

St Michael's Family Centre

Registered as a Charity

OfSTED Registration number EY 411778 Saddlebow Road

OfSTED Registration number EY 399923 Church Lane

OfSTED Registration number EY 2673202 Terrington St Clement

Policies and Procedures

Related to:

Staffing and expectations of staff



Saddlebow Road, Church Lane and
Terrington st Clement

St Michael's Family Centre Staffing and employment policy

(EYFS welfare requirement Suitable people)

Statement of intent:

'St Michael's Family Centre is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment'

We provide a high staffing ratio to ensure that children have sufficient individual attention and to guarantee care and education of a high quality. Our staff are appropriately qualified and are checked for criminal records through the Disclosure and Barring Service in accordance with EYFS / OfSTED's requirements.

Aims

To ensure that children and their parents are offered high quality care and education.

Methods

- To meet this aim we generally use the following ratios of adult to child:

- Children under two years of age:	1 adult: 3 children
- Children aged two-three years of age:	1 adult: 4 children
- Children aged three - seven years of age:	1 adult: 8 children
- A minimum of two staff/adults are on duty at any one time.
- We use a key worker system to ensure that each child and each family has a particular member of staff for discussion and consultation.
- We hold regular staff meetings to undertake curriculum planning and to discuss children's progress, their achievements and any difficulties, which may arise from time to time.
- We work towards offering equality of opportunity by using non-discriminatory procedures for staff recruitment and selection.
- All staff have job descriptions, which set out their roles and responsibilities.
- We welcome applications from all sections of the community. Applicants will be considered on the basis of their suitability for the post, regardless of marital status, age, gender, culture, religious belief, ethnic origin, sexual orientation or offending background. We will not place applicants at a disadvantage imposing conditions or requirements, which are not justifiable.
- Our centre lead manager and EYP hold a relevant level 6 childcare qualification and a minimum of half of our staff hold level 3 childcare qualifications.
- We provide regular in-service training to all staff whether paid staff or volunteers.
- Our budget allocates resources to training to ensure that staff are kept fully updated in all matters related to childcare and early education.

- We provide staff induction training in the first week of employment. This induction includes our Health and Safety Policy and Procedures and Child Protection Policy and Procedures. Other policies and procedures will be introduced within an induction plan.
- We support the work of our staff by holding regular supervision meetings and appraisals.
- We are committed to recruiting, appointing and employing staff in accordance with all relevant legislation and best practice.
- We use EYFS / OfSTED guidance on obtaining references and criminal record checks through the Disclosure and Barring Service for staff and volunteers who will have substantial access to children.
- Staff are required to register with the Childcare register as appropriate

Staff are provided with details on the use of Social net-working sites to include the need to maintain a professional code of conduct which includes not discussing any issues related to work / children / families on such site – disciplinary action will be taken for any misuse of such sites.

Recruitment of Ex-offenders:

As an organisation using the DBS Disclosure serves to assess applicant's suitability for positions of trust, St Michael's Family Centre complies fully with the DBS code of practice and undertakes to treat all applicants for positions fairly. It undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of a conviction or other information revealed.

St Michaels Family Centre is committed to the fair treatment of all its staff, potential staff or users of its service, regardless of age, race, gender, physical/mental disability or offending background.

We have this written policy on the recruitment of ex-offenders, which is made available to all Disclosure applicants at the outset of the recruitment process.

We actively promote equality of opportunity for all with the right mix of talents, skills and potential and welcome applicants from a wide range of candidates, including those with criminal records. We select all candidates for interview based on their skills, qualifications and experience.

- A Disclosure is only requested after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a Disclosure is required, all application forms, job adverts and recruitment briefs will contain a statement that a Disclosure will be required in the event of the individual being offered the position.

