



BEYOND LIMITS

EMPLOYEE HANDBOOK

**Your guide to how
we do things at
Beyond Limits...**

SECOND EDITION

We believe everyone:

- Is of equal value
- Is unique
- Has the ability to develop
- Has the right to enjoy valuable relationships
- Has the right to lead the life they choose

(Values, Beyond Limits)



**BEYOND
LIMITS**

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The Beyond Limits Employee Handbook

Your guide to how we do things
at Beyond Limits...



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Introduction

Welcome to the Employee Handbook for Beyond Limits. Our aim in producing this document is to create a one-stop information point where you can access everything you are likely to need in relation to your employment with us.

Beyond Limits is all about the people that we work for, supporting them in the pursuit of full lives. We welcome you to Beyond Limits and hope that this is the start of a long and exciting career with us.

As part of a small organisation you will have many opportunities to have your say and be heard. If you have any suggestions or worries about either the service you are involved in or the organisation in general, please seek out any of the senior managers who will be able to assist you.

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

You should read the handbook carefully and make sure you understand it. If you are unclear on any issues, please discuss this with your line manager.

This handbook is not contractual, and as such, may be changed from time to time to reflect changes in legislation and/or the needs of the organisation.



Doreen Kelly, Director

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Equality and Diversity

No job applicant or employee of this organisation will receive less favorable treatment on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation, or will be disadvantaged by any other condition or requirement that is not essential for carrying out their job.

This is in line with the Equality Act 2010.



*Beyond Limits is an
Equal Opportunities
employer.*

Beyond Limits is committed to the principles of equality and diversity for all. This commitment underpins and impacts upon every area of activity and influences how we work and what we do. This means that Beyond Limits is a place where everyone, whatever their circumstances or background is welcomed, fully respected and treated in a professional and friendly manner. All staff will have equality of opportunity and appropriate support. We do not condone any discriminatory act or attitude towards people we support, partner agencies or employees.

We would like to remind you that during the performance of your duties you are an ambassador for Beyond Limits. We respectfully

request that you keep in mind at all times during the course of your work, that the reputation of the organisation can easily be lost. A positive reputation is paramount within the care sector, therefore if we can establish, between us, a relationship based on fairness and mutual respect, then that will ensure we build a reputation that results in consistent growth of the organisation and good employment opportunities for all our staff.

It is the responsibility of the senior management team and all members of staff to ensure they respect and adhere to the guidelines of the policy. Any members of staff who act, or instruct others to act, in a manner contrary to this policy, may be liable to disciplinary action.



For more information on Equality and Diversity please refer to the specific organisational policy on the website.

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Valuing Others

Beyond Limits is committed to providing a work environment that is fair to all, where everyone is treated with respect and dignity. Each member of staff is responsible for sustaining this environment through our behaviour towards one another on a daily basis.

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Staff are encouraged to realise their potential and support the organisation's objectives, and are provided with an environment which recognises their contribution.

All staff are entitled to:

- Be treated with respect, dignity and courtesy by their line manager, colleagues and other professionals.
- Be valued for the work that they do
- Be free from any form of discrimination, victimisation, harassment or bullying when on organisational business.
- Work in an environment free from unwelcome behaviour and language.



We provide a work environment that is fair to all, help us by being responsible for your behaviour and treat everyone with respect.

All staff should:

- Conduct themselves in a professional and respectful manner
- Be fair and just in all workplace dealings
- Appreciate that what is acceptable behaviour to them may not be acceptable to others
- Avoid the use of inappropriate language, which may be offensive to others
- Help and protect the rights of others, particularly in relation to the person who receives support
- Listen to the views of others
- Understand the difference between normal work disagreements and healthy challenging and harassment/ bullying
- Understand the difference between managing performance and harassment/bullying

Definitions of Harassment and Bullying

Harassment is any unwanted behaviour of a physical, verbal or non-verbal nature that violates a person's dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment. It may be directed against someone because of their sex, gender identity, race, age, religion or belief, marriage or civil partnership, pregnancy or maternity, disability or sexual orientation.

The key factors of harassment are that it is unwanted, unjustified and/or unreciprocated. It fails to respect the rights of the other person or the impact that such behaviour may have. Behaviour of this nature may be persistent or a one off isolated incident.

Bullying is offensive, intimidating, malicious or insulting behaviour; an abuse or misuse of power through means intended to undermine, humiliate, denigrate or injure the recipient.

Such unacceptable behaviour can take many forms and can range from physical abuse or more covert conduct. It includes behaviour that deliberately or inadvertently excludes individuals from normal activities in the workplace.



For more information on Bullying and Harassment, please refer to the specific organisational policy on the website.

Rights and Responsibilities of Leaders

All leaders have the right to be able to lead and manage their staff free from unfounded allegations, harassment or bullying.

Therefore, all leaders should:

- Carry out management duties in a fair, reasonable and consistent manner
- Be able to issue reasonable instructions and expect them to be carried out
- Set expected standards of performance supported by the appraisal process
- Use attendance, performance and disciplinary management procedures as documented in this handbook.

All leaders are responsible for setting a good example by treating all staff with dignity. They should:

- Encourage and foster an atmosphere of respect and tolerance
- Lead by example through a fair, consistent and open management style
- Give legitimate, constructive and fair feedback of work performance
- Give appropriate performance reviews and feedback
- Ensure staff are aware of the behaviour expected of them and that unacceptable behaviour will not be tolerated
- Act swiftly and appropriately if unacceptable behaviour occurs. Ignoring the issue is not an acceptable option.

Unacceptable behaviour excludes legitimate actions by a manager to encourage an employee to perform against key objectives. It also excludes legitimate actions taken within the disciplinary or other formal procedures. It does not exclude people in authority using their position to bully, abuse or harass others, or assume a threatening or intimidating management style.

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Communication

It is the aim of the leadership team at Beyond Limits to ensure that an effective communication/consultation system is in place to enable all levels of staff to have the opportunity to fully understand and contribute towards any future plans for the organisation. You have been provided with a secure organisational email address to facilitate this.

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In addition to individual letters and emails to employees, other forms of communication may include notice boards, newsletters, and team meetings and debriefs.

Notices about job vacancies and social activities will be advertised on our website and Facebook page, please check these forums on a regular basis to ensure you are in receipt of the most up-to-date communication.

Don't be in the dark about what's going on - check your emails regularly.



As a minimum, emails must be checked on a weekly basis.

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Pay attention to this bit, it's about your salary so it's important!

Pay and Expenses

You will be informed of your pay rate in your offer letter. Pay is reviewed from time to time, though the organisation is not obliged to offer a pay review every year.

Payment of Salary

During the first week of each month you will have the opportunity to check the organisation's timesheet system (Carista) to clarify any discrepancies which may have occurred in your hours worked. Any discrepancies noted should be discussed with your line manager in the first instance, and as soon as possible, in order for them to be rectified in a timely manner.

Your pay slip will be emailed to your company email address. You will need your National Insurance number as the password to access this.

Your salary is paid by BACS transfer to a bank or building society on the last working day of the month.

Any queries about your pay should be discussed with your team leader in the first instance. If your team leader is unable to resolve the issue, then they will discuss the query with a service leader. If the matter is unable to be resolved satisfactorily at this stage then the payroll administrator should be contacted.

If applicable, your first salary will show a deduction for the payment of your DBS (Disclosure, Barring Service Check). This is returned to you upon the successful completion of your probation.

Deductions from Pay

Deductions will be made from your salary. These may be statutory deductions or voluntary deductions.

Statutory deductions include:

- Income Tax
- National Insurance contributions
- Student loan payments

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As per your statement of particulars, if, during, or upon termination of your employment, you owe the organisation money as a result of any loan, overpayment, error or any other reason, the organisation is entitled to deduct the amount of your debt from any payment or final payment of wages which may be due to you.

Such deductions may include, but are not limited to:

- Any overpayment or advancement of wages, bonus, commission or expenses whether made by mistake or otherwise.
- Annual leave taken from the date of termination of employment, which is in excess of your accrued entitlement

- Any losses, insurance excess payments or insurance premiums increases sustained by the organisation as a result of the loss of, damage to or unauthorised use of any company property or that of any person the organisation provides support to, customer or supplier, which has been caused through your carelessness, negligence or dishonesty.
- Any loans or salary advances – this might include any payment made on your behalf for training
- Any fines, charges, penalties or other monies paid or payable by the company to any third party for any act, omission or offence on your part, for which the organisation may be held liable (for example, speeding fines and parking tickets)
- The market value of any unreturned organisational property on the termination on employment.
- The repayment of any contractual or discretionary sick pay, where the sickness absence reporting requirements have not been followed or your absence is unauthorised.
- The payment of any sum received from the court as loss of earnings for undertaking jury service where the company has paid your wages during the period of your absence.
- Attachment of earnings orders, child support maintenance, judgment debts, payments under an administration order, payments ordered following a criminal conviction, student loans or any other part payment as required by law.

