering practices and procedures to ensure that no job applicants, staff, trustees, or volunteers are treated less favourably than others.
- To regularly review services to ensure they are accessible and appropriate to all groups within society.
- To treat breaches of the equality policy seriously and to take disciplinary action when required.
- To provide information and training to all employees, trustees, and volunteers so that they are fully aware of the issues relating to Equality and Diversity and their responsibilities relating to it.
- To develop Equality Action plan, to ensure our Equality and Diversity policy is fully implemented.
- To ensure the policy is fully supported by the Executive Committee.
- To monitor and review the policy annually

Procedures

Positive action

DIAL Peterborough will act positively in using the Equality and Diversity Policy as a means of making public its commitment to provide equal opportunities to all present and future employees, trustees, and volunteers.

DIAL Peterborough encourages all employees to apply for suitable opportunities and to seek training for promotion or in particular skills.

The Equality and Diversity Policy forms part of the Staff Handbook and Contract of Employment. Training in Equality and Diversity is provided as part of the Induction Programme.

Any form of discrimination by an employee, trustee or volunteer is treated very seriously and where appropriate will be dealt with using the Disciplinary Procedure.

DIAL Peterborough aims to ensure that the Management Committee, reflects the diversity of the client group with 75% of the members having a disability enabling us to be a user led organisation.

Recruitment

Job descriptions and person specifications

Job descriptions and Person Specifications are prepared for all posts. The job description indicates the responsibilities and tasks to be undertaken by the job holder. The Person Specification describes the qualifications, skills and abilities required. A list of preferred criteria may also be prepared. Care will be taken to ensure that neither the description nor the specifications are discriminatory on the grounds quoted in the Policy Statement

Advertising

DIAL Peterborough will use a range of advertising methods in order to attract the widest pool of appropriate applicants. Vacancies for new and existing jobs will normally be advertised internally and externally. All our advertising will:

- Contain the statement DIAL Peterborough is an 'Equal Opportunities Employer'.

- Ensure that we do not exclude, discriminate against, or discourage any particular group from applying nor make it difficult for anyone from such a group to apply.
- Refer to the job description and person specification in order give information about the requirements of the job.
- Give clear instructions about obtaining the application pack.

Applications and short listing

All applicants will be asked to fill out an application form which contains only information essential and relevant to the appointment. Different formats will be made available if requested.

Applications will be short listed by at least 2 people. Short listing will be performed on the basis of objective criteria and the extent to which candidates have shown, in the application form that they meet the required Person Specification and can carry out tasks and responsibilities required of the post-holder. Formal qualifications and standards of literacy and numeracy will only be taken into account when they are recognised as necessary for a particular job. Short listed candidates will be invited to an interview. Staff and members of the Management Committee responsible for short-listing, interviewing and selection of candidates will be:

- Clearly informed of selection criteria and the need for their consistent application;
- Given guidance on the effects which generalised assumptions about people from groups quoted in the Policy Statement can have on selection decisions;
- Made aware of the possible misunderstandings that can occur between

Interviewing

All interviews will be carried out by a minimum of 2 people, the names and gender of interviewees will be made available in advance.

A short test will be used before the interview process to find the candidates knowledge base and help identify training needs. The results of the test will be looked after the face to face interview has taken place.

The questions asked at the interview will seek to gather objective evidence in support of the job description and person specification. The same questions will be asked of all candidates applying for the job.

Disabled candidates will be asked if they need support during the interview process or adjustments should they be offered the position.

Notes will be taken and evidence gathered against the job description and person specification. A standardised scoring system will be used to evaluate candidates performance.

All candidates will be asked about their eligibility to work.

Selection

All candidates will be scored against the job description and person specification. The highest scoring applicants will be offered the position.

Offers will be made to successful candidates, subject to satisfactory references and DBS checks (where required).

All unsuccessful candidates will be informed of the result of their application and offered brief feedback.

DBS Policy

For certain positions we will request enhanced disclosures for all employees, trustees, and volunteers. This requirement will be clearly stated in the application pack.

Ex-Offenders

DIAL Peterborough will not discriminate against ex-offenders with unspent convictions, unless required to do so because of the nature of the post. All applications will be considered on an individual basis.

Induction and training

All employees, trustees and volunteers will be required to follow an appropriate induction process to ensure they are equipped to do the job.

All employees, trustees and volunteers will receive training on the Equality and Diversity policy, procedures, and action plan as part of their induction.

Recruitment Monitoring

All applicants will be asked to complete an anonymous monitoring form as part of the application pack (to be returned in a separate envelope).

The monitoring form will monitor age, race, ethnic origin, religion, gender, marital status, disability. Recruitment statistics will be produced on an annual basis and presented to the Management Committee.

Flexible working

DIAL Peterborough will consider all requests for flexible working arrangements constructively and creatively, taking account of the balancing the needs of the organisation with the needs of the individual employee.

DIAL Peterborough will offer a range of flexible working arrangements and will work collaboratively to identify solutions that suit both the individual and the organisation.

Promotion

All vacancies will be advertised internally and externally, where appropriate.

Training

All employees, trustees and volunteers have access to a wide range of training opportunities which are regularly circulated.

Training opportunities will be discussed during supervision sessions and selection for training will be made on the basis of both the needs of the business set out in the Business Plan and the personal development of the individual.

Special needs and requirements for people with disabilities or caring responsibilities will be taken into account whenever practicable and methods sought to help them overcome disabilities in taking up training opportunities.

Staff with management, recruitment and selection responsibilities will be given guidance in the implementation of the Equal and Diversity Policy and Safeguarding to ensure that they understand their position in law and under the Organisation's policy.

Induction training will include an explanation of the Equal Opportunities Policy and Child Safeguarding and a requirement to undertake formal training within the probationary period of employment

Terms and conditions

Annual Leave and Religious Holidays

DIAL Peterborough will not ask about an employee's religion and will not discriminate against anyone wishing to celebrate their festivals. Employees are required to use part of their annual holiday entitlement to cover time off for these and must follow the normal holiday booking procedure.

Cultural and religious needs

Where employees, trustees or volunteers have particular cultural and religious needs, DIAL Peterborough will consider whether it is reasonably practicable to meet these needs while maintaining the efficiency of the business.

People with disabilities

DIAL Peterborough will make genuine efforts to recruit people with disabilities and take reasonable steps to make the workplace and individual jobs accessible to people with disabilities.

DIAL Peterborough will regularly review its facilities for disabled employees, trustees and volunteers and will try to overcome any problems faced wherever practicable and within reasonable resources available and using the services of Access to Work when requires. It is the responsibility of the disabled person to inform DIAL Peterborough about what reasonable adjustment is needed for them to carry out their role and all efforts will be made to make the reasonable adjustment.

DIAL Peterborough will ensure that people have maximum access to employment opportunities and to meetings and events, regardless of any disability.

Grievance and Disciplinary Procedures

DIAL Peterborough will take seriously any complaints of discrimination and will not victimise people who make such complaints.

Staff will be made aware as part of the induction process of their responsibilities in relation to Equality and Diversity and that discriminatory behaviour will be fully investigated and dealt with using the Disciplinary Procedure.

Bullying and Harassment

DIAL Peterborough upholds the right of all employees and volunteers to be treated with respect and dignity and to work in an atmosphere free of bullying and harassment (See bullying and harassment policy document).

All employees and volunteers are responsible for ensuring that their own behaviour is sensitive to others and for ensuring that they do not condone or support the bullying or harassing behaviour of others.

Service Provision

DIAL Peterborough will endeavour to ensure that its services to and for the voluntary sector are sensitive and appropriate to respond to the needs of all groups, whenever practicable, i.e., taking account of the needs of minority groups.

DIAL Peterborough will take care to avoid unintentionally discriminatory passages appearing in published, printed, or spoken material.

DIAL Peterborough will continue to take a leading role in combating any form of discrimination. DIAL Peterborough will work with others to ensure that the diversity of the population in Peterborough is recognised and celebrated.

Safeguarding

Introduction

This policy has been written to ensure DIAL/Disability Peterborough has all the right procedures and training in place to protect and safeguard adults. Its related procedures are applicable to all employees, volunteers, trustees, the Chief Executive Officer and anyone working on behalf of DIAL/Disability Peterborough.

The purpose of this policy:

- To protect adults at risk who receive DIAL/Disability Peterborough's services, allowing them to live in safety, free from abuse and neglect.
- To provide staff and volunteers with overarching principles that guides our approach to safeguarding.
- To adhere to the 2014 Care Act and to work locally, in conjunction with Cambridgeshire and Peterborough Safeguarding Partnership Board.

DIAL/Disability Peterborough believes that everyone should work together in promoting the adult's welfare and safeguarding them from abuse and neglect. We believe that safeguarding is everyone's responsibility and any concerns that are raised are reported effectively. Imagine the safeguarding concern you have is a jigsaw piece, if not shared, the pieces will not be connected, and the complete picture will not be realised.

Legal Framework

This policy has been drawn up based on law and guidance of the Care Act 2014.

Definitions of an Adult at Risk of Abuse:

Where a local authority has reasonable cause to suspect that an adult in its area (whether or not ordinarily resident there)

- Has needs for care and support (whether or not the authority is meeting any of those needs)
- Is experiencing, or is at risk of, abuse or neglect, and
- As a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

Key principles of Adult Safeguarding:

In the safeguarding of adults, DIAL/Disability Peterborough are guided by the six key principles set out in the Care Act and Making Safeguarding Personal. DIAL/Disability Peterborough aims to demonstrate and promote these six principles in our work:

- **Empowerment** – People being supported and encouraged to make their own decisions and informed consent.
- **Prevention** – It is better to take action before harm occurs.
- **Proportionality** – The least intrusive response appropriate to the risk presented.
- **Protection** – Support and representation for those in greatest need.

- **Partnership** – Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.
- **Accountability** – Accountability and transparency in delivering safeguarding.

In practice

In safeguarding adults, DIAL/Disability Peterborough is committed to the policies and procedures of Cambridgeshire and Peterborough Safeguarding Partnership board.

<https://www.safeguardingcambspeterborough.org.uk/cpsabprocedures/safeguarding-adults-procedures/>

<http://www.safeguardingcambspeterborough.or.uk/adults-noard/cpsabprocedures/>

Our employees are mindful of safeguarding while visiting clients and have appropriate training to allow them to know the procedure to follow if there is a safeguarding concern. All employees, volunteers and trustees are DBS checked, see our employment policy for more details.