- Where a Disclosure is to form part of the recruitment process, we encourage all applicants called for interview to provide details of their criminal records at an early stage in the application process. We request this information is sent under separate, confidential cover, to a designated person within St Michaels Family Centre and we guarantee that this information will only be seen by those who need to see it as part of the recruitment process.
- Unless the nature of the position allows St Michael's Family Centre to ask questions about your entire criminal record, we only ask about unspent convictions as defined in the rehabilitation of offender's act 1974.
- We ensure that those in St Michael's Family Centre who are involved in the recruitment process have been suitability trained to identify and assess the relevance and circumstances of offences. We also ensure they have received appropriate guidance and training in the relevant legislation relating to the employment of ex-offenders, e.g. the Rehabilitation of Offenders Act.
- At interview, or in a separate discussion, we ensure that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of an offer of employment.
- We make every person that is required to have a DBS Disclosure aware of the existence of the EYFS Statutory guidance and DBS Code of Practice and give details of where to get a copy.
- We undertake to discuss any matter revealed in a Disclosure with the person seeking the position before withdrawing a conditional offer of employment.
- Having a criminal record may not necessarily bar you from working with us. This will depend on the nature of the position and the circumstances and background of your offence.
- We follow the guidelines of the vetting and barring board and all staff will be subject to checks through the vetting and barring data base.
- All staff will be required to register on the Childcare register as workers within the family centre.

Secure Storage, Handling, Use, Retention and Disposal of Disclosures and Disclosures Information.

As an organisation using the DBS Disclosure service to help assess the suitability of applicants for positions of trust, St Michael's Family Centre complies fully with the DBS Code of Practice regarding the correct handling, use, storage, retention and disposal of Disclosures and Disclosures information. It also complies fully with its obligations under the Data Protection Act, and other relevant legislation pertaining to the safe handling, use, storage, retention and disposal of Disclosure information and has this written policy on these matters, which is available to those who wish to read it on request.

- **Storage and access:** Disclosure information is kept securely, in a lockable, non-portable storage container with access strictly controlled and limited to those who are entitled to see it as part of their duties this would normally be the chair of the committee, manager or appointed deputy.
- **Handling:** In accordance with Section 124 of the Police Act 1997, Disclosure information is only passed to those who are authorised to receive it in the course of their duties. We maintain a record of all those to whom Disclosures or Disclosure information has been revealed and it is a criminal offence to pass this information to anyone who is not entitled to receive it.
- **Usage:** Disclosure information is only used for the specific purpose for which it was requested and for which the applicant's full consent has been given.
- **Retention:** Once the recruitment (or other relevant) decision has been made, we do not keep Disclosure information for any longer than is necessary. This is generally for a period of up to 6 months, to allow for the consideration and resolution of any disputes or complaints. If, in the very exceptional circumstances, it is considered necessary to keep Disclosure information for longer than 6 months, we will consult the DBS about this and will give full considerations to the data protection and human rights of the individual before doing so. Throughout this time, the usual conditions regarding the safe storage and strictly controlled access will prevail.
- **Disposal:** Once the retention period has elapsed, we will ensure that any Disclosure information is immediately destroyed by secure means, e.g. shredding, pulping or burning. While awaiting destruction, Disclosure information will not be kept in any insecure receptacle (e.g. waste bin or confidential waste sack). We will not keep any photos or other image of the Disclosure or any copy or representation of the contents of a Disclosure. However, notwithstanding the above, we may keep a record of the date of issue of the Disclosure, the name of the subject, the type of Disclosure requested, the position for which the Disclosure was requested, the unique reference number of the Disclosure and the details of the recruitment decision taken.

Appendix 1, 2, 3, 4, 5, 6, 7 and 8 form an integrated component of the staffing and employment policy

Also refer to the Lone working protocols as part of the Health and safety policy and the Child Protection / Safeguarding policy

Appendix 1 (Staffing and employment policy):

Standard for Conduct Expected from the St Michael's Family Centre Staff

Statement of intent:

The St Michael's Family Centre expects its staff (including temporary staff, volunteers, contractor or consultant staff) to be scrupulously impartial and honest in all affairs relating to the Centre and their job within it. All staff also bears a responsibility as employees to act as ambassadors for the Centre in terms of their general conduct both within and outside the organisation. This policy outlines the responsibilities of staff working for the Centre.

Methods:

The duties of an employee are embodied in Common Law and built on by Statute e.g. the Equality Act 2010, The Health and Safety at Work Act 1974, The Prevention of Corruption Acts 1906 and 1916 etc.