Any amount deducted under this clause is a genuine attempt by the organisation to assess its loss and is not intended to act as a penalty.

If the organisation accidentally overpays your wages, bonus, commission or expenses in a particular pay period, you must act in good faith and immediately notify your line manager. Failure to notify the organisation in these circumstances may lead to disciplinary action under the organisation's disciplinary procedure.

If, on termination of your employment, your final wages payment is not sufficient to meet any debt to the organisation, you must agree to repay the outstanding balance within one calendar month of your termination of employment date.

Expenses and Travel

In the course of your work you may incur expenses, such as travel and subsistence costs. If you are away from the office for a period of time, your line manager should agree the limits of your expenditure in advance. You should complete a travel expenses claim form to be reimbursed for any such business expenses.

The organisation is responsible for meeting the cost of travel by staff on official business. Staff are, however, normally responsible for the cost of their daily travel between their home and permanent place of work.

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General Conduct and Behaviour

This section outlines the conduct and behaviour expected of everyone employed by the organisation.

The guidelines are designed to help you:

- Avoid difficult situations
- Identify potential conflicts of interest
- Know what you can expect from your colleagues and what they will expect from you
- Understand some of the actions which can lead to disciplinary procedures.

If you are unsure of how any part of this section applies to you, your job or what you do in a particular situation, talk to your line manager.

We have high expectations of everyone involved with the organisation. This section will let you know what we expect from you and what you can expect from us.

Principles

The organisation relies on the mutual trustworthiness of those working within it. This section explains the conduct and behaviour expected of you.

You are expected to observe the following principles:

- Be impartial at all times
- Safeguard official information, including that of the person you support
- Work with your line manager and comply with reasonable instructions
- Uphold the reputation of the organisation
- Be honest and do not use your job for private advantage

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The paragraphs below explain in more detail the behaviour expected of you.

Honesty and avoidance of conflict of interest

You should not let your judgment or honesty be compromised. Avoid putting yourself in a position where your duty and private interests might create conflict, and do not use your official position to further your own interests, or for financial gain.

Areas which could lead to conflicts of interest include:

- Any activity where work activities could be used for private purposes, unless authorised
- Accepting gifts and hospitality.
- Buying goods or services from a company in which you have personal or financial interests.



Please refer to the **Giving and Receiving Gifts Policy** on the **Beyond Limits** website

Seek advice from your line manager as soon as you become aware of any transaction, arrangement or contract which has been, or may be, executed by any department if you (or a relative, friend or partner) have a direct or indirect financial interest in that transaction, arrangement or contract, or if you have any private or financial interests which might result in a conflict of interest with your official duties. This is especially important if you are involved with purchasing decisions.

Confidentiality

You **MUST NOT** use, divulge or communicate to any person, firm or organisation (except in the proper course of your duties during your employment by the organisation) any confidential information relating to the people we support, or information relating to the business, organisation accounts, analysis or other affairs which you may have received or obtained, or which has come to your knowledge while working for the organisation.

Look after the information belonging to people and the organisation, it's your duty.

Confidential information includes:

- Any information relating to the people we support in regards to their personal circumstances, finances, medical information or other personal information
- Any document or item marked as confidential.

In particular, you will not, without prior written consent, permit any confidential information:

- To be disclosed, whether directly or indirectly, to any third party except to those authorised by the company
- To be copied, reproduced or commercially exploited in any way for any reasons other than those of the organisation
- To pass outside your control.

You will agree to inform us immediately if you become aware or suspect that a third party knows or has used any of the organisation's confidential information.

This restriction will continue to apply after the termination of your employment, but will cease to apply to any information, which may come into the public domain through disclosure by the organisation.

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All confidential information is the property of the organisation and you will agree to hand over any such information on the termination of your employment or at the request of the organisation at any time during your employment.

The wrongful disclosure of confidential information or other breach of confidentiality is a disciplinary offence. Depending on the seriousness of the offence, it may amount to gross misconduct and could result in summary dismissal.

Nothing in this clause shall prevent you from disclosing information which you are entitled to disclose under the Public Interest Disclosure Act 1998, provided that the disclosure is made in accordance with the provisions of the Act.



For more information on Confidentiality, please refer to the specific organisational policy on the website.

Data Protection

The organisation is obliged to comply with the principles set out in the Data Protection Act 2018. This Act sets conditions for processing personal data (i.e. holding, obtaining, recording, using and sharing). Personal data is data that relates to a living individual. The Act protects individuals if they can be identified from this data or from data along with other information.

The Act applies to all personal information, regardless of its format, including paper and electronic, structured and unstructured records. It therefore covers any records held regarding employees. For more information please visit www.ico.org.uk.

All staff are required to handle individuals' personal data appropriately, and with respect for their privacy and rights.

YOU MUST NOT

- Gain access to personal data, whether on paper or on a computer and use the data unless you have proper authority
- Allow another person to access personal data or pass it to them unless you have proper authority
- Destroy personal data unless you have proper authority.

If you knowingly contravene the Data Protection Act 2018, disciplinary action may be taken against you.

You are entitled to ask to see any personal data that the organisation holds on you.

The organisation will allow you to see this information unless there is a legal reason why you should not see it, i.e. if it includes legal advice and references of a confidential nature.

If you wish to see any information, you should send a written request to your line manager.

If providing you with the information would involve disproportionate effort and cost, you may be allowed to see any file or information held about you, rather than receiving copies of specific documents. An administration fee might apply.

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Personal Details

It is essential that we maintain accurate employment records and request that you notify your line manager of any change to the following, so they can inform the relevant department:

- Legal name
- Address
- Telephone numbers
- Medical health details which impact on your employment including prescription medication
- Driving licence details (including endorsements/fines) in relation to Motability vehicles
- Addresses and telephone numbers of emergency contacts

- MOT and insurance details (if applicable)
- DBS status
- Criminal convictions or cautions

Where possible and practicable, your records will be kept electronically and they will be stored confidentially and securely.



For more information on Data Protection, please refer to the specific organisational policy, on the website.

Personal Relationships

The organisation recognises that employees working together may form close personal relationships. Whilst it does not wish to interfere with these personal relationships, the organisation expects employees to perform their duties diligently, and effectively, and to behave in a professional manner whilst at work.

Any personal relationship should be open and upfront and if there are potential problems or conflict of interest issues, then the relationship may be subject to discussions with your line manager during your support and supervision or at any other time, as appropriate. It may mean, from time to time, that agreements are made around behaviour and working patterns which are agreed between you, the other person involved and the organisation. Any such agreement will form part of your working practice, and if broken, may result in disciplinary action being taken. No person should suffer disadvantage or gain advantage due to personal relationships within the work place. The usual confidentiality rules apply in regard to any person who has

a personal relationship with another member of Beyond Limits staff, customer or stakeholder and vice versa.

Anti-Bribery

Bribery is the acceptance of gifts, money, hospitality or other favours in return for the provision of something of value to the briber. The purpose of this policy is to set out rules, which must be followed to ensure that no bribery occurs.

The following is unacceptable and must not occur in this organisation.

YOU MUST NOT

- Accept any financial or other reward from any person in return for providing some favour
- Request a financial or other reward from any person in return for providing some favour
- Offer any financial or other reward to any person in return for providing some favour.

From time to time, funders, suppliers or other persons might offer a gift to an employee. This could be a small item or something of considerable value. All gifts, however small, must be reported to your line manager and recorded. If a gift is offered and refused because of its value, this must be reported to the line manager.

Any gifts from the person you support must be disclosed in line with the giving and receiving gifts policy, which can be found on the website.

Line managers are responsible for keeping a record of all gifts and hospitality which have been offered and/or received by employees working in the line manager's area of responsibility.

If line managers are concerned about any actions, they should contact the Director immediately for advice.

Any employee concerned that he/she is being bribed must report this matter to their line manager immediately.

Any employee found to have offered or accepted a bribe will face disciplinary action, which could include dismissal for gross misconduct.



