



# Totton & Eling Community Association Employee Handbook

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## 1) Employee Handbook

Version	Action	Date	Signed
DRAFT B	Created	09/07/2021	C D Compton
	Authorised		

## 2) Introduction

- a) This handbook contains general information, help and guidance and rules for employees.

## 3) General Conduct

- a) See [Code of Conduct.pdf](#)
- b) Breach of the code of professional conduct may result in disciplinary action up to and including dismissal.

## 4) Functions & Duties

- a) Employees are expected to present for work in a fit state in order to responsibly and appropriately conduct their duties.
- b) All employees are expected to participate and contribute positively to ensuring the CTC continues to meet legislative, regulatory, funding and other such obligations. This includes Quality Assurance, Operating Standards, Ratios and certification requirements. Staff are expected to participate fully in the CTC planning and reporting process.

## 5) Attendance & Punctuality

- a) All employees are expected to report for work punctually and to observe the normal hours of work laid down in their contract of employment.
- b) In respect of family emergencies, please see the section on Time Off for Dependants. You have no contractual or statutory right to be paid for time not worked due to lateness or unauthorised absence. Any payments made by the Association in such circumstances are done so in its absolute discretion. Failure to comply with the above rules and procedures without reasonable excuse and/or persistent poor timekeeping, are serious offences and will be dealt with in accordance with the Association's disciplinary procedure.

## 6) Confidentiality & Data Protection

- a) Totton & Eling Community Association has a responsibility to ensure that all private and personal information about employees, clients, customers, partner organisations, etc. is kept confidential.
- b) See <http://www.compark.co.uk/taeca/documents/DataProtectionPolicy.pdf>

## 7) Contract of Employment

- a) The Association reserves the right to review, revise, amend and/or replace the content of this handbook and introduce new policies



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from time to time to reflect the changing needs of the Association. Changes may be made unilaterally. Some sections of this handbook form part of the contracts of employment and changes will be assumed into your Contract of Employment. We will endeavour to advise employees of all changes, but employees are also responsible for ensuring that they are familiar with the employee handbook and the changes to it.

- b)** Your Written Statement of Terms and Conditions of Employment will give details regarding your specific position within the organisation and will provide information such as salary, probationary period, hours of work, overtime arrangements, holiday entitlement, eligibility for pension, the health scheme, sick pay arrangements and notice period at the date you were appointed. You will receive a Written Statement of Terms and Conditions of Employment within two months of starting work with the Association.

## **8) Criminal Background Disclosure (DBS Check)**

- a) Offer of employment with Totton & Eling Community Association is conditional upon, amongst other things, a DBS Check. As a new employee you will be asked to complete a DBS CHECK Form and to provide relevant documents to confirm identity, in order for the check to take place.

## **9) Dress & Appearance**

- a) The Association wishes to portray a professional business image to its clients and customers. As a result, it operates minimum standards of dress and appearance, which require you to dress in a manner that is suitable and appropriate to the Association's business and your job role. If your job requires you to wear protective clothing, it must be worn as appropriate and should be kept clean and in good repair.

## **10) Electronic & Telephonic Equipment**

- a) Employees will have access to computers at work for use in connection with the Association's business. Employees who are discovered unreasonably using the Association's computers for personal and/or private purposes will be dealt with under the Association's disciplinary procedure.

## **11) Equality & Diversity**

- a) Respect is one of Totton & Eling Community Association's core values. Totton & Eling Community Association serves people of different ages and genders and people from many racial, ethnic, and religious backgrounds. As such, our approach to equality and diversity forms part of the framework within which other policies, procedures and practices are developed and implemented.
- b) See <http://www.compark.co.uk/taeca/documents/Equality&DiversityPolicy.pdf>



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## **12) Expenses**

- a) You should always seek the prior approval of your line manager before incurring any other expenses.
- b) Reimbursement of actual expenses arising from work related activities may be claimed by the Association Treasurer.

## **13) Flexible Working**

- a) It is the Association's view that the promotion of flexible working arrangements increases employee engagement, performance and productivity, reduces stress and encourages staff retention by enabling employees to balance their work life with their other priorities.
- b) For more information, please see [Time off in lieu Policy](#)

## **14) Health & Safety**

- a) See [Health and Safety Policy](#)

## **15) Holidays (Paid Annual Leave)**

- a) The provisions relating to your entitlement to paid annual leave are set out in your terms and conditions (contract) of employment.

## **16) Insurance**

- a) Totton & Eling Community Association has comprehensive insurance cover which applies to all staff and volunteers whilst carrying out any activities organised by or on behalf of the Association.

## **17) Religious Holidays**

- a) Subject to complying with leave request requirements and the requirements of the Association's business, you will normally be allowed to use your annual leave entitlement to observe religious holidays.