Under Common Law the duties of an employee are as follows:

- to be ready and willing to work;
- to offer their services personally: for example, must not subcontract the work for which they are employed;
- to take reasonable care in the exercise of that service, including the duty to be competent at work and to take care of the Centre's property;
- to not wilfully disrupt the Centre's business;
- to obey reasonable orders as to the time, place, nature and method of service;
- to work only for the centre in the Centre's time;
- in general, to be of good faith and do nothing to destroy the trust and confidence necessary for employment;
- to account for all benefits – monetary or in kind - received in the course of employment;
- to not give or receive bribes or otherwise act corruptly
- to indemnify the employer for loss caused by the employee.

United Kingdom Statute places further responsibilities on individual employees in regards to their own behaviour and their behaviour towards other employees.

- **Bribery and Other Corrupt Behaviour**

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

If an employee bribes (or attempts to bribe) another person, this will be considered gross misconduct. Similarly accepting or allowing another person to accept a bribe will be considered gross misconduct. In these circumstances the employee will be subject to formal investigation under the Centre's disciplinary procedures, and disciplinary action up to and including dismissal may be applied.

- **Gifts and Hospitality**

In addition to the duties placed on employees by Civil and Statute Law. The Family Centre requires its employees to ensure that gifts and hospitality offered by suppliers and potential suppliers of goods and services to the Company are declined. This applies whether the gifts or hospitality are offered within, or outside normal working hours. The only exceptions to this are trivial gifts with a nominal

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value of less than £15 such as a diary, chocolates or mugs can be accepted. All other gifts must be politely refused or, if received through the post, returned to the donor with a suitably worded signed letter.

- **Transaction of Private Business**

Employees having official dealings with contractors and other suppliers of goods or services must avoid transacting any kind of private business with them by any means other than the Company's normal commercial channels. No favour or preferences as regards price, service or otherwise, which is not generally available, should be sought or accepted.

- **Visits to Conferences, Demonstrations etc.**

The Family Centre intends that when it is necessary for employees to visit conferences, demonstrations and similar occasions, it should generally bear the travelling and subsistence expenses itself.

- **Identification**

Employees should wear or carry their identity badges whilst carrying out their duties on behalf of the Family Centre.

- **Confidentiality**

At all times confidentiality must be maintained. No information can be released to unauthorised persons or organisations without prior consent, (note EYFS guidelines on safeguarding to be maintained)

If doubt exists as to the validity of an organisation or individuals to receive information, this must be checked with the Centre leader.

- **Personal Relationships**

If a personal relationship between two employees develops within the working environment, the onus is on the senior employee concerned to bring this to the attention of his or her manager to confirm that there is no conflict of interest, and that this is not likely to arise. The Family Centre reserves the right to move one of the employees concerned if it deems it necessary to do so.

- **Outside Interests and Employment**

Outside interests include directorships, ownership, part ownership or material shareholdings in companies, business or consultancies likely to seek to do business with the Family Centre. These should be declared to the individual's line manager as should the interests of a spouse / partner or close relative.

- **Political and civic activities**

It is not the intention of St Michael's Family Centre, or this policy, to dissuade employees from participating actively in public duties. It is important, however, that by doing so there is no suggestion to a third party that the employee is acting on behalf of, or with the support of, the Centre. To avoid any misunderstanding, no employee should permit his or her affiliation to be noted in any outside organisation's materials or activities without the express written approval of the Centre leader.

- **General Conduct**

When working directly with children, practitioners must not be under the influence of alcohol or any substance which may affect their ability to care for children. Providers must ensure that where practitioners are taking medication which may affect their ability to care for children those practitioners seek advice. Furthermore, providers must then ensure that those practitioners only work directly with children if medical advice confirms that the medication is unlikely to impair that staff member's ability to look after children

properly. (Specific legal requirement – Alcohol/other substances, Statutory Framework for the Early Years Foundation Stage).

- Employees should at all times conduct themselves in such a way as to enhance the reputation of the Centre.
- The St Michael's Family Centre will support employees who become aware of and are willing to report breaches of this policy or who genuinely believe that a breach is occurring, has occurred or is likely to occur within the Centre. Employees should raise the issue internally with the centre leader in accordance with the Centre's Policy on Disclosing Information ('Whistleblowing').