For more information on Giving and Receiving Gifts, please refer to the specific organisational policy, on the website

Contact with the Media

Do not talk to the media about your work, or about matters relating to it, without authority from the Director. If you receive a call from a journalist, either refer the caller to the Director or take details of the enquiry and arrange for the call to be returned.

Always consult the Director and follow their advice before talking to the media. They may be aware of relevant considerations not widely known and may need to take legal advice.

Official Property and Use of Official Equipment and Supplies

In order to enable some employees to work from home or otherwise away from the organisation's premises, the organisation may provide them with designated items of equipment.



You might work from home sometimes, but remember to always take care with the equipment you are given.

If you are provided with any items of equipment, you will agree to be responsible for ensuring they are properly looked after, stored and otherwise kept safe at all times. You will be required to pay any reasonable replacement cost of any item of equipment which is lost or stolen whilst under your control, due to your negligence, deliberate or reckless act, or omission.

The organisation reserves the right to require you to return any item of equipment at any time during your employment for any reason whatsoever including, but not limited to, the withdrawal of any privilege of working from home and/or working away from the organisation's premises.

You have no contractual entitlement to the use of equipment and therefore, withdrawal of its use at any time does not entitle you to claim any form of damage or compensation. In addition, on the termination of your employment for any reason, you must promptly and without unreasonable delay return any items of equipment; this must take place no later than any date specified by the organisation.

All items of equipment must be returned in the same condition as provided, subject to reasonable wear and tear. If an item of equipment is damaged whilst under your control, reasonable wear

and tear accepted, you are required to pay the cost of repairing the damage. In certain circumstances, this may include the replacement cost of the equipment if it cannot, in the organisation's reasonable opinion, be repaired.

You will agree to provide written consent for the organisation to deduct a sum equal to the reasonable cost of repairing the damage to any affected equipment, or replacing the item of damaged equipment (as appropriate) from your wages.

It is your responsibility to return the equipment whether this is due to demands by the organisation or the termination of your employment for any reason. You will agree that failure to do so, will entitle the organisation to withhold any wages due to you up to the current market value of the equipment not returned.

Any equipment provided is for your use in connection with your employment with the organisation unless otherwise authorised. A deliberate, negligent or reckless failure to take proper care of an item of office equipment, resulting in it being lost, damaged or stolen, is also a disciplinary offence. Using the organisation's equipment for personal use, unless specifically agreed with your line manager, is prohibited. If found doing this, you may be subject to disciplinary action.

Upon termination of your employment for any reason, you must also promptly and without unreasonable delay return all keys, papers, manuals, books, credit cards and any other items, whether in hard copy or electronic form in your possession, custody or control, which are the property of the organisation, or which otherwise relate in any way to the business or affairs of the organisation. You must not retain copies, extracts or summaries of any of the above mentioned items.

Office Stationery

Official stationery may only be used for organisational business.

Use of official stationery other than for official purposes is regarded as misconduct and will be dealt with under the disciplinary procedures.

Personal Mobile Phones

Mobile phones for personal use may be left on for emergency purposes only. They are not to be used during working hours without prior permission from a line manager.



For more information on Mobile Phone Usage, please refer to the specific organisational policy on the website

Private Property

You are responsible for looking after your private property. Personal property, particularly money, should not be left in vulnerable places, i.e. on desktops, in unlocked drawers or empty rooms. You should not attend work with large sums of personal money or attend the workplace with expensive items of personal equipment. If you do, you are doing so at your own risk and the organisation will not be responsible for any such equipment if it were to be lost, stolen or damaged in any way. For staff working in the office, on-site parking spaces have been made available. If you choose to use these, you do so at your own risk and the organisation will not be responsible for your vehicle or its contents whilst utilising the car park.

Photography and Filming

Neither the image nor the voice of any person may be recorded without his or her express permission anywhere in the organisation. If the person gives specific permission for this information to be used, it can only be used in line with official business. You cannot, at any time, use any image, photo, or voice recording of any person who receives support for any reason whatsoever, other than official business.

Anyone who attempts to market, publish, or transmit such information will be subject to disciplinary action.

Whistleblowing

Your personal opinions are not a valid reason for you to refuse to carry out reasonable requests by senior management. If, however, you object strongly to doing, or not doing something in connection with your work because it appears to be illegal, improper or may raise questions of maladministration, you have the right to appeal to the Director. We are committed to the highest possible standards of openness, probity and accountability. In line with that commitment, we encourage employees who have serious concerns about any aspect of our work to come forward and voice those concerns.



For more information on Whistleblowing, please refer to the specific organisational policy on the website.

Personal Hygiene and Dress Code

We expect you to pay particular attention to your form of dress, personal appearance and hygiene to ensure that this is fully in keeping with the standards which the people we support, family members, members of the public and your colleagues expect from a professional office. You must maintain high levels of personal hygiene and cleanliness at all times. Smart, casual dress is acceptable in this respect and we trust your judgement in ensuring you meet the expected standards. Should there be a discrepancy in the understanding of expected standards then your line manager will bring this to your attention and deal with any specific concern directly with you.

Our professional reputation is very important to us. Please pay attention to your form of dress and personal hygiene.

In any personal care duties, we expect you to wear suitable PPE (personal protective equipment) which will be supplied to you, as appropriate.

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Computer and Internet Usage

It is every computer user's responsibility to ensure the confidentiality, integrity and availability of data stored on computers, and to use computers in a proper manner. Following the procedures set out below will help you fulfil this responsibility.

Remember that computers, mobile phones or any other equipment is supplied for business use only, unless otherwise agreed. Any personal use of computers should be during designated breaks and must apply only to acceptable and legal boundaries. Any personal use of computers which involves bullying, harassing or threatening another person, illegal activity or gambling at work may be subject to disciplinary procedures. Personal internet usage on your organisational mobile phone is prohibited at all times. Non-compliance with this policy may lead to the organisation's disciplinary procedures being enforced, which in turn may lead to your dismissal.

Procedures

To ensure data privacy and to prevent unauthorised users gaining access to systems, log in to all systems is password protected.

Passwords

Your password:

- Must be changed as soon as you are prompted to do so
- Must not be written down
- Must not be words which are easily guessed.
- Should not be disclosed to others.

Don't use your name or anything else that can easily be guessed, and don't write it down!

It might be necessary, on occasion, to pass on your Carista password - but only to your line manager and only in the event of your absence.

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In the event of this happening, and on your return to work you must change this password immediately so that it is once again secure.

Absence from Desk

To prevent unauthorised access to your data you must lock your screen when you are likely to be away from your desk for considerable periods (e.g. for a meeting or lunch).

Data Storage and Disposal

Data stored on your PC or laptop is vulnerable to unauthorised access, corruption and loss, and so we will provide you with training on the appropriate use of equipment.

In addition, you should:

- Check that all important files are backed up to the network drive.
- Seek guidance from your line manager if you specifically need to store sensitive information.
- **NEVER** store data on your 'desktop'.

Only work-related data should be stored on the network.



For more information on Computer Usage, please refer to the specific organisational policy on the website.

Viruses

Viruses and other malicious software programmes have the potential to cause many problems, including corrupting your data.

As a rule:

- Do not download any software without first contacting Beyond Limits' IT support, JMV Solutions help@jmv-solutions.co.uk.
- Only download files from trusted sources with a recognisable extension e.g. pdf file.
- Never use external media storage devices, such as USB sticks.

Treatment of Computers

Computers and related equipment should be used in a responsible manner, respected as complex tools and treated with care:

- Do not load software without prior authorisation from the administration team.
- Do not 'pirate' software or use any unlicensed copies
- Do not drink or eat too close to the computer keyboard.

Email Use

When writing emails, you must be aware that they form part of the official business record. You are not permitted to make personal use of the e-mail system.

You must not send or distribute e-mail messages, attachments or, other material, which employs language or contains images that may reasonably be considered to be discriminatory, obscene, derogatory, offensive, threatening, insulting, illegal, harassing or harmful to recipients.

You must not originate or distribute chain letters via email.

Any non-compliance with this policy on the use of the email system may lead to the enforcement of the company disciplinary procedure, which in serious cases may lead to your dismissal.

You must check your emails, as a minimum, on a weekly basis.

Internet Use

You are permitted to make occasional personal use of the internet during your breaks, except use of your organisational mobile phone. You should understand that the organisation may monitor your use of the internet.