## **18) Jury Service**

- a) Should you be called up for jury service or required to attend court to give evidence as a witness, you must notify your line manager as soon as possible. Time off work will normally be granted in these circumstances. You will be required to provide a copy of the court summons to support your request for time off work which will be granted wherever possible. Any payment of salary by the Association during this period is done so in its absolute discretion and will be subject to the deduction of any monies received from the court in respect of loss of earnings. You must therefore submit a claim to the court for loss of earnings and claim the full allowance available to you. The paperwork must then be submitted to the Association Treasurer so that the appropriate adjustments can be made to your pay. If on any day on which you attend court you are told that your services are not required, you must then return to work and report to your line manager before starting work.



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## **19) Public Duties & Statutory Entitlements**

- a)** Employees are entitled to reasonable time off for the following purposes covered by statutory legislation: Paid leave for:
  - i)** Ante natal care (See Maternity section)
  - ii)** Carrying out duties or undergoing training as a safety representative or employee representative
  - iii)** Carrying out duties or undergoing appropriate training as a trustee of an occupational pension scheme
  - iv)** Looking for another job or arranging training for future employment when under notice of redundancy (see Redundancy section)
- b)** Reasonable unpaid leave for:
  - i)** Employees who hold certain public duties e.g. school governors, JPs

## **20) Membership of The Reserved Armed Forces**

- a)** We are keen to support those who are members of the Reserve Armed Forces and will grant up to 2 weeks additional paid leave each leave year to attend the 2 consecutive weeks of compulsory training. This leave should be booked in the same way as annual leave and wherever possible. For more information about the leave and what happens if a Reservist is mobilised please see the Reserve Forces Policy.

## **21) Medical Appointments**

- a)** Appointments with doctors, dentists and other medical practitioners should, as far as reasonably practicable, be made outside of your normal hours of work or with the minimum disruption to the working day (i.e. made at the beginning or end of the working day). Unless there are exceptional circumstances, no more than two hours should be taken off work for any one appointment. You have no contractual or statutory right to be paid for absences relating to attendance at medical appointments. Any payment of salary during attendance at such appointments is made at the absolute discretion of the Association.

## **22) Compassionate Leave**

- a)** You have a statutory right to time off to deal with a family emergency (see Time Off for Dependants section). There is no contractual or statutory entitlement to be paid for absences relating to compassionate leave, so any payment of salary during such leave is made at the absolute discretion of the Association. However, the Association wishes to be supportive so in any one leave year, you are eligible for up to three days paid compassionate leave (pro rata if part time).

## **23) Special Unpaid Leave**



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- a) The Association may, in certain circumstances, consider requests for special unpaid leave, for example, for the purposes of education, family responsibilities or for personal reasons. However, the Association expects you to use your paid annual leave first. Otherwise, any further time off for special reasons will only be granted at the absolute discretion of the Association.

### **24) Maternity**

- a) Totton & Eling Community Association has adopted the statutory maternity leave and pay regulations.

### **25) Parental Leave** The Association implements the parental leave rights set out in legislation.

### **26) Shared Parental Leave**

- a) Shared Parental Leave (SPL) allows parents of babies born or children placed for adoption on or after 5 April 2015 the opportunity and flexibility to share the care of their child during the first 12 months.

### **27) Pensions (Sue/Paul needs to edit this)**

- a) We started pension auto enrolment on 1 April 2014. Pension auto enrolment is a government initiative to encourage everyone to save for their retirement and anyone who meets certain specified criteria has to be enrolled into a pension scheme. Royal London provide our pension and we have an external Financial Advisor to support our employees. New employees with Totton & Eling Community Association are automatically enrolled into the pension scheme three months after starting employment with us if aged 22 or over, are under the State Retirement Age and earn more an annual limit set by the Government. Eligible staff can choose to join before the three months and, even if they don't meet all the criteria, they may still be able to join the scheme. As we operate our pension under a salary sacrifice scheme this effectively varies the contract of employment as you are giving up an element of your pay for a non-cash benefit i.e. membership of and contribution to our pension scheme. Remaining in the scheme once you are enrolled or opting to join the scheme confirms agreement to the variation to your contract of employment. After joining the scheme you are be sent a letter from HR confirming the variation and explaining more about salary sacrifice. For more information, Contact HR.