See appendix – **A** for ‘Types of Abuse & Neglect’, **B** for ‘Radicalisation to Terrorism’

Reporting & Recording

All safeguarding matters are communicated to our Designated Person for Safeguarding, Sandie Burns (CEO), and recorded on the clients Charity Log page as soon as it reasonably practical (see Data Protection policy) as well as with the authority it is reported to (if reportable). If the adult requires immediate protection from harm, contact the police and Adult Social Care.

Early sharing of information is key to providing an effective response where there are emerging concerns. To ensure effective safeguarding arrangements no one should assume that someone else will do it.

Confident in our actions

All DIAL/Disability Peterborough employees are mindful that when passing a safeguarding concern onto another organisation, that said organisation take the report seriously and we would need to have confidence that it will be looked at and dealt with appropriately. As our client’s welfare is important to us, we would not leave the matter with another organisation, even a local authority, if we did not feel confident in them. Should there be a lack of confidence it would be at this point, after careful consideration by the Designated Person, we would whistle blow. (see whistleblowing policy)

Failure to comply to policy

If any staff are known to be not following our Safeguarding policy and codes of conduct, an investigation will be made, and disciplinary action taken if deemed appropriate.

Important Contacts:

Designated Senior Lead for Safeguarding

Name: Sandie Burns (CEO)

Email Address: sandie@disabilitypeterborough.org

Telephone Number: 07947 834088

Deputy Senior Lead for Safeguarding

Name: Samantha Stokes (Operations Manager)

Email address: sam@disabilitypeterborough.org

Telephone Number: 07730 437947

Designated Trustee for Safeguarding

Name: Jason Watling (Chairman)

Email address: jason@mobaid.co.uk

Telephone Number: 07802 565959

Implementation of the policy

This policy shall be deemed effective as of 5th February 2022. No part of this policy shall have backdated effect and shall thus apply only to matters occurring on or after this date.

This policy has been approved and authorised by:

Name: Jason Watling
Position: Chairman DIAL/Disability Peterborough
Date: February 2023 (reviewed after update)

Appendix A

What is Abuse and Neglect?

The Care Act 2014 defines Abuse and Neglect and the different circumstances in which they may take place. This is not intended to be an exhaustive list but an illustrative guide which would rise to a safeguarding concern. Exploitation, in particular, is a common theme in the following list of types of abuse and neglect.

Domestic Abuse – including psychological, physical, sexual, financial, emotional abuse; so called ‘honour’ based violence and Controlling or Coercive Behaviour.

Sexual Abuse – including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which a vulnerable adult could not have consented, or where they were pressurised into consenting.

Psychological Abuse – including **Emotional Abuse**, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.

Financial or Material Abuse – including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance, or financial transactions, or the misuse or misappropriation of property, possessions, or benefits.

Modern Slavery – encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive, and force individuals into a life of abuse, servitude, and inhumane treatment.

Discriminatory Abuse – including forms of harassment, slurs, or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation, or religion.

Organisational Abuse – including neglect and poor care practice within an institution or specific care setting such as hospital or care home, for example, or in relation to care provided in one's own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes, and practices within an organisation.

Neglect and acts of omission – including ignoring medical, emotional, or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition, and heating.

Self-Neglect – this covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

Any of these forms of abuse can be deliberate or the result of ignorance. Often, if a person is being abused in one way, they are also being abused in other ways.

Appendix B

What is Prevent? The threat we face from terrorism is real and the Prevent strategy recognises that we can't arrest our way out of the problem. The Prevent strategy therefore aims to stop people becoming terrorists or supporting terrorism.

The focus of Prevent is on the significant threat posed by international terrorism and those in the UK who are inspired by it. But it is also concerned with reducing threats, risk and vulnerabilities posed by domestic extremists such as those from the far right and far left, extreme animal rights activists and those involved in Northern Irish related terrorism.

Prevent is supported by three objectives:

- Responding to the ideological challenge of terrorism and the threat we face from those who promote it (ideology);
- Preventing people from being drawn into terrorism and ensure that they are given appropriate advice and support (individuals); and
- Working with sectors and institutions where there are risks of radicalisation which we need to address (institutions).

If you suspect it, report it. For further information please see:

HM Government: Revised Prevent Duty Guidance: for England and Wales (16th July 2015)

Department of Education Guidance – Protecting Children from Radicalisation: the prevent duty (1st July 2015)

The National Counter-Terrorism Strategy (CONTEST) The Governments' counter-terrorism strategy (CONTEST), has four areas of work:

- Pursue: to stop terrorist attacks;

- Prevent: to stop people becoming terrorists or supporting terrorism;
- Protect: to strengthen out protection against a terrorist attack; and
- Prepare; to mitigate the impact of a terrorist attack.

Safeguarding Referrals: Channel and Prevent Case Management

One of the key requirements of the Present Duty is that staff know how to identify people at risk of radicalisation or extremism and the safeguarding pathways they should use. If you are concerned that an individual may be at risk of radicalisation, you should treat this as you would any other safeguarding issue; and escalate it using your normal, internal procedures, such as informing you safeguarding lead and/or LADO or by contacting the Prevent team: Prevent@cambs.pnn.police.uk or telephone 01480 422596.

If a referral is then made to the Prevent team, and it is determined that there are concerns around radicalisation and violent extremism in relation to the referred individual, they can be supported through Channel.

Channel

Channel is an early intervention multi-agency designed to safeguard vulnerable people from being drawn into violent extremism and/or terrorism. Channel works in a similar way to other safeguarding partnerships such as case conferences for children in need. Channel is a pre-criminal process that is designed to support vulnerable people at the earliest opportunity, before they become involved in illegal activity.

How does Channel Work?

Each Channel Panel is chaired by a Local Authority and brings together a range of multi-agency partners to collectively assess the risks in relation to an individual and decide whether a support package is needed. The panel may include statutory and non-statutory partners, as well as lead safeguarding professionals.

If the panel feels that an individual who has been referred would benefit from support; a bespoke package of support will be tailored for that individual, based on their particular needs and circumstances.

When an individual is referred to Channel, the referrer (or an appropriate person from the referring institution) will be invited to attend the Channel Panel meeting. Similarly, other professionals who are working with an individual will also be invited to attend. This partnership approach ensures that the people who work most closely with vulnerable individuals, and who best understand their specific needs and risks have a key role to play in developing support packages for them.

Extremism

If you are concerned that a child, young person and or their parents may hold extremist views or are at risk of being radicalised you have a duty to ensure that they receive support to protect them from being drawn into terrorism.

Prevent is one strand of the government's counter terrorism strategy focussed on vulnerability and safeguarding.

The aim of Prevent is to stop people becoming terrorists or supporting terrorism. It seeks to do this by identifying those individuals who may at some point in their life become vulnerable to supporting violent extremism and by providing effective joined up support across a range of public voluntary and community sector agencies and specialist support.

Prevent seeks to divert people from a path that might otherwise involve them entering the Criminal Justice system. Engagement with Prevent does not result in or rely upon a criminal record.

Safeguarding individuals who might be susceptible to radicalisation

At a national, regional and local level agencies are working together to:

- Prevent people from becoming terrorists or supporting terrorism.
- Identify and provide support to individuals who are at risk of being drawn into extremist or terrorist related activity through Channel.

What can put people at risk?

There is no single profile of a terrorist or violent extremist. Factors which may make people more vulnerable include:

- Substance and alcohol misuse
- Peer pressure
- Influence from older people or via the internet
- Bullying
- Crime and anti-social behaviour
- Domestic violence
- Family tensions
- Race/hate crime
- Mental Health issues
- Lack of self-esteem or identity
- Grievances (personal or political)
- Migration

Channel assesses the nature and extent of the potential risk to an individual and, where necessary, provides an appropriate support package tailored to their needs. This decision is made by a multi-agency panel with representation from the police, education, health, housing, social care etc.

Early intervention can help keep our communities safe so that if during the course of your work you are concerned about the welfare of an individual you should contact:

- Your organisation's Safeguarding Lead
- The Prevent Engagement Team:
 - Email: prevent@cambs.pnn.police.uk
 - Telephone: 01480 422596

ACT Early

ACT Early provides advice and support around radicalisation, Prevent, and how to seek help. Should you wish to find out more about ACT Early, please visit: www.actearly.uk.

Bullying and harassment

Introduction

It is in everyone's interests for the environment in which we work to be harmonious and respectful. Although we would like to think that this is always the case, this policy recognises that inappropriate behaviour, which may include harassment, bullying and victimisation, can take place at work in any organisation. This policy aims to ensure that if inappropriate behaviour does occur in the workplace it is dealt with in a serious, sensitive, and confidential manner so that the matter can be resolved as quickly as possible for all concerned.

This policy covers:

- Our stance on inappropriate behaviour
- Definitions of harassment and bullying including examples
- Guidance on behaviour that is unlikely to fall under the definition of harassment and bullying
- Preventing harassment/bullying in the workplace
- Resolving allegations of harassment/bullying
- Malicious complaints
- Sources of help

Our stance on inappropriate behaviour

We are committed to tackling incidents of inappropriate behaviour swiftly and decisively. A strong stand is needed on this issue to enable people of all backgrounds to have dignity at work and enable them to progress in the organisation and fully contribute to our success. Where inappropriate behaviour is found, disciplinary action will be taken, which may include dismissal for a first offence where the inappropriate behaviour is serious enough to warrant dismissal on grounds of gross misconduct.

What is harassment?

ACAS provides the following definition of what constitutes harassment:

“Harassment is conduct related to a relevant “protected characteristic” which has the purpose or effect of violating an individual’s dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual.”

A “protected characteristic” is defined as one or more of the following:

- Sex
- Sexual orientation
- Race (including colour, nationality & ethnic origin)
- Religion/belief
- Pregnancy/maternity
- Marriage/civil partnership
- Gender reassignment
- Disability
- Age

Examples of harassment may include:

- Unwanted physical/body contact
- Semi-nude, nude female/male pictures, pin-up calendars, posters, screensavers, etc
- Unwelcome remarks about a person's dress, appearance, race, marital status, age, etc
- Offensive jokes and language, gossip, slander, sectarian songs and letters, obscene gestures, flags, and emblems
- Persisting to ask someone out for a date when they have said “no”
- Promising career progression or job benefits for sexual favours
- Intrusion by pestering and stalking

- Unwanted leering
- Sending rude or lewd emails or text messages
- Insisting on a seasonal kiss at the Christmas party

Please note that the above list is not exhaustive and that it is important to recognise that in determining whether harassment has occurred or not, that the views of the recipient are taken into account.