When using the internet:


- Do not use the internet for any illegal purposes
- Do not download information or pictures which are likely to cause offence to any potential observer, unless you have to do so in the proper discharge of your duties
- Do not use the internet for commercial activities, except in connection with your official duties
- Do not enter into or use chat rooms, which is deemed strictly prohibited.

You must not deliberately visit websites, disseminate, or retrieve information and software, which contain material of an offensive, obscene or discriminatory nature.

Non-compliance with this policy on the use of the internet may lead to enforcement of the organisation's disciplinary procedure, which in serious cases may lead to your dismissal.

Social Media Use

You are only permitted to use social media such as Beyond Limits' or your own Facebook pages or Twitter accounts during designated breaks, not



You need to be responsible even when out of work – stop and think before you post something in haste that you might regret later.

when you are working with the people we support. Any views you express on social media must clearly be those of your own and in no way connected with your employment.

At all times, we expect you to act in a responsible manner when using social media, including when using it outside working hours. You must not make inappropriate comments or display photographs, which could bring the company name into disrepute, cause offence to colleagues and the people we support or damage our professional reputation.

If you are found to be in breach of these guidelines we will take appropriate disciplinary action, which in serious cases may lead to your dismissal.

Disciplinary Sanctions

Line managers will take account of all relevant circumstances when deciding on appropriate sanctions. As a guide, the following examples of unacceptable behaviour and the possible sanctions that may be applicable are provided:

- Excessive use of the e-mail and internet systems for personal, social or recreational reasons during work time could be classed as misconduct or serious misconduct.
- The circulation or retrieval of material of an obscene, offensive or discriminatory nature, or the visiting of web sites which contain such material, could be classed as gross misconduct.

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Severe Weather and Disruption to Transport

The organisation acknowledges that employees may occasionally have problems travelling to and from work due to either severe weather conditions or major disruptions to public transport, for example, bus or train strikes.

Whilst the organisation is committed to protecting the health and safety of its employees, it must also ensure that its business is not unduly disrupted by external factors.

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Duty to Report for Work

It is your obligation to report for work regardless of the situation. You should therefore make every effort to attend work in all circumstances. When severe weather conditions occur, or where there are major disruptions to public transport, you should take steps to obtain advice on the position from the appropriate external agencies, allow extra time for your journey and make alternative travel arrangements where appropriate. You will still be expected to attend work on time.

Unjustified or unacceptable absence or lateness may result in disciplinary action under the organisation's disciplinary procedure.

Accepted Absence or Lateness

If you are unable to attend work, or are going to be delayed by weather conditions or public transport disruptions, you should contact your line manager as soon as possible to discuss the situation. If your line manager is unavailable, you should speak to an alternative manager. In situations where the office is closed, you should contact the on-call service by phoning the office number.

Where the organisation accepts that you have used your best endeavours to attend work but are unable to do so, or are late because of severe weather conditions or major disruptions to public transport, your line manager will discuss the various options available.

At the organisation's discretion, you may be required or permitted to:

- Make up the time at a later date
- Take any absence from work as part of your annual leave entitlement
- Take any absence from work as special unpaid leave. In this case your pay will reduce accordingly to take account of the hours/days you have not worked.
- Work from home or otherwise work remotely.

The organisation will base decisions of this nature on individual circumstances, for example, your distance from home to work, your mode of transport, how viable it is for you to work from home and on the needs of the organisation.

Leaving Work Early

If there are severe weather conditions or major disruptions to public transport during the working day which will cause you problems when travelling home, your line manager will decide whether to allow you to leave work early (and make up the time at a later date if necessary). The organisation will base its decision on your individual circumstances.

Health and Safety

The organisation is committed to protecting the health and safety of all its employees. This includes during severe weather conditions and where there are major disruptions to public transport. Therefore, a reasonable approach will be taken to the situation. You also have a duty to take reasonable care of your own health and safety and that of others who may be affected by your acts or omissions. This includes taking extra care when travelling to and from work in severe weather conditions, allowing more time for your journey.

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Health, Safety and Welfare

Health and safety is everyone's responsibility. Don't ignore something that doesn't look right, report it to someone.

The Director and leaders of Beyond Limits aim, so far as is reasonably practicable, to ensure every possible step is taken to prevent injuries and ill health to all employees and others who may be affected by our work activities.

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Whilst primary responsibility for health and safety rests with the Director of the organisation, every employee has health and safety responsibilities, and is required to comply with the health and safety policy of the organisation and any health and safety guidance issued during the course of their employment.

Appropriate information, training and supervision will be provided to ensure that all employees are both committed and competent enough to carry out their duties and responsibilities with regards to health and safety.

Employees will be consulted in matters of health and safety with active participation and feedback encouraged.

Hazards from work activities will be identified, and safety assessments of the risks associated with them will be carried out, so that appropriate preventative and protective control measures can be implemented.

It is the responsibility of staff to ensure they make themselves aware of any potential site-specific hazards and risks when visiting other sites or places as part of their normal duties. Staff should make their line manager aware of any concerns they may have in relation to health and safety issues, both on organisational premises and when visiting other sites.

The organisation will provide and maintain healthy working conditions and equipment to uphold employee performance, and ensure safe storage, handling and use of substances that may cause a hazard to their general health and well-being.

The operations of the organisation will be reviewed and revised by the Director on a regular basis to ensure legislative changes are incorporated and the highest standards of health and safety are being maintained. Changes will be communicated to all employees and those associated with the business, so as they are understood and implemented.

Smoking Policy

Smoking, including the use of e-cigarettes, is not permitted on any organisational premises including external grounds and car parks, except in designated smoking areas. Employees who do not comply with the no-smoking policy will be subject to disciplinary action. Under no circumstances must staff smoke in the homes of the people we support. When providing direct support, please refer to the Working Policy for any guidance regarding smoking whilst on duty.

Alcohol/Drug Misuse

The organisation operates a zero-tolerance approach to consumption of alcohol or the taking of recreational drugs whilst

on duty. Employees must ensure that they are fit to undertake their duties. No employee should report to work while under the influence of alcohol or drugs. Any breach of this rule may amount to gross misconduct, which may result in dismissal. If the misuse of alcohol and/or drugs adversely affects your performance and you do not take steps to overcome the problem, your line manager will take disciplinary action.

If you are experiencing problems with alcohol or drugs, irrespective of their nature, which may be affecting your work, it is advisable to discuss these with your line manager.

Workplace Stress and Wellbeing

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The organisation is committed to safeguarding the wellbeing of its staff and ensuring that appropriate measures are in place to identify, reduce and manage workplace stress in order to provide a healthy working environment. Support and supervision sessions should take place with your line manager at a minimum of every 6-8 weeks.

Beyond Limits has an Employee Assistance Programme in place through Health Assured. The programme offers cover for you and your immediate family 24hours a day on a range of issues. For more details please visit the organisational website at www.beyondlimits-uk.org and/or speak to your line manager.

Your allocated annual leave should be taken appropriately throughout the year and not saved or banked to be used all at once. If you feel you are experiencing workplace stress, please seek support and discuss this with your line manager to ensure your wellbeing.

First Aid/Medical Treatment

The office carries first aid provisions and has appointed first aiders who will provide assistance when required. The names of qualified first aiders are displayed next to the first aid boxes on each of the three floors. Employees **MUST NOT** administer any type of pain killer or drugs to another employee or any other person, unless authorised by a medical professional.

If you are taken ill at work, you should notify your line manager or the on-call service by phoning the office number.

For first aid arrangements whilst you are working in the home of the person being supported, please see the Health and Safety Folder. For details of where to find this, speak to your line manager.

Fire Exits

All employees are made aware of the fire exit locations in the office during their induction. Your line manager will speak with you during your team induction as to the location of the Health and Safety Folder for the person you support and it is your responsibility to read this documentation.

Don't take risks with your own safety or the safety of others. If you need help with leaving the building, speak to your line manager.

Fire Safety

There are two appointed fire wardens on each of the three floors in the main office. In the event of a fire, or if a fire is suspected, follow the instructions given to you by the appointed fire warden.

You must:

- Ensure that everyone has heard the warning and is leaving the area
- Not tackle any fire unless you are appropriately trained to do so
- Leave the building by the nearest available escape route
- Assemble at the fire assembly point.

Personal Emergency Evacuation Plans

Any employee with a disability, which may affect their evacuation, or the evacuation of others, must tell their line manager, who must then make sure that a personal emergency evacuation plan (PEEP) is developed for that employee and colleagues in the locality are aware of its contents.