### **28) Public & Bank Holidays**

- a) The following eight annual Public/Bank holidays are recognised by the Association (in occurrence order):
  - i) Good Friday
  - ii) Easter Monday
  - iii) May Bank Holiday



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- iv) Spring Bank Holiday
- v) August Bank Holiday
- vi) Christmas Day
- vii) Boxing Day
- viii) New Year's Day

## **29) Redundancy**

- a) It is the intention of Totton & Eling Community Association to offer security of employment, but circumstances may arise, which necessitate reductions in staffing levels leading to a situation of redundancy. Full and very careful consideration is given to all situations which could lead to redundancies and it is hoped that good management and planning, both in the long and short term, can avoid these situations. However, in some circumstances, redundancies may be unavoidable. Totton & Eling Community Association will consult with staff on situations which could lead to redundancies before decisions are taken, so that all options may be fully considered. In the event that redundancies are unavoidable, Totton & Eling Community Association will apply appropriate selection criteria in a fair and reasonable manner. Whilst the Association will aim to keep the number of compulsory redundancies to a minimum, the overriding consideration will always be the needs of the Association. In the calculation of redundancy payments, Totton & Eling Community Association applies the statutory requirements. Should the need to make an employee redundant the Totton & Eling Community Association will take no action until they have gained the advice of an employment law expert.

## **30) Resignation**

- a) Should you decide to leave the Association, written notice of your resignation must be given to the Chairperson. The amount of notice you are required to give to terminate your employment is set out in your terms and conditions of employment and for the majority of staff this will be a minimum of one calendar month's notice. Wherever possible all accrued annual leave should be taken during your notice period as agreed with your line manager. An early leaving date may be mutually agreed, at the discretion the Chairperson and subject to the requirements of the Association's business. For the majority of staff who resign, the Chairperson will also invite you to attend an exit interview which gives the Association the opportunity to gather information about your time with the Association etc. On your last day of work (or on a day arranged by the Chairperson) it will be necessary for you to return to the Association any items of Association property which are in



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your possession, such as clothing, equipment, keys, fob, phone and security codes, laptop etc.

## **31) Salaries & Pay**

- a) Salary is payable calendar monthly in twelve equal payments by credit transfer. All employees/workers are required to have a bank account that these credit payments can be made into. Cash or cheque payment of salary cannot be made. Salaries are paid on the 18th of each month (or the last working day prior to this if the 18th falls on a weekend or a bank holiday) and cover your basic salary for the whole of the month in which it is paid. Overtime payments, sick pay adjustments, etc., are normally paid a month in arrears. Relief/casual workers are paid a month in arrears for all work undertaken.

## **32) Sickness Absence**

- a) The Association has an Occupational Sick Pay (OSP) Scheme to cover genuine sickness absence which has been correctly reported and certified. The arrangements are:
  - i) First year of employment with Totton & Eling Community Association - 1 week full pay then Statutory Sick Pay (SSP) only (if eligible)
  - ii) Second year of employment with Totton & Eling Community Association - 3 weeks full pay then SSP only (if eligible)
  - iii) Third – fifth year of employment with Totton & Eling Community Association - 4 weeks full pay, 2 weeks half pay then SSP only (if eligible)
  - iv) Over five years employment with Totton & Eling Community Association 8 weeks full pay, 4 weeks half pay then SSP only (if eligible)
- b) During periods when both OSP and SSP are payable the payment will consist of the SSP payment plus OSP to bring the salary up to full pay or half pay as appropriate. If the absence is not properly reported or appropriate certification is not produced, then sick pay (including SSP as appropriate) will not be paid. The Association reserves the right to amend sick pay arrangements and will inform employees of changes. On the first day of sickness absence, employees must contact the Chairperson at the earliest possible opportunity preferably before the normal start time and certainly no later than two hours after. Employees working shifts must contact the Chairperson before their shift is due to start as cover may need to be arranged. Employees must give details of the nature of the illness and, if possible, an indication of when they think they will be fit to return to work. Once an employee knows when they may be returning to work they must let the Chairperson know.



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### **33) Wellbeing At Work**

- a) The Association recognises that its employees are its most important asset and is committed to providing the support and assistance necessary to enable its employees to undertake their job duties in an environment that positively supports their wellbeing wherever possible. The Association's aim is to ensure employees' health and safety at work and ensure that they are not subjected to excessive workloads, onerous working practices, or a detrimental work environment.

### **34) Violence**

- a) Totton & Eling Community Association will not tolerate instances of violence at work, on Totton & Eling Community Association premises or whilst off site and engaging in work on behalf of the Association. Anyone believed to be involved in acts of violence will be subject to disciplinary action, in accordance with the disciplinary policy and procedures.

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### **36) Whistle Blowing (Disclosures In The Public Interest)**

- a) Totton & Eling Community Association is committed to the highest possible standards of openness, honesty and accountability. If you as an employee have serious concerns about any aspects of our work we want to encourage you to come forward and raise those concerns. Our [Whistle Blowing Procedure](#) gives further advice and information.

### **37) Alcohol & Drugs**

- a) Employees who drink excessively, abuse over the counter or prescribed drugs, use NPS's or take illegal drugs will be subject to disciplinary action.