These standards of conduct are intended to underpin and clarify standards required by the St Michael's Family Centre of its employees and form a fundamental part of the employment contract. Staff who fails to comply with the guidance detailed in this Policy could be subject, following full investigation, to disciplinary action up to and including dismissal. If through their actions or omissions staff are found to be in contravention of either this Policy or, indeed, their legal responsibilities then the Centre reserves the right to take legal action if it deems it to be necessary to do so.

Appendix 2 (Staffing and employment policy)

St Michael's Family Centre Conflict of Interest Policy

I. Purpose

The purpose of this policy is to protect the interests of St Michael's Family Centre. In the regular course of its business, members and employees of St Michael's Family Centre may have the opportunity to advance their own personal interests with or against the interests of St Michael's Family Centre. Acting in such a manner is unacceptable and any person or party who acts outside of St Michael's Family Centre's best interest may be subject to disciplinary action.

This policy outlines the rules regarding conflict of interest and the responsibilities of employees and the committee members of Charity in resolving any such discrepancies.

The relationship of the Charity with its employees and committee members is based on mutual trust. As the Charity is committed to preserve the interests of its employees and users, it therefore expects them to act only towards the Charity interests.

Conflict of interest may occur whenever an employee's or committee members interest in a particular subject may lead them to actions, activities or relationships that undermine the Charity and or disadvantage the Charity.

What is an employee conflict of interest?

This situation may take many different forms that include, but are not limited to:
Employees' using their position with the Charity to their personal advantage

- Employees engaging in activities that will bring direct or indirect profit to a competitor
- Employees owning shares of a competitor's company
- Employees using connections obtained through the Charity for their own private purposes
- Employees being in personal relationships with other members of the Charity i.e. other staff or service users
- Employees using Charity equipment or means to support an external business
- Employees acting in ways that may compromise the Charity's legality (e.g. taking bribes or bribing representatives of legal authorities)

Should a potential conflict of interest, occur it should be addressed and resolved before any actual damage is done. Therefore, when an employee understands or suspects that a conflict of interest exists, they should bring this matter to the attention of management so corrective actions may be taken. Supervisors must also monitor any potential conflict of interests of their subordinates and take, action as needed in keeping with this policy.

II. Definitions

- a. Employee – any person who is employed by St Michael's Family Centre in a part or full-time capacity and in accordance with employment laws.

- b. Member – committee member, stakeholder, contractor or other third-party that is in the position to act on behalf of St Michael's Family Centre.
- c. Financial Interest – The interest that any individual may have in the monetary transactions of St Michael's Family Centre. In particular, any interest that could have a direct bearing on the financial gain/loss of said individual.

III. Procedure

a. Duty to disclose

Every, employee/member of St Michael's Family Centre is obligated to disclose any known or potential conflicts of interest as soon as they arise. Failure to do so could result in termination of employment or removal from the Charity.

b. Investigating potential conflicts

When, a possible conflict of interest arises, the committee will collect the pertinent information and may question any concerned parties. If the members determines that a conflict exists, steps will be taken to address to conflict. If no conflict exists, the inquiry may be documented but no further action will be taken.

c. Addressing conflicts of interest

When, an actual conflict of interest is found, any transactions that may have been affected will be reviewed retroactively. Affected parties both within and outside of the Charity, including clients, committee members, employees, and contractors will be notified. An investigation will also be conducted by the committee to determine the extent of the conflict and the intentions of the parties involved.

If the conflict in question involves a member or members of the committee, such a member will be excused from the deliberations until such time as the investigation has been completed.

d. Disciplinary action

As all conflicts of interest will be reviewed on a case-by-case basis, a review may result in disciplinary action. The committee members has full discretion to deem what disciplinary action is both fitting and necessary, including suspension and/or termination of employment/involvement in the Charity.

IV. Acknowledgement

The employee/person named below understands the procedure for conflicts of interest with St Michael's Family Centre, including their duty to disclose any known or potential conflicts.