What is bullying?

ACAS provides the following definition of what constitutes bullying:

“Bullying may be characterised by offensive, intimidating, malicious or insulting behaviour, an abuse or misuse of power through means that undermine, humiliate, denigrate or injure the recipient.”

Bullying is regarded as any behaviour, occasional or persistent, by anyone that intimidates or oppresses another person, possibly through misuse of authority or power. It invariably has a negative effect on the victim’s self-confidence, self-esteem, and general wellbeing. It can be subtle in nature and is intended to hurt. Bullying can take place among work colleagues in public or in private, both at work and in social situations, and either in or outside of the work context.

Examples of bullying may include:

- Physical assault/intimidating behaviour
- Shouting or swearing at an individual
- Persistent, excessive, unfair, or unjustified criticism
- Public humiliation and/or insults
- Ignoring/ostracising an employee
- Persistent undervaluing of a person’s effort
- Constant ignoring of opinions
- Intentionally withholding information without justification that would be beneficial to an individual
- Unjustified, excessive monitoring and/or supervision
- Isolation or exclusion from social activities
- Setting someone up to fail
- Constant changing of targets for no justifiable reason
- Unreasonably blocking requests for leave
- Aggressive communications
- Intimidating or threatening behaviour
- Spreading rumours or gossip about an employee

Please note that the above list is not exhaustive and that it is important to recognise that in determining whether bullying has occurred or not, that the views of the recipient are taken into account.

Guidance on behaviour that is unlikely to fall under the definition of harassment and bullying

Examples of behaviour which should not normally be interpreted as harassment, include:

- An employee inadvertently offending a colleague with a “slip of the tongue” comment
- Asking a colleague out and accepting their answer of “no” rather than continuing to badger them - a manager asking a subordinate out is unacceptable
- A genuine and welcomed personal compliment
- Uncharacterised, isolated loss of temper
- Constructive criticism on performance

The list above is not exhaustive.

Preventing harassment/bullying in the workplace

DIAL/Disability Peterborough has a responsibility to:

- Establish a policy and procedure to raise awareness in the workplace and ensure that clear guidelines on unacceptable/ acceptable behaviour are communicated to employees through publishing this policy
- Ensure that complaints raised are investigated thoroughly, sensitively, and as confidentially as possible in the circumstances
- Ensure that non-acceptable forms of behaviour are dealt with under our disciplinary procedure

Managers have a responsibility to:

- Familiarise themselves with the policy
- Be aware of the problems that harassment/bullying can cause and ensure that their behaviour does not amount to harassment or bullying
- Make other employees aware that their behaviour is unacceptable, where appropriate
- Be alert to the possibility that harassment may be happening in their team
- Use their judgment to correct behaviour that could be considered offensive and to remind employees/peers of the organisation's bullying and harassment policy
- Immediately inform the CEO of any possible harassment/bullying incidents they become aware of
- Take prompt action to stop harassment/bullying in the workplace
- Deal with any alleged instances of bullying or harassment in a prompt, sensitive and as far as possible, confidential manner
- Familiarise themselves with the content of this policy document

Employees have a responsibility to:

- Immediately make it clear to an employee their comments/behaviour/actions are not acceptable, in the first instance
- Immediately report to the HR Department any form of behaviour they believe amounts to bullying or harassment
- Familiarise themselves with the content of this policy document

Resolving allegations of harassment/bullying

We will deal with all complaints of harassment promptly, fairly, sensitively, and as far as possible, confidentially.

Informal action

Most people who complain that they are being harassed/bullied simply want the behaviour to stop. Where appropriate, they can be encouraged to take charge of the situation themselves after discussion with the HR Department by informing the harasser that their behaviour is unwelcome and must stop.

If this approach is not appropriate (e.g., the employee is unwilling to speak to the harasser), the HR Department may intervene informally on the employee's behalf where the employee wishes for the matter to be dealt with informally.

Formal action

Where the matter is more serious, or the employee wishes to make a formal complaint, the employee should raise the matter at the formal grievance stage by putting their allegations in writing. In such circumstances, the formal grievance procedure/investigation approach will be adopted.

Malicious complaints

On some occasions when a complaint is not upheld, it may be found that the allegation was brought maliciously. We take malicious complaints very seriously. We recognise that it is important that

employees with genuine concerns should feel able to make a complaint. However, anyone found to have deliberately made a false accusation will be subject to disciplinary action.

Sources of help

Employees who believe they are being subjected to harassment or bullying at work may contact the HR Department for further advice.

Anti-slavery policy

DIAL/Disability Peterborough is committed to the prevention of forced labour, human trafficking, bonded labour, and related forms of modern slavery.

“Modern Slavery” is defined as the deprivation of one person by another of their liberty in order to exploit them for personal or commercial gain.

“Forced Labour” is defined as forcing someone into work or service against their will and not allowing them to leave without penalty or there is a threat of penalty e.g., physical punishment or constraint, loss of rights or privileges, retention of identity documents or threats of denunciation to immigration authorities.

“Human Trafficking” is defined as the act of recruitment, transportation, transfer, harbouring or receipt of a person by means of the threat or use of force or other forms of coercion, of abduction, of fraud, of deception, of the abuse of power or of a position of vulnerability or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person for the purpose of exploitation.

“Bonded Labour” (also known as debt-induced labour and debt bondage) is defined as the taking of a loan or an advance of wages by a worker from an employer or labour recruiter in return for which the worker pledges his or her labour and sometimes that of family members to pay back the loan. Debts may be passed onto the next generation.

We strictly forbid any employee, consultant, agency worker, agent or any other person connected with DIAL/Disability Peterborough or its business from participating in slavery and only works with companies who operate ethically and comply with social and human rights criteria.

We encourage employees to raise through our “raising a concern” procedure any suspicion of or instance of forced labour with the person responsible for anti-slavery measures in the work place. An employee should not advise their immediate manager until they have spoken to the person identified with responsibility for anti-slavery.

Committing an offence under the Modern Slavery Act 2015 is a serious matter. The infringement of human rights is defined as “Gross Misconduct” under DIAL/Disability Peterborough’s disciplinary policy. In addition, criminal proceedings/charges are likely to be issued.

Further guidance can be found in the handbook factsheet below, available from the HR Department.

Handbook Factsheet 24 – Managing the Risk of Slavery in the Workplace

Whistleblowing

We recognise that some individuals may not always feel comfortable about disclosing their concerns, especially if they believe that DIAL/Disability Peterborough itself is responsible for the wrongdoing. The aim of this policy is to ensure that any individual working for DIAL/Disability Peterborough can raise any matter with us that concerns them in the knowledge that it will be taken seriously, treated as confidential as far as possible and that no detrimental action will be taken against them where such concerns are raised based on a genuine belief.

This policy covers the disclosure of genuine concerns that employees may have about suspected malpractice within DIAL/Disability Peterborough and conforms to the guidance in the Public Interest Disclosure Act 1998 (PIDA).

We take any malpractice seriously and any employee who makes a disclosure under this policy will not be subject to any detriment.

This policy applies to all employees. It also applies to secondees, external consultants, contractors and agency workers whilst working with DIAL/Disability Peterborough.

Qualifying disclosure

A qualifying disclosure under PIDA is one which, in the reasonable belief of the employee making the disclosure, suggests that one or more of the below has been committed, is being committed or is likely to be committed:

- A criminal offence (including bribery & corruption)
- Failure to comply with any legal obligations
- A miscarriage of justice
- Endangerment of the health and safety of any person
- Environmental risk or damage
- Deliberate concealment of any of the above

Employees have the right not to be subjected to any detriment by DIAL/Disability Peterborough on the grounds that they have made a protected disclosure, i.e., under our disclosure procedure, and provided the disclosure meets the requirements set out above and is made in good faith. We will ensure that the identity of the employee making the disclosure is kept confidential as far as possible. Employees are therefore encouraged to use the disclosure procedure if they are concerned about any suspected wrongdoing.

We will take all reasonable steps to ensure that employees do not engage in victimisation in any form towards the person who has made the disclosure. However, if the procedure has not been invoked in good faith (e.g., for malicious reasons or in pursuit of a personal grudge) then this will constitute misconduct and will be dealt with in accordance with the disciplinary procedure.

Disclosure procedure

1. If the employee has a concern, they may first raise the matter informally and in confidence with their manager or the HR Department, who will not discuss the issue with anyone without the employee's consent.
2. Should the employee wish to raise their concern formally, they should inform their manager. The manager will then raise the matter with the HR Department. If the concern involves the employee's line manager or more senior manager or for any reason, they would prefer them not to be told, they may raise the matter directly with the HR Department.
3. DIAL/Disability Peterborough will conduct a full investigation into the allegation made.
4. It may be necessary to hold a meeting to discuss the issues with the employee. If this is deemed necessary, the person raising the malpractice concern may be accompanied at any fact-finding meeting by a fellow employee.
5. The person appointed to investigate the concern raised will communicate the findings of the investigation to:
 - a) The person raising the malpractice concern;
 - b) The individual under investigation; and, if appropriate
 - c) Those members of DIAL/Disability Peterborough's management or external authorities who need to consider whether action should be taken on the basis of the findings.

Data protection and the use of personal information

We are committed to treating all personal data in a confidential manner and is fully committed to adhering to the requirements of data protection legislation, applicable at the time. DP do not seek Personal Data, the Personal Data we hold is either gained from the client direct or from a referral. This Personal Data will only be used as required within the nature of our charity.

It is important that we have a personal email address for you as we will use this to correspond with you about employment related matters during and after your employment with us. Full details of how DIAL/Disability Peterborough uses your personal information and data required to support clients can be found in the handbook factsheets below, available from the HR Department.

Naturally, we have your up-to-date details on joining DIAL/Disability Peterborough, but should your personal data such as name, email address, address, or marital status change, please let us know as soon as possible using a F011 Personal Details Change Form and F012 Emergency Contact Details Form. You will also need to advise us if you change your bank account into which your salary is paid, before it changes, using a F013 Bank Details Form.