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Fire Safety Procedure

The following fire safety requirements must be adhered to:

- Do not misuse the fire safety equipment
- Do not introduce naked flames (candles, etc.) on the premises. Birthday candles, which must be constantly observed whilst alight, are the only exception to this.
- Only use officially tested electrical equipment on the premises
- Use and store equipment and materials appropriately, keeping them away from combustibles and ignition sources
- Ensure rubbish is placed in proper waste bins. Do not overfill bins, and ensure they are emptied regularly.

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Performance Management

We invest in you so that you can invest in the people who receive support. There is room for growth for everyone in the organisation.

Staff Appraisal Process

The staff appraisal process is designed to:

- Provide a basis for dialogue between you and your line manager, focusing on whether expected results are being achieved and how performance could be improved
- Assist your personal development and career goals, and also help the organisation plan for any training needs.

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It is important to remember that yearly appraisals are not isolated actions. They are the culmination of a process of continuing assessment between you and your line manager throughout the year.

The annual appraisal form is a confidential document. Access to your report is restricted to you, your line manager, relevant HR staff and the Director. Copies are retained for five years.

Training and Development

We are committed to developing staff to the highest possible level. Where appropriate, training will be provided in line with the

organisation's objectives. All staff are required to complete a full Induction Programme and if applicable, must complete the Care Certificate as directed by Skills for Care.

We will consider supporting appropriate training activities which assist employee development and career progression. We actively encourage staff to complete the Health and Social Care diploma and understand that at some point in the near future this will become a mandatory requirement for people working in health and social care. When this becomes mandatory, all employees will be expected to achieve the required qualification in respect of their role. Failure to do so, may result in dismissal.

Failure to complete the mandatory training and Care Certificate within the required timescales as part of your induction, may mean you are stood down from your duties. This could result in you not receiving your expected salary.

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Although the majority of programmed training will take place during normal working hours, some out-of-hours training may be appropriate.

Any failure to attend training that has been booked by you or your behalf without 48hrs notice will result in a financial penalty of £50. This will be taken from your monthly salary.

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Absence Management

Absence Reporting

Notification

Employees are required to notify the organisation as soon as possible of their absence, and the reasons for it. Notification should be made personally wherever possible, at the earliest opportunity, to the employee's immediate line manager and by no later than 2 hours prior to the employee's agreed start time, on the first day of absence.

Email and text message contact is unacceptable, as is contact through social media websites or using online or mobile phone instant messaging facilities.

Employees must follow the absence reporting procedure outlined below:

- All absences, excluding holidays must be reported as soon as possible
- If the employee calls at a time when their line manager is off duty, they should follow the arrangements specifically for the

We miss the contribution you make if you are absent from work. Please take responsibility for your own health so we can minimise disruption to the people we support.

team they are working in. This might be, phoning the person in the team who is on duty or any other such arrangements. Should this be the case, the employee should contact their line manager when he/she is next on duty to outline the reason for the absence and to advise when they anticipate they will be fit to return to work.

- It is essential that employees keep the organisation updated on the circumstance of the absence and its estimated duration.
- Employees must inform their line manager as soon as possible of any change in the date of their anticipated return to work. For an absence of 7 consecutive calendar days or less, employees are required to telephone their line manager on a daily basis.
- Where an absence is in excess of 7 calendar days, employees **MUST**, as an absolute minimum, contact their line manager on a weekly basis in order to provide an update on the illness.
- If an employee is ill whilst on annual leave and does not think they will be fit to return to work at the end of their leave period, they should contact their line manager whilst they are on leave to enable the line manager to make arrangements to cover the role.

Certification

A medical certificate (Statement of Fitness for Work) is required for all periods of absence in excess of 7 days, and must be posted or delivered to the organisation as soon as it has been issued. All medical certificates must run consecutively, i.e. every calendar day must be covered. Any uncertified periods of absence will be unpaid and may be treated as unauthorised absence or absence without leave (AWOL).

Statement of Fitness for Work certificates, otherwise known as 'Fit Notes', are issued by GP's to advise whether an employee would be fit for some work or fit for work with some adjustment. Any workplace adjustments should be agreed in consultation with team leaders/service leaders/senior service leaders. Where the adjustment cannot be made, the employee will remain on sick leave (paid where appropriate).

On return to work from absence, an employee must also complete a self-certificate for all periods of absence up to and including 7 days regardless of the length. Self-certificate forms can be obtained from the organisation's shared drive.

Monitoring Absence

Absences are recorded by management for the purpose of monitoring levels of absence and identifying if patterns of absence are developing, and to take action where appropriate. All staff are responsible for promoting a safe and healthy working environment and should try and prevent injury and ill health among staff, so far as is possible.

Medical/Dental Appointments

As far as practicably possible, employees are expected to attend medical or dental appointments out-side their normal working hours or at the start or end of the day/shift to minimise disruption. If this is not possible, time off may be granted at management discretion and will normally be unpaid. Pregnant employees are entitled to reasonable time off to attend hospital and antenatal appointments, and are expected to arrange these at the start or end of the day / shift or return to work after the appointment where possible.

Hospital Admission

If an employee is admitted to hospital or similar, they should forward the medical certificate issued to them, by the hospital staff, to Beyond Limits for the attention of their line manager

Sickness Whilst on Holiday

If an employee becomes unwell during a period of annual leave and submits a medical certificate to their line manager at the earliest practicable opportunity, the period of sickness absence shall be treated as sick leave and not annual leave. Please note that a self-certificate is not acceptable for this purpose – employees are required to submit a medical certificate supplied by their GP or a hospital.

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If an employee is absent from work due to illness either immediately before or immediately after annual leave they will be required to submit a medical certificate. Please note that, regardless of the length of absence, a self-certificate form is not acceptable for this purpose. The employee is required to submit a medical certificate supplied by their GP or a hospital. Where an employee is sick on a public holiday, no substitute holiday will be given.

Employee Responsibilities

Employees are responsible for:

- Ensuring they maintain an acceptable level of attendance at work
- Looking after their general health and wellbeing and seeking medical attention or other support where necessary
- Ensuring their lifestyle does not impact on their ability to attend work

- Attending work unless unfit to do so
- Reporting sickness absence promptly to their line manager in line with the reporting procedures and ensuring that the appropriate certification is provided in accordance with procedure
- Attending return to work meetings and other attendance review meetings
- Maintaining contact with their line manager during periods of sickness absence and communicating effectively the reason for their sickness absence
- Advising their line manager of any illness which affects their ability to attend work or to undertake the duties of their post to a satisfactory level
- Raising concerns at an early stage with their line manager if they consider their sickness absence to be connected to their job
- Attending any appointments and co-operating fully with the occupational health service and other organisations that provide support to Beyond Limits and its employees
- Ensuring that any medical advice and treatment received is followed as quickly as possible in order to facilitate a return to work
- Not participating in any external activity which may be detrimental to their recovery
- Not abusing the sickness absence procedures or sick pay scheme

Return to Work

The policy requires line managers to monitor the attendance of employees, to support employee wellbeing and improve attendance. Beyond Limits will support line managers in this process through training, and support from senior managers.

Research indicates that the single most effective action to reduce absence is to consistently conduct return to work meetings for all staff who have been absent, irrespective of the length of absence period and without exception.

Upon return to work following **ANY** period of absence, the employee's line manager must undertake a return to work meeting with them. This is an informal meeting; however, it must be recorded on the appropriate return to work form, which can be found on the organisation's shared drive. This must be on the employee's first day back, or if that is not practicable, at the soonest opportunity. In the instance where an employee is returning to work on a Saturday or Sunday it may be appropriate to carry out the return to work on the Friday, if the employee is stating they are fit for work.

The purpose of the return to work meeting is to:

- Welcome the employee back to work
- Update them on how their work has been managed in their absence and any other relevant information on changes that have taken place within the organisation during their absence
- Ensure they are fit to return to work
- Explore the reasons for absence

- Establish if the absence was work-related and if so what Beyond Limits or the line manager can do to resolve any work-related matters
- Establish whether any are underlying medical problems that the line manager should be aware of
- Determine what precautions can be taken to reduce the likelihood of a recurrence.

Types of Absence

If a line manager becomes concerned about an employee's health or level of attendance, the matter should be raised with the employee in the first instance.

Absence can be categorised into three distinct types:

1. SHORT-TERM ABSENCE

- Short-term absences are in most cases due to unconnected ailments.
- Any absence of up to 7 calendar days would be considered a short-term absence and must be supported by a self-certificate/return to work meeting form.