Furthermore, the employee/person agrees to abide by the procedures outlined in this policy for the duration of their professional relationship with St Michael's Family Centre.

Employee Name

Date

Signature

Appendix 3 (Staffing and employment policy):

Social Networking Policy

Use of Social media sites

Social media is the term commonly given to websites or online tools that build and maintain community engagement examples may include Face book, MSN, Twitter, BB Messenger, Blogging.

It is never appropriate for adults to name or otherwise identify any child or family that they work with on any such social networking site this includes posting pictures or comments about a child or family that they work with.

Statement of intent:

The internet provides a number of benefits in which the setting may wish to use and participate in, access online encyclopaedias such as Wikipedia, make equipment orders online or pay outstanding invoices.

However, when someone clearly identifies their association with the St Michael's Family Centre and/or discuss their work they are expected to behave appropriately when on the internet, and in ways that are consistent with the values, policies and procedures of the St Michael's Family Centre. The settings reputation is crucial and parents/carers and other outside professionals must be able to trust that the setting operates to a robust ethical standard.

Methods:

All persons associated with the St Michael's Family Centre this includes staff, students, volunteers and parents:

- Should not use the internet in any way to attack or abuse colleagues or any other person
- Should not post derogatory or offensive comments on the internet relating to staff, children, parents/carers, volunteers, students and others.
- Should not post pictures taken at the setting with images of the children who attend any of the groups or activities.
- Should not discuss the settings daily operation in anyway as this is a breach of the settings confidentiality policy.

All networking sites allow photographs, videos and comments to be shared with thousands of others users. Work related information should never be shared this way. Staff or others who are found to have breached this policy by posting offensive comments may be brought to the Management Group to face possible disciplinary procedures as these comments could be seen to amount to cyber-bullying. If such actions breach their employers own policies disciplinary action may be taken.

I _____ agree to abide by this policy and accept that if I do not follow the guidelines within this policy, action may be taken against me which may result in me being excluded from St. Michael's Family Centre group or activities.

Signed:

Date:

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Appendix 4 (Staffing and employment policy)

DECLARATION OF PECUNIARY AND PERSONAL INTERESTS

Name: _____

Charity: ST Michael's Family Centre (Registered Charity No: 1102811)

I declare as a member of the above-named Charity that I hold the following personal and/or pecuniary interest(s) (if none please state 'none'):

Pecuniary interests	Please provide details of the interest <i>Name and nature of the business, nature of the interest, date the interest began</i>
Current employment	
Businesses (of which I am a partner or sole proprietor)	
Company directorships – details of all companies of which I am a director	
Charity trusteeships – details of all charities of which I am a trustee	
Membership of professional bodies, membership organisations, public bodies or special interest groups of which I am a member and have a position of general control or management	
Gifts or hospitality offered to me by external bodies while acting in my position/trustee and whether this was declined or accepted in the last 12 months	

Contracts offered by me for the supply of goods and/or services to the Charity	
Any other conflict	
I agree to and abide by all of the policies within the Staffing & Expectations of Staff	

Personal interests	Name	Relationship to me	Organisation	Nature of the interest
Immediate family/ close connections (see guidance notes)				
Company directorships or trusteeships of family/close connections				

If you are a trustee of any other charity and/or organisation, please provide details below:

Name of Organisation: _____

Position held: _____

Date appointed/elected to post: _____

Date of termination to post if applicable: _____

To the best of my knowledge the information supplied above is correct and complete. I understand that it is my responsibility to declare any conflict of interest/loyalty, business or personal that relates directly or indirectly, to myself or any relation in any contract, proposed contract or other matter when present at a meeting at the charity where such contract or matter comes under consideration. I understand that I must withdraw from any meeting during the discussion of such contract or matter and must not vote in respect of it.

I agree to review and update this declaration annually and give consent for the information provided to be published on the charity website in accordance with statutory regulations and best practice.

Signed: _____ **Date:** _____

Please return this form to St Michael's Family Centre Office

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GUIDANCE NOTES FOR THE COMPLETION OF THE DECLARATION OF PECUNIARY AND PERSONAL INTERESTS FORM

Committee members/employees have a legal duty to act only in the best interests of the St Michael's Charity. Where a situation arises in which they cannot do this due to a personal interest they have, steps should be taken to identify, prevent and record the conflict. This ensures committee members/employees are acting in the best interests of the Charity.