Handbook Factsheet 23 – Privacy Notice for Current and Former Employees

Handbook Factsheet xx – Data Protection GDPR Policy

F011 Personal Details Change Form

F012 Emergency Contact Details Form

F013 Bank Details Form

F200 GDPR Staff Code of Conduct Compliance Form

Anti-corruption/bribery policy

We operate a “zero tolerance” policy in respect of both bribing another person and being bribed.

“Bribing another person” is defined as “the offering, promising or giving of a reward to induce a person to perform a relevant function or activity improperly.”

“Being bribed” is defined as “accepting, agreeing to accept or requesting a reward in return for performing a relevant function or activity improperly.”

We encourage employees to raise through our “raising a concern” procedure any instance of suspected bribery among colleagues, agents, consultants, or other business partners of DIAL/Disability Peterborough and also to report immediately through the same procedure any instance where they are offered a bribe by another individual.

Accepting a bribe or bribing another person are serious matters and are defined as gross misconduct under our disciplinary policy.

In some circumstances, acceptance of a gift or corporate hospitality is permitted providing it is reasonable in the circumstances. Any gift or form of corporate hospitality with a value in excess of £50 must be declared using a F046 Corporate Hospitality and Gift Declaration Form and be forwarded to your manager for approval. Further guidance can be found in the handbook factsheet below, available from the HR Department.

Handbook Factsheet 13 - Managing the Risk of Bribery in the Workplace

F046 Corporate Hospitality and Gift Declaration Form

Career progression and training/development

We recognise the value both to the employee and the employer of career development and encourage our employees to progress within DIAL/Disability Peterborough and reasonable access to training necessary to equip you with the knowledge and skills to perform your current role will be provided.

In some circumstances, where an employee is provided with training, funded by DIAL/Disability Peterborough, and subsequently leaves DIAL/Disability Peterborough of their own accord within twelve months of completing the training, the employee shall refund the full cost to DIAL/Disability Peterborough. In such cases a separate training agreement will be entered into prior to commencing the training.

F010 Training Agreement Form

Performance and development reviews

Normally once a year, you should have a performance and development review “PDR” which is a formal, documented discussion, held by your manager, using a F072 Performance and Development Review Form. The PDR is an important part of the management process. It provides both you and your manager with the opportunity to evaluate past performance, to set and agree future objectives, and to address your career development/training needs with the ultimate aim to maintain and enhance the success of the business.

F072 Performance and Development Review Form

Holiday policy including requesting leave

You are entitled to 25 days paid annual leave excluding bank holidays. Holiday pay will be based on your normal rate of pay. Part-time employees and employees who work less than five days per week are entitled to a pro rata entitlement based on the above.

Employees who commence employment after the beginning of the holiday year will be eligible for a pro rata entitlement for the remainder of the holiday year.

Annual leave is accrued on a monthly basis and taken in the year April 1st to March 31st. Annual leave cannot be carried forward into the next holiday year.

All holiday requests must be made using a F001 Holiday Request Form and must be approved by your manager, who will make every effort to meet your request, taking into account the needs of the business and other team member holiday commitments.

Any Christmas shutdown days will be paid in addition to your annual leave entitlement.

F001 Holiday Request Form

Sickness policy including reporting absence

We operate a discretionary sick pay scheme providing payment for your sickness/injury for up to 31 days in total at your normal basic salary in any calendar year, inclusive of any Statutory Sick Pay (SSP) in accordance with the rules/entitlements in force at the time.

Sick pay and SSP will not be paid where the employee has failed to comply with our absence notification procedure.

In the event of an absence arising from a third-party accident and the employee successfully recovering damages, the employee shall reimburse DIAL/Disability Peterborough the cost of any sick pay paid by DIAL/Disability Peterborough.

Where sickness absence occurs under a period of notice issued to terminate the employment, either given by you or DIAL/Disability Peterborough, you will only be eligible to receive SSP where due, regardless of whether the absence is self-certified or under a doctor’s medical certificate.

Absence notification procedure

This procedure covers time off work without prior approval from DIAL/Disability Peterborough and absence due to sickness, accident, or injury of the employee only.

If you are going to be absent from work, you should **speak** to your manager no later than 15 minutes after your normal start time on your first day of absence.

During the first five working days of absence, you should **speak** to your manager again at the end of each day of absence to advise whether you will be returning the following day. Texting, emailing, and asking a spouse or friend to ring on your behalf are not normally acceptable forms of communication.

If you are absent for more than seven days including weekends, you must obtain a medical certificate (Fit Note) from your GP. This and any subsequent certificates should be forwarded to your manager as soon as possible. If your GP indicates you “may be fit for work” on a Fit Note, you will be invited to attend a meeting with your manager before you are able to return to work.

On your return to work, following any absence of one day or more, you should complete a F002 Self-Certification Form for any absence. This will normally be done at a “Return to Work” interview.

Failure to comply with the above-mentioned notification procedure will invalidate any entitlement to sick pay.

Medical appointments

For normal doctor, dentist, or other medical appointments, please notify your manager regarding the date and time. Appointments should be booked ideally outside of your normal working hours. Where this is not possible you may be asked to make the time up. This will be at the discretion of your manager. It will not count as sick leave unless you are absent for half a day or more.

Managing absence in the workplace

In order to help us monitor and control absence in the workplace you will be required to attend a “Return to Work” interview with your manager upon your return to work from any period of sickness absence.

Where an employee has an unacceptable level of short-term unrelated absences or an underlying long-term medical condition, this will be discussed with the employee under the capability procedure. Further information on how absence is managed in the workplace can be found in the handbook factsheet below, available from the HR Department.

Handbook Factsheet 11 - Managing Absence at Work F002 Self-Certification Form

Pension scheme

You will be automatically enrolled into a pension scheme after three months of employment in accordance with DIAL/Disability Peterborough’s policy on postponement and the relevant statutory rules in force if you are assessed as an eligible jobholder. DIAL/Disability Peterborough will make the following employer contribution:

Contribution rates	Employee contribution	Employer contribution
From 6th April 2018	5% minimum	3% maximum

You will be provided with further information including details of your eligibility and pension contribution levels which will change from time to time.

Salary payment

Your salary will be paid into your bank or building society account on or around the 25th of each month and we may amend this payment date from time to time.

Expenses

All reasonable “business” expenses incurred during the course of your employment, where authorised by DIAL/Disability Peterborough prior to the expense being incurred, will be refunded to the employee and claims should be submitted on a F003 Expense Claim Form. Information of what can be claimed can be found in the Financial Manual.

Financial Manual

F003 Expense Claim Form

Family friendly policies

- **Maternity leave**

We comply with the statutory requirements. Details are provided in the handbook factsheet below, available from the HR Department.

Handbook Factsheet 01 - Maternity

F004 Maternity Statement of Intent Form

- **Paternity leave**

We comply with the statutory requirements. Details are provided in the handbook factsheet below, available from the HR Department.

Handbook Factsheet 02 - Paternity

F005 Notification of Request to Take Paternity Leave Form

- **Adoption leave**

We comply with the statutory requirements. Details are provided in the handbook factsheet below, available from the HR Department.

Handbook Factsheet 03 - Adoption

F006 Adoption Statement of Intent Form

- **Shared parental leave**

We comply with the statutory requirements. Details are provided in the handbook factsheet below, available from the HR Department.

Handbook Factsheet 21 – Shared Parental Leave

F089 Notification of Entitlement and Intention to Take Shared Parental Leave Form

F090 Shared Parental Leave Partner Declaration Form

- **Flexible working requests**

We comply with the statutory requirements. Details are provided in the handbook factsheet below, available from the HR Department.

Handbook Factsheet 04 - Flexible Working

- **Parental leave**

We comply with the statutory requirements. Details are provided in the handbook factsheet below, available from the HR Department.

Handbook Factsheet 05 - Parental Leave

F007 Parental Leave Request Form

- **Time off for dependants leave**

We comply with the statutory requirements. Details are provided in the handbook factsheet below, available from the HR Department.

Handbook Factsheet 06 - Time Off for Dependants

F008 Time Off for Dependants Leave Form

- **Bereavement leave**

We provide bereavement leave, with pay on a discretionary basis in line with the following criteria:

Family Member	Maximum number of days paid
Mother, Father, Child, Spouse, Brother, Sister	5 days
Uncle, Aunt, Cousin, Grandparent, Mother-in-Law, Father-in-Law, Niece, Nephew	2 days

Employees with parental responsibility (including parents, adopters, foster parents, or guardians) who suffer the death of a child under the age of 18, or a stillbirth after 24 weeks of pregnancy, will be entitled to two weeks of parental bereavement leave. Employees who have at least 26 weeks of service before the child's death and whose earnings are above the lower earnings limit will be entitled to be paid for the bereavement leave at the statutory rate. Five days of the leave will be topped up to the employee's full salary. The two weeks can be taken as a full block or as two separate weeks to be taken within 56 weeks of the child's death.

You should complete a F009 Time Off for Bereavement Leave Form to request bereavement leave.

F009 Time Off for Bereavement Leave Form

- **Time off for public duties**

An employee may request reasonable time off work to perform specified public duties such as a Justice of the Peace. An employee requesting time off for public duties, should in the first instance seek further clarification from the HR Department.

Where time off for compulsory public duties such as jury service is ordered, please contact the HR Department for further guidance. No additional enhancement over and above any statutory entitlement is provided by us.

Homeworking

Our policy and guidance on homeworking can be found in the handbook factsheet below, available from the HR Department.

Handbook Factsheet 15 - Homeworking

Driving on Company business

We recognise that driving on Company business is, for some employees, a significant part of their daily routine and that risks arising from such activities need to be effectively managed. As such, we wish to remind all employees that whilst driving their vehicle on Company business, they should not place themselves or others at risk. Accordingly, outlined below are a number of simple measures that should be taken to reduce the risk of injury.

Employees are reminded that they need to ensure their private vehicle is properly insured for 'business use' if used on Company business.