2. FREQUENT ABSENCE

Frequent absence is a series of frequent or regular absences which can be related or unrelated.

Categories of frequent absence are as follows:

- 3 occasions of sickness absence in a 12-week period irrespective of length of absence
- 6 occasions of sickness absence in a rolling year, irrespective of length of absence

- 4 occasions of sickness absence totalling 12 or more calendar days in a rolling year
- 1 occasion of sickness absence totalling more than 28 calendar days
- Regular patterns or specific days off attributed to sickness (for example, after public or school holidays, regular Fridays or Mondays, or over a couple of years, the employee has taken the same period of time off).

Where there has been frequent absence and the employee has met one of the absence trigger points detailed above, their line manager will arrange a frequent absence review meeting. The line manager will normally have another colleague in attendance. The purpose of this meeting is not only to explore the reasons for the employee's frequent absences and highlight that triggers have been reached, but for their line manager to offer support and put in place any reasonable adjustments enabling them to attend work and achieve a sustainable level of attendance.

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This meeting is being held because your attendance record is now causing concern, however the style of the meeting should be positive and constructive. You will be advised that your attendance will be monitored on an ongoing basis (normally 3 months) with clear expectations agreed. A note of the meeting will be documented and both parties should sign this before a copy is retained on your personnel file.

If the level of attendance still causes concern, a decision will be taken to either proceed to disciplinary or invoke the capability procedure (see below for further information).

3. LONG-TERM ABSENCE

Long-term absence is any one period of absence which exceeds 4 weeks. Research indicates the best support for employees with long-term absence is through early intervention techniques including the implementation of an agreed communication framework.

A long term absence review meeting should be held when an employee has been absent for more than 4 weeks. This is an important part of maintaining contact with the employee so that any reasonable support can be offered by the organisation. This meeting can be held in the office or a mutually agreed location – for example, the employee’s home if that is where they feel most comfortable. Their line manager will normally have another colleague with them.

To ensure that regular contact is maintained, the employee must remain contactable during periods of absence, provide regular medical certification, and respond to letters and phone messages.

The employee also has a responsibility to maintain regular contact with their line manager via the telephone, particularly on receipt of medical certificates. In cases of prolonged long-term absence, further review meetings will be arranged as appropriate. In cases of long-term absence, it is important for the organisation to gather medical information in order to establish a prognosis, an indicative return to work date and guidance on whether adjustments are necessary to support a return to work etc.

Employee Assistance Programme (EAP)

The Employee Assistance Programme (EAP) is a confidential service and is available to all staff members to help deal with personal and professional problems that could be affecting your home life or work life, or your general health and wellbeing. The EAP

service provides a complete support network including face to face counselling and a wellbeing app. For more information visit www.healthssuredeap.com or contact **0800 030 5182**.

ACTIVE CARE REFERRAL

If your absence is related to stress or anxiety, Beyond Limits can refer you to an Active Care Intervention provided by the EAP. With your consent an experienced clinician will make contact with you and undertake a structured consultation.



For more information on attendance management, please refer to the specific organisational policy, on the website.

Capability or Disciplinary?

UNDERLYING MEDICAL CONDITION

If medical certification or occupational health information shows an underlying medical condition, a view should be taken on whether continued or increased support will help an employee attend work more consistently or return to work completely.

Each case should be considered on an individual basis taking into consideration the length of the current absence, the nature of the absence, the likelihood of recovery and the potential to attend work consistently or return to work. Through discussion with senior managers, consideration should be given to whether it is appropriate to follow the capability policy. This procedure will guide managers through the process to support employees whilst also highlighting future actions.

NO UNDERLYING MEDICAL CONDITION

Where there is no underlying medical condition detrimentally affecting the employee's overall capability, and there is little or no evidence of improvement, this type of case will be dealt with in accordance with Beyond Limits' disciplinary procedure.

Medical Reports

Medigold Occupational Health is Beyond Limits provider for professional, independent and specialist advice on all occupational health issues relating to employees.

Requests for medical reports are dependent on individual circumstances and the following is a summary guidance to assist:

- Where an employee is or has been absent due to work-related stress, senior managers will request a medical report from occupational health.
- Where an employee has indicated that they are having particular problems affecting their job, senior managers may request a medical report from the employee's doctor, and if considered necessary, a report from occupational health. An employee does not need to be absent from work in order to be referred.
- If an employee is absent from work due to long-term sickness, a senior manager will normally obtain a medical report from occupational health, depending on the circumstances and reason for absence.
- In the case of frequent short-term absence, to determine if an underlying medical problem is a contributory issue, the employee may be required to attend occupational health.

PLEASE NOTE that Beyond Limits reserves the right to reclaim the cost of failure to attend occupational health meetings, without a valid reason, as a deduction from monthly pay. The cost of this may vary depending on the type of appointment but is in the region of £100.

Failure to Comply with Procedures and Employee Responsibilities

Should the employee fail to comply with these arrangements, Beyond Limits reserves the right to withhold sick pay. In addition, the reasons for failure to adhere to the policy are required to be explained at the return to work meeting with the line manager.

In the event that an employee repeatedly fails to follow the correct absence reporting procedures and/or fails to fulfil their employee responsibilities, e.g. not sustaining an acceptable level of attendance, formal disciplinary action will be taken against them, in line with the organisation's disciplinary procedure.

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Payment Arrangements

STATUTORY SICK PAY

Employees who are absent because of sickness will normally be entitled to receive Statutory Sick Pay (SSP) from the organisation provided they meet the relevant criteria.

The main features of the scheme are:

- The first three days of incapacity are unpaid (referred to as 'waiting days')
- Further sickness is paid at the weekly rate published by Her Majesty's Revenue and Customs (revised annually in April) for up to 28 weeks

- Once SSP is exhausted, an employee may transfer onto benefits, paid directly by the Department of Work and Pensions
- If two periods of sickness are separated by less than 8 weeks (56 days) then they are linked and the employee need not serve the waiting days again.

Organisation Sick Pay

The organisation operates a sick pay scheme, which provides for payment in addition to SSP in some cases. Whether you qualify for organisation sick pay will have been advised in your Statement of Particulars of Employment.

The following provisions are set out in the employees' contractual sick pay entitlement. Employees should clearly understand, however, that when payment of contractual sick pay is made, this is inclusive of any SSP entitlement, i.e. employees are not entitled to both.

Employees must have 6 months continuous service and have successfully completed their probationary period to qualify for organisation sick pay.

Remember, you must have fully completed your Care Certificate (if applicable) to pass Probation. No Probation means no Sick Pay.

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Employees' entitlement to organisation sick pay in any rolling 12 month period is as follows:

- The first 4 weeks = Full Pay
- Following 4 weeks = Half Pay
- Thereafter = SSP

The calculation of organisation sick pay will take into account any previous payments of organisation sick pay made in the 12 months immediately prior to the first day of the current sickness absence.

Payment of organisation sick pay will not be made unless the procedure relating to notification and certification of absence have been fully complied with.

Organisation sick pay will not be paid where the sickness is self-induced or where sickness or injury arises from misconduct at work. Any abuse of the system will be dealt with in accordance with the terms of the disciplinary process and will result in organisational sick pay being withheld.

The rules of the organisation sick pay scheme do not imply that termination of employment may not take place prior to the payment of organisation sick pay being exhausted.

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Monitoring and Measurement of Absence

It is the responsibility of line managers to review attendance for each employee in their team on a regular and consistent basis, and to take appropriate action in line with policy and procedure where necessary.

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Capability

The primary aim of this procedure is to provide a framework within which the organisation can work with employees to maintain satisfactory performance standards and to encourage improved performance where necessary.

The purpose of the procedure is to:

- Assist and encourage all employees to achieve and maintain effective standards of job performance
- Provide managers with a framework and guidance to improve the performance of employees
- Ensure consistent and fair treatment for all employees who experience difficulties in satisfactorily performing the duties required of the post
- This procedure should be applied in situations where an employee's competence is preventing them from carrying out their role to a required standard.

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For more information on Capability, please refer to the specific organisational policy, on the website.

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Leave from Work

Annual Leave

Employee holiday entitlement is identified in your contract of employment. No more than 3 weeks may be taken consecutively; however, any consecutive period over 2 weeks must be specifically agreed by your line manager. It is your responsibility to seek this agreement. The holiday year starts on 1st April and holidays owing for a part year will be calculated on a pro-rata daily basis.

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A maximum of 1 week may be carried forward but this must be taken by 1st July, or it will be forfeited.

Your holiday request form must be given to your line manager at least 4 weeks in advance. Once agreed and signed off you must keep this form in a safe place.

Usually holiday dates will be agreed on a “first come –first served” basis, however, the general rule of thumb is that only one member of a team may take annual leave at any one time and no annual leave can be booked between 24th December and 1st January. Any annual leave during this time should be carefully thought through and planned depending on the needs of the person you support.

Although we will always try to accommodate your requests, your line manager has the right to refuse holiday requests in situations where

they would have a significant detrimental effect on the person you support or the needs of the business.

The amount of annual leave available to you builds up on a daily basis. If you leave the organisation, your leave entitlement for that year is calculated on a pro-rata basis according to the number of days worked. If you resign before taking all your leave entitlement, you must submit your holiday request form in order to be paid for any untaken leave.

If you have taken more than your entitlement, pay for the appropriate number of days will be deducted from your final wage payment. If you are absent from work you may still be eligible to accrue annual leave.

If you are sick during a period of annual leave, this may be treated as sickness absence and not annual leave. You must telephone your line manager to report that you are sick, and also to let them know when you will be fit again. This is to enable the organisation to keep a proper record of statutory sick pay. Once you return, you will need to attend a return to work interview and discuss your sickness. The days in question may then be restored to your leave allowance for the current year.

Caring Leave

Employees have the right to take a reasonable amount of unpaid time off work to deal with certain unexpected events or emergencies involving a dependant. This means that it is only available to allow you to deal with the initial needs of someone who depends on you, or to make arrangements for their care. If you wish to stay off work longer to provide care yourself, or if you know in advance that you will need to take time off work, you may be able to arrange this with your line manager by taking another form of leave. However, you

should ensure you notify your line manager in advance or as soon as practicable that you are absent, the reason for the absence and when you expect to return to work.

Caring leave can be taken as part of your holiday allowance or as unpaid leave. At our discretion, we may pay up to 3 days of compassionate leave.

You may take reasonable time off:

- To provide assistance if a dependant falls ill, gives birth or is assaulted or injured.
- To make arrangements to provide care for a dependant who is ill or injured
- On the death of a dependant or close relative
- To deal with an unexpected disruption in care arrangements
- To deal with an incident involving your child while he/she is at school
- To attend a medical appointment (including one that is pre-planned) with a dependant. However, as with your own medical appointments, these should normally be made outside working hours.

For these purposes a dependant may be:

- A spouse
- A child
- A parent
- Someone who relies on you for care or assistance if they are ill or injured

A close relative is taken to mean:

- Mother/father
- Brother/sister
- Grandparent

You will not be penalised in any way for taking caring leave.

If you need to take caring leave you must seek permission from your line manager as soon as possible. You must make clear when you would like your caring leave to start and, if possible, when you would expect it to finish. The Director will authorise caring leave and will discuss if this time is to be paid or worked in lieu.

It is expected that in most cases caring leave of 1 or 2 days will be sufficient.

Paternity Leave

The organisation will follow government guidelines, which may change from time to time. Currently, to qualify for Statutory Paternity Leave you must be an employee and be taking time off to support the mother or carer of the baby, and intend to be fully involved in their upbringing. Rights to Statutory Paternity Leave are in addition to your normal holiday allowance.

Full details of up-to-date paternity leave information is available on the following website: www.gov.uk/paternity-pay-leave/overview

Maternity Leave and Benefits

Full up-to-date guidance of your entitlement to Statutory Maternity Leave and Pay can be found on the following website:

www.gov.uk/maternity-allowance

Adoption Leave

The organisation will follow government guidelines, which may change from time to time. There is no length of service requirement to be eligible for adoption leave. To qualify, an employee must either have been matched to a child by an adoption agency i.e. not, where a step-parent is adopting a partner's child, have been matched with a child through "fostering to adopt" or have entered a surrogacy arrangement with a woman, and have been granted, or intend to apply for, a parental order in relation to the child she bears. Full details of up-to-date adoption leave information is available on the following website:

www.gov.uk/child-adoption/overview

Parental Leave

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If you have been in continuous employment with the organisation for 1 year or more you may take parental leave to care for a child up until the age of 18. The child concerned must be someone you have parental responsibility for.

You may take up to 18 working weeks' parental leave for each child meeting these conditions (less the amount of any parental leave you have already taken to look after that child while working for a previous employer).

Senior managers, in consultation with others, are responsible for authorising and monitoring parental leave.

As a general rule, parental leave will normally be taken in blocks of one working week or more, unless the child concerned has a disability (see below) or the leave is in connection with adoption. You may not take more than four weeks of parental leave in 1 year. However, managers have discretion, if circumstances permit, to

allow parental leave to be taken in shorter units or by means of part-time working. They may also allow additional parental leave in respect of children with disabilities.

Parental leave will be unpaid.

Provided you give proper notice, you may take parental leave straight after a period of paternity leave, caring leave, maternity leave, shared parental leave or adoption leave.

Full details of up-to-date parental leave information is available on the following website: www.gov.uk/parental-rights-responsibilities

Parental bereavement leave.

Parental bereavement leave is time off to deal with the death of a child, if they die under the age of 18 or are stillborn. Providing you meet the qualifying criteria you are entitled to 2 weeks statutory parental bereavement leave.

Full details of up-to-date parental bereavement leave is available on the following website: www.gov.uk/parental-bereavement-pay-leave

Performance of Public Duties

Staff who become Justices of the Peace (JPs) or who take on other civic duties are entitled to reasonable time off for these duties. The amount of leave allowed, and whether it is paid or unpaid, will depend on how much time is required, how much has already been taken for this purpose and the effect of your absence on the work of your service. If you are considering taking on such responsibilities you should speak to your line manager.

Public duties may include membership of any of the following:

- Local or police authority
- Statutory tribunals
- NHS trust or health authority
- School governor
- Prison board
- Environment agency

Jury Service

You should immediately inform your line manager, when you receive a call for jury service.

The normal expectation is that everyone summoned for jury service will serve at the time for which they are summoned. In exceptional circumstances, where the business of the organisation means that it is not reasonable for you to serve at that time, your line manager will advise you to seek a deferral from the jury summoning officer. Staff are granted special leave, which is unpaid, while carrying out jury service, but the organisation will make up any shortfall in salary after you have claimed for loss of earnings through the court.

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Special Leave

You are expected to use your annual leave as far as possible for dealing with private matters not covered by the preceding paragraphs. Circumstances where special leave may be granted include performance of public duties, attendance at the funeral of a close relative, and home emergencies such as burst water pipes, gas leakages and power failure.

Special leave is normally unpaid, and is applied for and authorised by your line manager.

Special leave is also granted to members of the Reserve Forces who receive call-up notices.

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Flexible Working

Beyond Limits aims to assist staff in achieving a balance in their work and home and is therefore willing to consider requests from staff to vary their working hours or work patterns. Such requests will be considered, taking into account the impact on the person who receives support, the organisation, work colleagues and any other factors.

Whilst we are not obliged to grant flexible working requests, we do have a legal duty to consider such requests seriously. We may only refuse a request where there are sound and objective business reasons for doing so.

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Eligibility for Flexible Working

To be eligible to apply for flexible working, an employee must:

- Have 26 weeks continuous service
- Have not made a request to work flexibly in the previous 12 months

Procedure

The process must start by a written application to us to work flexibly. The application should be submitted as far in advance as possible

and provide clear information to us about the desired working pattern, including days, hours, times and preferred start date.

If necessary, the organisation will arrange a meeting with the employee to discuss the changes proposed, the effect of the proposed changes and any possible alternative work patterns that might suit. This will be considered within 3 months of receipt of the request.

The organisation will consider the request and will make a practical business assessment on whether and, if so, how it could be accommodated.

The organisation will notify you of the decision. If the request is accepted, we will write to you, notifying you of the agreed change, stating that this is a contractual variation, and confirming the date that the change will take effect. A written statement of the changes will be sent to you within 1 month of the start of the new flexible working pattern.

If the request is refused, a meeting will be organised at a time, date and location convenient to both parties. You may be accompanied at this meeting by a work colleague. You will be made aware of this prior to any meeting. You will also be notified of the right of appeal against the decision to refuse the flexible working request.