The **driver** acknowledges that they:

- Hold a valid driving licence
- Have read and will comply with the advice notes on routine vehicle safety checks within the car handbook/manual
- Know how to correctly adjust safety equipment, e.g., seat belts and head restraints
- Know how to properly use vehicle safety equipment
- Know what actions to take to ensure their own safety following a breakdown or accident

- Satisfy all health and safety and general conditions by law as set out in relevant documentation, e.g., Highway Code
- Are aware that they must not drive whilst taking a course of medicine without seeking the opinion of a medical practitioner

The **driver** acknowledges that they:

- Will ensure that their private vehicle is insured for business use (if used on Company business), is taxed and, if over three years old, possesses a valid MOT certificate
- Will maintain the vehicle in accordance with manufacturer's recommendations
- Will ensure that safety equipment is used and in good working order
- Know how to:
 - Perform regular routine checks e.g., oil, water, tyre pressures, lights, etc
 - Adjust headlamp beams, where appropriate
 - Adjust head restraints
 - React when their vehicle has a fault or is considered unsafe for use
- Will wear a seat belt
- Are aware of ergonomic factors that can influence and promote good posture and safe driving techniques

The **driver** acknowledges that they will:

- Consider the safest route
- Allow adequate time to reach the destination
- Resist driving when excessively tired
- Consider alternative methods of transport
- Plan journeys so that they are not so long as to contribute to fatigue
- Consider rescheduling journeys to take account of adverse weather conditions
- Not feel pressurised to complete journeys for whatever reason

Mobile phones and other communication devices

The **driver** acknowledges that whilst driving their vehicle on Company business, they will:

- Not operate under any circumstances a mobile phone or any other mobile communication device whilst driving, where a legally compliant hands-free kit is not fitted
- Where a legally compliant hands-free kit is fitted, not operate a mobile phone or any other mobile communication device unless it is safe and legal to do so
- Only where it is safe to do so, stop, park, and switch off the engine to check text/voice and email messages

Monitoring of road safety compliance

The **driver** agrees to:

- Upon request of DIAL/Disability Peterborough provide evidence of a valid driving licence
- Upon request of DIAL/Disability Peterborough, where their private vehicle is used for business use, provide evidence of:
 - Valid motor insurance, MOT (where appropriate), Vehicle maintenance record
- Report road incidents whilst driving on Company business
- Advise DIAL/Disability Peterborough of any points/motoring convictions received for driving offences and report immediately to DIAL/Disability Peterborough should they accumulate nine points for driving offences
- Immediately inform DIAL/Disability Peterborough if they are disqualified from holding a driving licence
- Advise DIAL/Disability Peterborough immediately should they commence taking any medication which is likely to impair their driving ability or if they are advised by a medical practitioner not to drive on health grounds

Telephone and mobile phones

The purpose of this policy is to protect the interests of DIAL/Disability Peterborough and all employees from misuse of the telephone network. It also makes it clear that employees cannot expect their business telephone conversations to remain private, as DIAL/Disability Peterborough is entitled to record and monitor employees' business telephone calls for the purposes listed below.

Recording/monitoring

We may monitor and record telephone conversations to clients conducted on business telephone lines, for the following purposes to:

- Establish the existence of facts relevant to the business - this means that telephone conversations are recorded, so that, if need be, the facts of any particular conversation may be checked
- Ascertain or demonstrate standards which are or ought to be achieved by employees using the telephone network, including monitoring for the purposes of quality control and employee training
- Prevent or detect crime, e.g., monitoring or recording to detect fraud or corruption
- Investigate or detect the unauthorised use of the telephone network, including monitoring to ensure that employees do not breach Company rules or policies on the use of the telephone network
- Ensure the effective operation of the system including monitoring for faults on the system

Private telephone calls including private calls from Company mobile phones

We maintain telephone systems in order to assist the conduct of the business and telephone calls should only be made or received in this context. We permit short, occasional, and reasonable personal use of the telephone systems, provided that this does not interfere with the performance of an employee's duties. Any employee making excessive personal telephone calls may be subject to DIAL/Disability Peterborough's disciplinary procedure and/or may be required to repay the full/part cost of the calls.

Employee owned mobile phones

The use of personal mobile phones is not permitted during office hours unless required for emergency purposes. All personal mobile phones that are not required for business use should normally be switched off during normal office hours.

IT policy

Internet/email use

This policy contains important rules concerning the use and monitoring of DIAL/Disability Peterborough's IT systems and provides particular guidance on email, access to the internet and the use of social media. The policy explains how DIAL/Disability Peterborough's PCs, computer systems, email and internet access must be used. It explains what you are allowed to do and what is prohibited, and it sets out DIAL/Disability Peterborough's right to intercept communications for specified purposes.

Failure to comply with the rules set out in this policy may, after investigation:

- Lead to disciplinary action being taken against you, which, depending on the seriousness of the breach, could include dismissal for a first offence
- Result in criminal and/or civil liability claims against you

It is vital that you read this policy carefully. If there is anything you do not understand, it is your responsibility to ask your manager.

Email is considered to be a corporate asset and a critical component of our computer systems. The email system has been provided to support our business and the contents are therefore the legal property of DIAL/Disability Peterborough.

The reason an IT policy is required is to protect the interests of DIAL/Disability Peterborough and all employees from misuse of the computer equipment and systems. It also makes it clear to you that

you cannot expect your email communications to remain private, as we are entitled to read and monitor your email communications, both business and personal, sent/stored on Company owned hardware/software for the purposes listed below.

System misuse can be broken down into a number of areas, which include:

- **Viruses**
Files from any removable media and emails received that contain a virus which could damage the PC/Network and Company data stored thereon
- **Forgery**
Most documents (Word etc.) on any removable media or attached to an email can be altered and saved back to the original disk or email
- **Harassment**
Any unwanted conduct affecting the dignity of men and women at work may be deemed as harassment. Harassment can arise from a single incident or persistent actions
- **Defamation**
A libellous statement regarding an individual or organisation
- **Unauthorised use**
Any use by you of the computer systems which falls within the “unauthorised use” section

In each case both the individual and/or DIAL/Disability Peterborough sending the email/attachment can be prosecuted. Email can be used as evidence in legal proceedings and is disclosable in any legal action commenced against DIAL/Disability Peterborough relevant to the issues set out in the email. It is therefore vital for email messages to be treated like any other form of correspondence.

Monitoring

We reserve the right to retrieve the contents of messages or check searches which have been made on the internet for the following purposes:

- To establish the existence of facts relevant to the business - this may include keeping records of transactions and other communications in cases where it is necessary or desirable to know the specific facts of a particular communication
- To ascertain or demonstrate standards which are or ought to be achieved by individuals using the system - this could include monitoring for purposes of quality control or staff training
- To prevent or detect crime - for example, monitoring or recording to detect fraud or corruption
- To investigate or detect the unauthorised use of computer systems - for example monitoring to ensure that you do not breach the terms set out in this policy
- To ensure the effective operation of the systems - this may include monitoring for viruses or other threats to the system
- For the purpose of determining whether or not communications are relevant to the business - for example, opening email accounts in order to access business communications if you are away from the office

Computer system and cyber security policy

Our computer systems are to be used solely for DIAL/Disability Peterborough's business purposes (with the limited exception provided for email/internet usage set out below). Any other unauthorised or inappropriate use is likely to be regarded as a disciplinary offence and will be dealt with, as appropriate, under DIAL/Disability Peterborough's disciplinary procedure.

The measures below must be adhered to at all times by all staff to ensure our system's security across email and the computer network is not compromised or at risk of being penetrated by a cyber-attack (computer hacker):

- Unauthorised access to the system or the unauthorised use of another employee's password(s) is a disciplinary offence

- Your password is not to be divulged to a third party and you should not perform functions against any password other than your own
- You must change your password if it becomes known to others
- You must not install any hardware/software on any PC within DIAL/Disability Peterborough without prior written permission from the IT coordinator and your manager. This includes screensavers, wallpaper and removable media including USB devices
- You must not use or permit others to make or use copies of computer software without written authority from the IT coordinator
- You must not disclose or use computerised personal data relating to individuals or companies for any other purpose than those set out in DIAL/Disability Peterborough's privacy policies
- You must check any data or software supplied from an external source, using the virus protection software, before use
- You are responsible for the security of IT equipment (when taken off DIAL/Disability Peterborough's premises) and must therefore take the necessary precautions to prevent loss or damage
- You must log off from, or lock, your PC when it is left unattended
- You must only distribute Company confidential messages to internal personnel. Forwarding such messages to locations outside of DIAL/Disability Peterborough is prohibited, unless you are authorised to do so

If you suspect a cyber-attack has occurred or you suspect your system's security has been compromised, you should report it to your line manager immediately. Further guidance on minimising the risk of cyber-attacks can be found in the handbook factsheet below, available from the HR Department.

Handbook Factsheet 22 – Managing the Risk of Cyber Attacks in the Workplace

Electronic mail (email)

Authorised use

We maintain email systems intended to assist the conduct of DIAL/Disability Peterborough business. Emails should only be sent or received in this context. That said, we permit occasional and reasonable personal use of the email systems, provided that this does not interfere with the performance of your duties. Use of email is limited to employees, temporary staff, and contractors.

Unauthorised use

- You must not impersonate any other person when using email
- You must not amend messages received and then store, print or forward as if they were received in the altered state
- You must not originate or distribute chain letters by email. If you receive a 'chain letter' message you should delete it and notify the IT coordinator immediately
- You must not send messages or images of the type listed below:-
 - Pornographic, offensive, or potentially offensive or obscene, or any other material which may constitute bullying or harassment on the grounds of sex, sexual orientation, race, religion/belief, pregnancy/maternity, marriage/civil partnership, gender reassignment, Disability, or age
 - A false and defamatory statement about any person or organisation
 - A deliberately false statement
 - Any other statement which is likely to create any liability (whether criminal or civil) for you or DIAL/Disability Peterborough
 - Material in breach of copyright
- You must not use the systems for sending or requesting jokes or cartoons

- You must not disclose confidential information about other employees, DIAL/Disability Peterborough or its clients
- You must not transmit data which contains viruses or other computer programmes of a malicious nature
- You must not use screen savers or wallpaper other than those approved by the IT coordinator

The internet

Authorised use

We provide access to the internet to assist the conduct of DIAL/Disability Peterborough business and it should only be used in this context. That said, we permit occasional and reasonable personal use of the internet, provided that this does not interfere with the performance of your duties. Use of the internet is limited to employees, temporary staff, and contractors.

Unauthorised use

- You must not access the internet for purposes other than those for which you are employed except under the conditions set out above. By using DIAL/Disability Peterborough's connection to the internet, you are agreeing to your usage of that connection being monitored
- You must not visit, view, download or pass on any material from any website containing offensive or potentially offensive or illegal material
- You must not subscribe to any social networking sites or chat rooms, (including "Facebook, YouTube, etc), newsgroups or any other internet service of any kind without written permission from your manager and the IT coordinator
- You must not download software without the written permission from your manager and the IT coordinator

Social media

We recognise that the use of "social media," (examples of which include Facebook, Twitter, and LinkedIn) can provide an effective communication platform both in a work context and socially outside of work. However, the growing use of social media also brings with it new risks to the reputation of DIAL/Disability Peterborough, our employees, clients, and other individuals or organisations involved with DIAL/Disability Peterborough.

A key issue for all employees is to recognise the implication of content uploaded outside of working time in the context of personal use and its potential impact in the context of the employment relationship.

For this reason, we have developed a social media policy and guidance on what constitutes acceptable/non-acceptable usage of social media both in a work context (referred to below as "business" use) and outside of work (referred to below as "personal" use).

All employees should therefore be aware of the following principles and protocols when using social media, either outside of employment or in connection with their employment.

Principles and protocols

- DIAL/Disability Peterborough may encourage some employees to use social media for work purposes in order to promote its business interests - where we do the use of social media must be operated in accordance with any Company guidance issued
- Employees must ensure that the content of "business" social media activity is kept separate from any "personal" social media and that under no circumstances should "personal" social media contain any work contacts, content or other information belonging to DIAL/Disability Peterborough
- Employees are reminded that all content placed on "business" social media sites (and any work-related content incorrectly placed on personal social media sites) belongs to DIAL/Disability Peterborough

- Employees must under no circumstances post disparaging or defamatory comments, pictures, video clips or any other content about DIAL/Disability Peterborough, our clients, suppliers, shareholders, employees, management or other individuals or organisations with which DIAL/Disability Peterborough has involvement with
- Employees must under no circumstances post comments, pictures, video clips or any other content about DIAL/Disability Peterborough, our clients, suppliers, shareholders, employees, management or other individuals or organisations with which DIAL/Disability Peterborough has involvement which could be considered to be sensitive, offensive, objectionable or inflammatory
- Employees must not post comments, pictures video clips or any other content about DIAL/Disability Peterborough, our clients, suppliers, shareholders, employees, management or other individuals or organisations with which DIAL/Disability Peterborough has involvement which could be considered to be discriminatory, bullying or harassment
- Employees must not place any content on a social media site that puts the organisation at risk under the General Data Protection Regulation or any other legislation (such as that relating to the right to privacy) and shall therefore refrain from disclosing any data which could be construed as personal, confidential, or sensitive and having been obtained through the nature of their employment
- Employees must not place any content on a social media site (including images/photographs/video) which could infringe intellectual property rights and as a consequence put themselves or DIAL/Disability Peterborough at risk of liability
- Employees must not use Company logos, brand names, slogans, or other trademarks on any social media site without the permission of DIAL/Disability Peterborough or in accordance with guidelines issued by DIAL/Disability Peterborough
- Employees must not view personal social media sites during working time - you are permitted to make reasonable and appropriate use of personal social media activity during your lunch breaks, but usage should not be excessive and interfere with your duties
- On leaving employment, employees must comply with the guidance provided by DIAL/Disability Peterborough to ensure they do not breach any post-employment obligations contained in their contract of employment in connection with confidentiality or post-employment restrictions
- Employees must not misrepresent themselves in any way either during or after employment

Employees should be aware that failure to observe the above principles and protocols may result in disciplinary or legal action being taken. Serious breaches of the above principles during employment will be treated as gross misconduct and may result in dismissal for a first offence.

Further information on the use of social media can be found in the handbook factsheet below, available from the HR Department.

Handbook Factsheet 20 – Social Media

Compliance

Any employee or other worker who fails to observe this policy or uses email/the internet/social media in any other way for improper purposes is liable to be disciplined. In particular, we will view the sending/downloading of material of the type set out in the sections 'unauthorised use' above as amounting to gross misconduct, with the consequence that you risk being dismissed for a first offence.

Disciplinary policy and procedure

Purpose

The procedure has been designed to help ensure Trustee, employees and volunteers achieve and maintain DIAL/Disability Peterborough's standards of conduct. We recognise that it is appropriate to distinguish between issues which are within the employee's control (such as inappropriate behaviour, breach of Company rules) and those that are outside the employee's control (such as health or

capability). For this reason, we operate a disciplinary procedure to address conduct related matters and a capability procedure to resolve capability issues.

The aim of the disciplinary procedure is to ensure consistent and fair treatment of all employees and as such the procedure applies to all employees.

Principles

No disciplinary decisions will be taken without a full investigation and the employee being given the opportunity to state their case. Employees may be suspended on full pay while investigations are carried out. Where an employee has been placed on suspension with pay and subsequently reports in sick, the suspension with pay period will be converted to sickness and normal sick pay entitlements will apply until the employee is technically fit to return to work, at which point the suspension on full pay will be reinstated. Disciplinary action under the procedure will normally be taken by the employee's manager. The manager will seek advice from or involve the HR Department at every stage of the procedure. The manager may adjourn a disciplinary hearing in order to consider the case and any representations made by the employee before making a decision.

An employee has the right to be accompanied at a formal disciplinary stage by a fellow employee. It would not amount to a reasonable request for an employee to ask to be accompanied by a colleague whose presence would prejudice the hearing or who might have a conflict of interest. For the avoidance of doubt, the right to be accompanied does not extend to individuals not employed by DIAL/Disability Peterborough (except for trade union officials) and would not therefore include legal representatives or family members. A management witness shall also be in attendance at the disciplinary hearing which may include a member of the HR team.

The procedure may commence at any stage where the alleged circumstances are sufficiently serious. Where the employee has already received a disciplinary warning then any further offence, whether or not it is of a different kind from that which led to the warning, may be dealt with at the next stage of the procedure.

Warnings will normally last for the periods prescribed within the disciplinary policy and procedure. In certain circumstances, DIAL/Disability Peterborough may extend the duration of a warning.

In some circumstances, other disciplinary penalties such as suspension without pay or demotion may be exercised, in addition to any warning issued.

Employees have the right to appeal against any disciplinary action in accordance with DIAL/Disability Peterborough's appeal procedure.

Disciplinary procedure

Informal warning

Where the issue is minor in nature, the employee will normally be spoken to on an informal basis by their manager. There is no right of accompaniment or appeal at this stage.

Stage 1 - first written warning

A first written warning may be given, normally by the employee's manager, and may be necessary where there is unsatisfactory improvement following a recorded verbal warning or where there is a more serious first instance of misconduct. A record of the warning will be kept on the individual's personnel file and will remain "live" for a period of six months. The employee will be informed of their right to appeal.

Stage 2 - final written warning

A final written warning may be given, normally by the employee's manager, and may be issued where there is unsatisfactory improvement following a first written warning or as an alternative to dismissal. A record of the warning will be kept on the individual's personnel file and will remain "live" for a period of twelve months. The employee will be informed of their right to appeal.

Stage 3 – dismissal

If an employee's conduct still fails to improve the final step will be dismissal. A decision to dismiss may only be taken by a senior manager/director. The employee will be informed of their right to appeal.

Following the meeting, where the employee's employment has been terminated on disciplinary grounds, the employee will be provided, as soon as reasonably practicable, with written reasons for dismissal, the date on which their employment will terminate (in accordance with the employee's notice entitlement, where applicable), and the employee will be notified of their right of appeal.

Gross misconduct

We reserve the right to dismiss without notice for a first offence, if it is established that there has been an act of gross misconduct. The following are non-exhaustive illustrations of gross misconduct offences which may lead to summary dismissal (dismissal without notice):

- Failure to carry out reasonable and proper instructions of management including serious insubordination
- Breach of DIAL/Disability Peterborough's rules and regulations and/or those of any relevant regulatory authority
- Fighting, threatening or abusive behaviour towards, for example, another employee, client, or member of the general public
- Any conduct liable (or potentially liable) to bring DIAL/Disability Peterborough and/or the employee in the capacity as a representative of DIAL/Disability Peterborough into disrepute
- Serious negligence or gross incompetence which causes loss, damage or injury to DIAL/Disability Peterborough or our clients including loss of Company property, e.g., computer equipment, etc.
- Serious breach of safety regulations including breach of no smoking rules
- A criminal conviction for action which makes an employee (or potentially makes an employee) unsuited to or incapable of carrying out their type of work
- Non-compliance with DIAL/Disability Peterborough's information technology (IT) policy, including accessing internet sites containing pornographic, offensive or obscene material and breaching the General Data Protection Regulation, using work email for inappropriate purposes (e.g., sending emails of a sexual nature)
- Issuing inappropriate, offensive, or slanderous comments about an employee, client, or Company on social networking sites/chat rooms
- Theft or unauthorised possession of property belonging to DIAL/Disability Peterborough, another employee, or any other person
- An undeclared conviction or dishonesty
- Fraud, falsification of records or making false statements to DIAL/Disability Peterborough with regard to matters of employment, including application forms, references, shared parental leave and pay, self-certificates, expenses and other information supplied to DIAL/Disability Peterborough on appointment or thereafter
- All forms of harassment or victimisation (including bullying) of other employees or clients
- Acts of incitement or discrimination on grounds of sex, sexual orientation, race, religion/belief, pregnancy/maternity, marriage/civil partnership, gender reassignment, disability, or age
- Serious incapability at work during working time brought on by alcohol or illegal drugs and/or the consumption of or sharing of alcohol and illegal drugs during working time
- Deliberate or reckless damage to property
- Misuse of DIAL/Disability Peterborough's property or name
- Disclosure of Company confidential or commercially sensitive information to an unauthorised person
- Gambling on Company premises or during Company time and distribution of any literature without Company permission

- Behaving in such a way as to breach the trust implicit in your employment at DIAL/Disability Peterborough or behaviour that results in the working relationship being no longer tenable
- Being bribed – accepting, agreeing to accept, or requesting of a reward in return for performing a relevant function or activity improperly
- Bribing another person – the offering, promising, or giving of a reward to induce a person to perform a relevant function or activity improperly

Capability policy and procedure

Purpose

We will at all times endeavour to ensure that employees achieve and maintain a high standard of performance in their work. To this end the organisation will establish standards and monitor performance and provide employees with appropriate training and support to meet those standards.