Refusing an Application

Requests can be refused if the employee in question is not eligible to make a flexible working request.

In all other cases, an employer can only refuse an application on the following grounds:

- The burden of additional costs
- Detrimental effect on ability to meet customer demand
- Inability to re-organise work among existing staff
- Detrimental impact on quality
- Detrimental impact on performance
- Insufficiency of work during the periods the employee proposes to work
- Planned structural changes

Appeal Process

Following changes made in June 2014, employees no longer have the right to appeal any decision regarding their flexible working request. However, we will allow an appeal to be made following a refusal to work flexibly. Any appeal should be concluded within 3 months from the receipt of the original request.

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Withdrawing the Application

We will consider an application as having been withdrawn if:

- An employee notifies us as such either verbally or in writing
- An employee fails to attend an arranged meeting or appeal hearing on more than one occasion.

In these circumstances the organisation will confirm the withdrawal to the employee in writing. Where an employee has withdrawn a flexible working request, he/she will not be entitled to make another flexible working request for 12 months.

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Discipline

Management are under a duty to establish standards of discipline; employees are entitled to expect fair, just and consistent treatment.

The primary objective of the disciplinary procedure is to ensure all cases of discipline are dealt with fairly and consistently, and where there has been a breach of discipline, to encourage an improvement in individual conduct or performance.

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Minor faults will be dealt with informally through counselling, support and supervision and training. However, in cases where informal discussion with the employee does not lead to an improvement in conduct or performance or where the matter is considered too serious to be classed as minor, for example, unauthorised absences, persistent poor time keeping, sub-standard work performance, etc. the disciplinary procedure will be used.

Principles

It is important that staff maintain high standards of conduct and it is organisational policy that if you are subject to disciplinary procedures:

- You should be told of the charges in advance of any disciplinary hearing

- You should only be subject to formal procedures if there is good reason and it has been identified that there is a case to answer following a thorough investigation
- The investigation and any sanctions ultimately imposed should be appropriate to the nature of the alleged offence
- Any sanctions should be demonstrably fair and consistent with previous actions in similar circumstances
- You have the right to be represented by a fellow employee or trade union representative during paid working hours at any formal stage of the procedure
- You have the right to appeal against any disciplinary action,

Authority to Exercise Disciplinary Powers

The Director has the authority to exercise disciplinary powers. However, on a day-to-day basis this power is delegated to managers. A decision to dismiss will only be taken after appropriate investigations and interviews have taken place, and after a disciplinary hearing has been concluded.

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Level of Misconduct

There are no codes which automatically assign particular sanctions to particular offences. Your line manager will take full account of the circumstances when deciding what sanctions to implement. The following is set out for guidance only and is by no means exhaustive.

Examples of misconduct might include:

- Bad timekeeping or unauthorised absence
- Neglecting to follow prescribed working procedures

- Failure to maintain appropriate standards of dress or personal hygiene
- Use of the email and internet systems for personal, social or recreational reasons during work time.

Particularly grave or persistent instances of the above might be viewed as serious misconduct. Alternatively, if there were powerful mitigating circumstances, an offence which would normally be serious misconduct might be regarded as misconduct

Serious misconduct might include:

- Persistent bad timekeeping or unauthorised absence
- Unsatisfactory standards or work output
- Bringing the organisation's name into disrepute including actions outside of work
- Rude, offensive or unacceptable behaviour to the people we support, colleagues or others
- Breaches of confidentiality

Particularly grave instances of the above might be viewed as gross misconduct. The most serious type of misconduct is gross misconduct. This may include:

- Fighting or assault at work
- Any form of financial abuse, theft, fraud, falsification or corruption
- Unauthorised possession or misuse of drugs or alcohol at work
- Breaches of health and safety procedures which have, or could have, led to serious loss, damage or injury

- Certain criminal offences
- Deliberately accessing internet sites containing pornographic, offensive or obscene material
- Serious insubordination
- Unlawful discrimination, bullying or harassment
- Bringing the organisation into serious disrepute
- Serious incapability at work brought on by alcohol or illegal drugs
- Causing loss, damage or injury through negligence
- A serious breach of confidentiality.

Criminal Offences

You must let your line manager know as soon as possible if you are arrested and refused bail, or convicted of any criminal offence. This also applies to traffic offences.

A criminal offence is not an automatic reason for dismissal. Each offence will be considered on its merits.

An offence will normally be of concern if:

- It is relevant to your duties as an employee
- It affects your working relationships with colleagues or third parties
- It may affect the reputation of the organisation in any way



For more information on Discipline, please refer to the specific organisational policy, on the website

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Grievances

Managers and staff are expected to make every effort to resolve grievances informally and managers will take a proactive approach to tackling grievances. However, if your grievance is not resolved at this stage, you may use the formal procedure outlined below.

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Informal Procedures

If you have any grievance, you should discuss with your line manager in the first instance, who will attempt to resolve the situation on an informal basis.

If you feel unable to approach your line manager directly, you should approach another manager or a more senior member of Beyond Limits or the Director, who will discuss with you, ways of dealing with the matter.

If attempts to resolve the matter informally do not work, it may be appropriate for you to raise a formal grievance under a formal procedure.

Formal Procedures

Where an employee has a grievance relating to any aspects of his or her employment, and the initial discussion with their line manager

has failed to resolve the grievance, he or she should set out their dissatisfaction, in writing, to a senior service leader/service leader within **7 WORKING DAYS**. They will ensure an investigation takes place and will attempt to resolve the matter within **15 WORKING DAYS**. While Beyond Limits will make every effort to settle any grievance within the time limits detailed in this procedure, this may not be possible on some occasions. If there is a delay, you will be informed about this and the nature of the delay.

If the grievance is in relation to a senior service leader or service leader the employee should address their grievance to the Director, who will appoint an appropriate person to handle the investigation.

Appeal against Outcome

If you are dissatisfied with a decision made regarding a grievance you have raised, you have the right of appeal. Whenever possible, the appeal will be dealt with by a different and more senior manager to the person who originally dealt with the grievance.

Your appeal must be made in writing within **7 WORKING DAYS**, stating the reasons for the appeal, to the individual identified in the decision letter.

The investigation will be undertaken by an appropriate person who will attempt to resolve it within a further **15 WORKING DAYS**.



For more information on Grievances, please refer to the specific organisational policy, on the website.

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Redundancy

Through careful forward planning it is the policy of Beyond Limits to ensure, as far as is possible, employment security for its staff.

However, it is recognised that there may be changes in competitive conditions, organisational requirements and technological developments that may affect required staffing levels. It is the aim of Beyond Limits to maintain the efficiency and profitability of the business, in order to safeguard current and future employment for its staff.

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The organisation will seek, through consultation as appropriate, to minimise the effect of redundancies on staffing levels. Where compulsory redundancy is unavoidable, the organisation will handle redundancy in the most fair, consistent and sympathetic manner possible, in order to minimise, as far as possible, any hardship that may be suffered by staff members concerned.

Having satisfied all sensible steps to minimise the need for redundancies, the organisation will implement the use of fair selection criteria for redundancy.

The following criteria may be taken into consideration when selecting for redundancy, although this is not exhaustive:

- Skills and experience of staff
- Qualifications
- The standard of work and performance
- Attendance records
- Disciplinary records
- Voluntary redundancies
- Cost of the role to the business
- Other job-related criteria

The organisation is committed to ensuring maximum fairness and consistency when selecting for redundancy. Where a choice of staff for redundancy exists, as opposed to a position occupied by just one person, the above criteria may be assessed, using a matrix to objectively compare potentially affected members of staff. Employees identified as at risk of redundancy will be consulted about the situation including any alternative job opportunities which may exist within the organisation.

Members of staff selected for redundancy will automatically receive the right to a reasonable amount of time off work to look for new employment or training opportunities. The organisation will work with other providers and organisations such as Job Centre Plus and local training businesses to support members of staff in this process.

In the event of redundancy, you will receive a letter showing your final payment and how it has been calculated. Standard organisational procedures provide the right of appeal in writing to the Director within 5 working days. The letter must state the grounds of appeal.

Handbook Confirmation

Please confirm the receipt of your handbook using the online form

<https://beyondlimitsforms.co.uk/starter-pack-forms/sp-handbook-confirmation-form/>

To view the form you may need the password provided to you during your induction.



We aim to change the face of services for good and provide tailored support to people who are vulnerable due to circumstance or disability, or at risk of exclusion.

(Mission Statement, Beyond Limits)



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