There will be times when employees do not perform at the levels required by the organisation. In dealing with cases, the organisation distinguishes between those where the reason is:

- **Within** the employee's control – e.g., negligence, lack of application, attitudinal problems or non-sickness related absence. In these circumstances, our disciplinary procedure will be used.
- **Outside** the employee's control – e.g., short-term, high frequency sickness absence, long-term health problems or inability to achieve work expectations possibly as a consequence of the changing nature of the job. In these circumstances, our capability procedure below will be followed.

Principles

The purpose of the capability procedure is to correct work performance/health issues with a view to supporting the employee achieve the standards required, if possible.

Under the capability procedure, we will support the employee where appropriate, with reasonable workplace adjustments or additional training if practical. We will also consider where appropriate, other solutions such as redeployment to an alternative role where available.

No capability decisions will be taken without a full investigation and the employee being given the opportunity to state their case. Decisions under the procedure will normally be taken by the employee's manager. The manager will seek advice from or involve the HR Department at every stage of the procedure. The manager may adjourn a capability hearing in order to consider the case and any representations made by the employee before making a decision.

An employee has the right to be accompanied at a formal capability stage by a fellow employee. It would not amount to a reasonable request for an employee to ask to be accompanied by a colleague whose presence would prejudice the hearing or who might have a conflict of interest. For the avoidance of doubt, the right to be accompanied does not extend to individuals not employed by DIAL/Disability Peterborough (except for trade union officials) and would not therefore include legal representatives or family members. A management witness shall also be in attendance at the capability hearing which may include a member of the HR team.

Formal reviews will normally last for the periods prescribed within the capability policy and procedure. In certain circumstances, we may extend the duration of a formal review.

Employees have the right to appeal against any formal review issued in accordance with our appeal procedure.

Capability procedure

Informal counselling

When it first becomes clear to an employee's manager that the employee's work performance is deteriorating, or a health problem has developed, the manager will hold an informal discussion with

the employee to try to establish the reason or reasons and quickly resolve the issue, where possible. There is no right of accompaniment or appeal at this stage.

Stage 1 – first formal review

Should the employee fail to show a significant improvement, a meeting will be arranged between the employee and their manager. At this meeting the employee will have the right to be accompanied by a colleague.

The outcome of this meeting will be recorded in writing and a copy will be given to the employee. The employee will be advised of their right of appeal.

Where applicable, improvement objectives, including timescales and any support to be provided by DIAL/Disability Peterborough will also be confirmed in writing.

A first formal review will remain on the employee's file for six months and will be disregarded after this time should the matter be resolved.

Stage 2 – second formal review

Should the employee fail to show a satisfactory improvement, a further meeting will be arranged between the employee and their manager. At this meeting, the employee will have the right to be accompanied by a colleague.

The outcome of this meeting will be recorded in writing and a copy will be given to the employee. The employee will be advised of their right of appeal.

Where applicable, improvement objectives, including timescales and any support to be provided by DIAL/Disability Peterborough will also be confirmed in writing.

A second formal review will remain on the employee's file for six months and will be disregarded after this time should the matter be resolved.

Stage 3 – third formal review

Should the employee fail to show a satisfactory improvement, a further meeting will be arranged between the employee and their manager. At this meeting, the employee will have the right to be accompanied by a colleague.

The outcome of this meeting will be recorded in writing and a copy will be given to the employee. The employee will be advised of their right of appeal.

Where applicable, improvement objectives, including timescales and any support to be provided by DIAL/Disability Peterborough will also be confirmed in writing.

A third formal review will remain on the employee's file for twelve months and will be disregarded after this time should the matter be resolved.

Stage 4 – dismissal

Should the employee fail to show a significant improvement, a further meeting will be arranged with the employee. Only an appropriate senior manager/director can take a decision to dismiss. At this meeting, the employee will have the right to be accompanied by a colleague.

Following the meeting, where the employee's employment has been terminated on capability grounds, the employee will be provided, as soon as reasonably practicable, with written reasons for dismissal, the date on which their employment will terminate (in accordance with the employee's notice entitlement), and the employee will be notified of their right of appeal.

Appeals

Appeals will be heard in accordance with DIAL/Disability Peterborough's appeal procedure.

Other points

We may switch between the capability procedure and the disciplinary procedure where a situation so justifies, e.g., where an employee with an alcohol problem is being progressed under the capability procedure and relapses during working time, we may decide to treat the matter under

the disciplinary procedure. A management witness may also be in attendance at the capability hearing which may include a member of the HR team.

Short-term unrelated absences/underlying medical conditions

The capability procedure will be used where the absence pattern is as a result of short-term, unrelated periods of absence. Once a formal review has been issued, an absence of two or more occasions (Stage 1 and 2) or three or more occasions (Stage 3) will trigger a review meeting at the next level.

Where the absence is as a result of an underlying medical condition, the matter will be dealt with, taking into account the specific circumstances of the case, based on the following principles:

- Consultation with the employee through the capability procedure including the right to be accompanied
- Medical reports from the employee's GP/specialists, including referral to a Company appointed GP for a medical report where deemed necessary by us
- Forewarning of the employee in writing where their employment is at risk of termination
- Consideration of alternative employment, where applicable and available
- Consideration of any reasonably practicable workplace adjustments, if appropriate
- The right of appeal against termination on ill-health grounds

Further information on our approach to addressing absence issues at work can be found in the handbook factsheet below, available from the HR Department.

Handbook Factsheet 11 - Managing Absence at Work

Appeal procedure

An appeal against any dismissal, disciplinary warning or capability warning must be notified by the employee to the appropriate manager in writing within five working days of the decision being communicated to the employee, (usually at the meeting itself). The written notification of appeal should set out the grounds of appeal and include any documentary evidence.

The appeal shall be heard as soon as reasonably practicable by the Chairman and Trustees. A management witness may also be in attendance at the appeal hearing which may include a member of the HR team.

The Chairman/Trustee hearing the appeal may adjourn the hearing in order to consider the case, conduct further investigations or reflect on any representations made before making a decision.

There is only one appeal stage. The decision made in the appeal will be final.

An employee has the right to be accompanied at the appeal hearing by a fellow employee. It would not amount to a reasonable request for an employee to ask to be accompanied by a colleague whose presence would prejudice the hearing or who might have a conflict of interest. For the avoidance of doubt, the right to be accompanied does not extend to individuals not employed by DIAL/Disability Peterborough (except for trade union officials) and would not therefore include legal representatives or family members.

The Chairman/Trustee hearing the appeal may reduce, withdraw or increase any decision appealed against.

Grievance policy and procedure

Purpose

We recognise that grievances can arise in any employment relationship. The purpose of the grievance procedure is to arrive at a mutually satisfactory solution of the grievance as quickly as possible. The HR Department is able to provide advice at any time to an employee with a potential grievance.

Principles

The policy and procedure covers employee grievances whether raised informally or formally, including allegations of harassment, bullying, victimisation and discrimination raised by employees.

An employee has the right to be accompanied at a formal grievance stage by a fellow employee. It would not amount to a reasonable request for an employee to ask to be accompanied by a colleague whose presence would prejudice the hearing or who might have a conflict of interest. For the avoidance of doubt, the right to be accompanied does not extend to individuals not employed by DIAL/Disability Peterborough (except for trade union officials) and would not therefore include legal representatives or family members. A management witness shall also be in attendance at the grievance hearing which may include a member of HR team.

At each stage of the grievance procedure the matter will be fully investigated, including taking statements from relevant witnesses, where appropriate.

All grievances will be treated both as sensitively and as confidentially as possible.

In certain instances, where the grievance is raised against the manager/director who would normally hear the grievance (such as in instances of victimisation, harassment or bullying), the grievance will be heard by an alternative manager/director who is not involved in the issue raised.

Managers should seek advice from the HR Department at every stage of the procedure. A manager/director may adjourn a grievance hearing in order to consider the case, conduct further investigations or reflect on any representations made by the employee before making a decision.

The outcome of any formal grievance meeting will be confirmed in writing to the employee as soon as practical.

Where a grievance is found to be blatantly frivolous or malicious, we may take disciplinary action against the employee raising the grievance.

The employee must raise any grievance they may have at the earliest opportunity, particularly in relation to allegations of harassment, victimisation, discrimination, and bullying.

Grievance procedure

Where there is a grievance relating to any aspect of employment, the following procedure should be followed:

Informal grievance

Where the employee raises the issue in the first instance verbally, which would normally be the first step, the employee should discuss the matter initially on an informal basis with their manager. There is no right to be accompanied at this stage.

Stage 1 – formal grievance

Where the employee raises the issue in the first instance in writing or the matter is not resolved at the informal grievance stage, the employee may request a formal grievance hearing. The grievance will be heard in the first instance by the employee's immediate manager/director. The outcome of the hearing will be communicated to the employee in writing, where possible within ten working days of the hearing. The employee will be informed of their right to appeal.

Stage 2 – grievance appeal

Where the matter is unresolved to the employee's satisfaction at Stage 1, the employee may raise the grievance with the next most senior manager/director. The outcome of the hearing will be communicated to the employee in writing, where possible within ten working days of the hearing. The decision on a grievance considered at this stage is final. There is no further right of appeal.

Health and safety policy statement

We wish to conduct our business operations in such a way that it provides a safe and healthy environment for all its employees and others affected by our actions. We will take such steps as are reasonably practical to meet this responsibility paying particular attention to:

- Equipment and systems of work that are safe and without risk to health
- Safe arrangements for the use, handling, storage, and transport of articles
- Sufficient information, instruction, training, and supervision to ensure that all employees are aware of the hazards at their workplace together with the necessary measures to be taken to protect against these hazards, if they are at risk (see working alone policy)
- A safe place of work, and safe access to it and egress from it
- A healthy working environment
- A review and audit procedures to ensure effective management of Health and Safety

However, an effective health and safety policy requires the full cooperation of all concerned, including employees and therefore everybody is asked to read this policy and accept their own personal responsibility for health and safety at work.

Managers are responsible for monitoring Health and Safety and for reporting all issues to the Management Committee.

Further guidance can be found in the Health and Safety Handbook.

Personal safety

It is important that all managers and employees are conscious of a need to ensure their own personal safety when in the office particularly if in the office alone or on visits to clients or suppliers. Nobody should be admitted to the office without prior appointment and appropriate identification and not when there is any doubt as to their identity. Further details on personal safety when working alone are provided in the handbook factsheet below, available from the HR Department.

Handbook Factsheet 18 - Working Alone – Personal Safety

First aid

The Health and Safety (First Aid) Regulations 1981 (as amended 2002) require that employers make adequate provision for the first aid needs of their staff (or others).

A basic first aid kit is kept in the Main Office. Its contents should be periodically checked by the Office Manager. Trained First Aiders are available to deal with minor issues or to provide support in emergency situations until the emergency services arrive. A list of First Aiders can be found on the notice board. If it is necessary to summon emergency assistance (i.e., an ambulance) then it is the responsibility of the appropriate manager who is present to do this.

Control of contractors

There are occasions when it is necessary to employ external contractors to undertake work, whether for regular cleaning of premises or perhaps for ad hoc repairs to the building or equipment. Most work will be relatively low risk (e.g., office cleaning) and will thus require no special procedures. If, however, the activity of contractors is considered to present a significantly higher risk (e.g., working at height for window cleaning or roof repairs, lift repairs etc.), additional measures must be taken to ensure the safety of all concerned.

Before any contract is awarded for work either on an ad hoc or regular basis the contractor must provide to DIAL/Disability Peterborough for approval:

- A general risk assessment for their work, detailing the significant risks, who is affected by them and the risk controls that they will use

Where the work is considered to present significantly higher risk, contractors must, in addition supply:

- A method statement showing clearly how they intend to safely carry out their work. This should state specifically the methods they will adopt to minimise the significant risk, e.g., the use of any specialised equipment or procedures, competencies, level of supervision, etc

This information should be reviewed by a competent person prior to any work commencing. For work of a regular nature, then it is sufficient for contractors to provide this information on a “one-off” basis at tender stage. It should, however, be periodically reviewed for adequacy (at least annually) or when a different contractor is appointed. Adherence to any stated method of work should be a condition of any contract awarded.

It shall be the responsibility of the manager/s awarding a contract to see that this policy and procedure is followed.

Electrical equipment

The risks of harm from electricity in an office are low provided that sensible measures are adopted. There are two categories of electrical equipment in the workplace, and each requires its own approach:

- **Fixed wiring** – this is the electrical installation within a building, i.e., the wiring circuits and anything that is permanently connected to them. These must be inspected and tested by an approved electrical contractor at least every five years. A current inspection certificate should be kept on site.
- **Portable appliances** – anything that can be “plugged in” to a socket. It should be recognised that not everything is truly “portable”, e.g., a photocopier may be very large. HSE guidance INDG 236 (“Maintaining portable equipment in offices and other low-risk environments”) sets out recommendations for inspection and testing of portable appliances. The guidance suggests that all items of electrical equipment should be, at least, visually inspected from time to time. In addition, some appliances will require periodic formal portable appliance testing (PAT). It is good practice therefore to keep an inventory of electrical equipment so that all items are checked as appropriate. This inventory is kept on site and will be maintained by the office manager.

Where maintenance or repair of electrical equipment is required, this will only be carried out by a competent person.

Fire safety

It is a requirement of the Fire Safety (Regulatory Reform) Order 2005 that all persons in control of non-domestic premises undertake a fire risk assessment on a regular basis. Its purpose is to:

- Ensure that adequate measures are in place to minimise the risk of a fire starting
- Identify safe means of escape in the event of fire
- Identify any persons who might especially be at risk e.g., disabled employees/visitors

Although the risk of a serious fire occurring in DIAL/Disability Peterborough’s premises might be small, it is still important to ensure that proper emergency procedures are in place to minimise the risk of casualties occurring. All employees have their part to play in making sure that these arrangements work, and in cooperating during emergency evacuation drills.

DIAL/Disability Peterborough will ensure that at all times during normal working hours, there will be present, at least one member of staff who is designated as a fire marshal. A fire marshal will be a person who is competent to:

- Take control of an emergency evacuation, e.g., ensuring that the fire and rescue service is called, directing persons out of the building, “sweeping” quickly through the building to ensure that it is empty

- Where possible and/or safe to do so, fight a small fire using portable fire-fighting equipment

DIAL/Disability Peterborough will ensure that notices indicating the action to be taken in the event of fire are posted in prominent positions (e.g., fire alarm call points), and that such information is kept up to date. The person with overall responsibility for fire safety arrangements is Operations Manager

Arrangements for testing of fire equipment have been prescribed by the appointed contractor who have also produced the Fire Safety Log Book. Fire alarm tests, emergency lighting tests and extinguisher checks will be carried out according to the schedule set out in the Fire Safety Log Book. The appointed contractor will undertake annual equipment maintenance inspections and any necessary remedial actions.

Environment policy

Our commitment

The aim of our environmental policy is to ensure so far as it is reasonably practicable that our operations will be carried out with a commitment to protecting and enhancing the environment.

As an office we know that we generate waste paper products. However, as we strive for excellence in every aspect of our business, we are committed to minimising the environmental impacts of the business operation.

Our stated aims are to:

- Continuously improve our environmental performance particularly with regards to our recycling and re-use of paper
- Use recycled or ecologically friendly paper where possible
- Use 'waste' paper for notepads unless confidentiality may be compromised
- Reduce our consumption of resources and improve the efficiency of those resources by printing double-sided where practicable
- Manage waste generated from our business operations according to the principles of reduction, re-use, and recycling
- Recycle all paper products, ink, or toner cartridges
- Comply with all relevant environmental legislation as well as other environmental requirements as a minimum

The wider community

We also support other organisations (such as CareZone), by linking clients with usable goods to donate for their reallocation to those in need.

Managing stress

Our policy and guidance on managing stress at work can be found in the handbook factsheet below, available from the HR Department.

Handbook Factsheet 08 - Managing Stress

Alcohol and drugs

Our policy and guidance on alcohol and drugs at work can be found in the handbook factsheet below, available from the HR Department.

Handbook Factsheet 07 - Alcohol and Drugs

No smoking policy

This policy applies to both smoking conventional cigarettes and electronic cigarettes. You may not smoke in any DIAL/Disability Peterborough or client premises. There is no entitlement to smoke breaks during working hours. Breach of these rules will result in disciplinary action.

Reporting an accident at work

Any accident or injury suffered during working hours must be reported to your manager immediately who will ensure that details of the incident are entered in the Accident Report Book.

Manual handling

Manual handling activities represent a risk to varying degrees in all work places. Employees should familiarise themselves with the risks associated with manual handling and safe lifting techniques. Information on manual handling can be found in the handbook factsheet below, available from the HR Department.

Handbook Factsheet 16 - Manual Handling at Work

Provision and use of personal protective equipment “PPE”

We will provide appropriate personal protective equipment to employees who work in an environment where a risk has been identified and can be reduced or eliminated through the provision of PPE. Failure to use the PPE supplied will result in disciplinary action being taken against an employee.

Display screen equipment (DSE) users

The Health and Safety (Display Screen Equipment) Regulations as amended 2002 (DSE Regs) require that employers identify all employees who are required to use a computer on a significant (e.g., daily) basis. These will be classified as DSE users. For each user, employers are required to conduct an assessment of their DSE (computer) workstation and to take such reasonable measures as are necessary to reduce the risk of ill health or injury to that user. To undertake a risk assessment, the manager should complete a F087 Display Screen/Workstation Risk Assessment Form with the employee. The results of each assessment (and actions taken) will be recorded and kept in the employee’s personnel file. Every employee who uses a PC/laptop or VDU at work should familiarise themselves with the handbook factsheet below, available from the HR Department.

In addition, all users are entitled to an eyesight test upon request to determine if they need spectacles for computer use. We will pay the reasonable cost of eyesight tests. If the optician or optometrist indicates that the user does require spectacles for DSE use, then we will pay the reasonable cost of these. It is important to recognise that although this is a legal entitlement, eyesight tests and subsequent purchase of any spectacles should be pre-authorized by us.

All employees are reminded that it is their duty to inform their manager of:

- Any painful symptoms or other ill health effects that could be related to the use of computers at work
- Any pre-existing medical condition that might be aggravated by computer use
- A significant change in their workstation set-up that requires a review of the DSE assessment

Handbook Factsheet 12 - Display Screen Equipment

F087 Display Screen/Workstation Risk Assessment Form

Personal property

DIAL/Disability Peterborough cannot accept liability for loss or damage to your personal property on DIAL/Disability Peterborough’s or client’s premises.

Dress code and appearance policy

Employees must at all times maintain a smart/casual appearance acceptable to us and where appropriate, wear DIAL/Disability Peterborough supplied uniform and personal protective equipment. Failure to do so may result in disciplinary action being taken against the employee.

Resignation

Should you decide to leave DIAL/Disability Peterborough, you should put your notice in writing to your immediate manager. The period of notice you are required to give can be found in your terms and conditions of employment.

Sickness during your notice period will normally only attract SSP where due, irrespective of any Company sick pay eligibility.

Termination of employment

In circumstances, where your employment is terminated by DIAL/Disability Peterborough, notice entitlements (where applicable) are specified in your terms and conditions of employment.

Holiday entitlement on leaving

On leaving, your holiday entitlement will be calculated in line with your terms and conditions of employment. Where any holiday entitlement is owed to you, this will be paid in your final pay. Where you have taken more days than you are due, this will be deducted from your final pay.

Redundancy selection and payment

Where employment is terminated due to redundancy, DIAL/Disability Peterborough will select employees, where appropriate, by means of a criteria-based selection scheme which shall include job performance, attendance, and disciplinary record criteria.

We will pay any statutory redundancy pay entitlement due. DIAL/Disability Peterborough does not operate any form of enhanced redundancy payments.

Where an employee has been placed 'at risk' of redundancy and subsequently reports in sick, the normal sick pay rules shall apply, irrespective of whether or not the employee is still at work or has been granted special leave during the consultation process.

Return of DIAL/Disability Peterborough property

On ceasing employment, it is your responsibility to return all DIAL/Disability Peterborough property. Failure to return DIAL/Disability Peterborough property will result in a deduction being made from your final pay.