In the declaration, you must provide details relating to:

- Your ownership or partnership of a company or organisation which may be used by the trust/charity to provide goods or services;
- Goods or services you offer which may be used by the Charity;
- Any close relation you have to someone who satisfies either of the above;
- Any close relationship you have to someone who is employed or a service user in the Charity.

A close relationship is defined a close member of the family, or member of the same household, who may be expected to influence, or be influenced by, the person. This includes, but is not limited to, a child, parent, spouse or civil partner.

Declaring your conflicts of interest is a legal requirement within the School Governance (Roles, Procedures and Allowances) (England) Regulations 2013. However, making an annual declaration does not remove your requirement to make an oral disclosure of the interest and temporarily leave the meeting, where the interest is relevant to something being discussed.

Pecuniary interests

Generally, members should not participate in any discussions in which they may directly or indirectly benefit from a pecuniary interest, except where the relevant authority has authorised this i.e. legislation related to the Charity. A direct benefit refers to any personal financial benefit and an indirect benefit refers to any financial benefit you may have by virtue of a relationship to someone who stands to gain from a decision of the governing board. Both direct and indirect interests must be declared.

Non-pecuniary interests (Conflicts of loyalty)

There may be a non-pecuniary interest whereby the member does not stand to gain any benefit but a declaration should still be made. For example, this might be where a member has a family member working in the Charity. While the member might not benefit personally, their judgment could be impaired if something was brought up that would affect the family member.

Handling the conflict

The governing board must make a decision as to whether or not they should take steps to remove the conflict by:

- Not pursuing the course of action it relates to; or
- Proceeding with it in an alternative way which does not give rise to conflict; or
- Not appointing the member in question or seeking to secure their resignation.

In the minutes of the meeting, the following should be recorded:

- The nature of the conflict;
- Which member(s) it relates to;
- Whether a declaration was made in advance of the meeting;
- A brief overview of what was discussed;
- Whether the member(s) withdrew from the meeting;
- How the members made the decision in the best interests of the Charity.

The register should be reviewed annually by the governing body but any new interest or ceased interest, should be reported as and when they occur. Upon completion, this signed form should be given to the administrator whose responsibility it is to keep a register of all interests and review it annually.

Charities must publish on their websites relevant business and pecuniary interests of members and Trustees.

The Charity Commission has produced [guidance on dealing with conflicts of interests](#) which may be useful.

Appendix 6: (staffing and employment policy)

St Michael's Family Centre Grievance Procedure

In the unlikely event of a complaint being made against a member of staff, the following procedure will be followed.

Staff member will be informed that a complaint has been made and an initial meeting agreed to discuss the complaint made. (If required the staff member can bring along another member of staff of their choice).

This is the first step in the disciplinary process which will be to discuss the conduct or performance in question and inform the staff member of possible sanctions.

The line manager will explain what will happen if there are future problems or if performance does not improve. If the problem is performance related, the employee's manager will explain what the employee must do in order to improve.

The outcome of the meeting may be any of the following

- No further action to be taken;
- An oral warning. This will be noted in the employees work records;
- A written warning. A note of this will be placed with the employees work records, where it will remain for six months.
- A final written warning;
- Referral of the matter to senior management to consider termination.

If a referral to consider termination of employment is made, the employee will be informed in writing of the date of the hearing, the allegations against them, and the possible disciplinary sanctions that may be taken within seven days of the referral being made. The date of the hearing will, as far as is possible, be not more than 14 days from the notice being given.

If gross misconduct is suspected, the employee will be suspended on full, part or no pay – depending on the offence – while the matter is investigated by a panel comprising of members of the settings senior management team. Any such investigations will take place wherever possible within 21 working days of the employee's suspension.

Following the investigation the panel may decide on the following –

- a) to terminate the contract;
- b) to impose disciplinary sanction;
- c) to take no further action

In all cases the employee has the right of appeal to a panel of senior management. Except in cases where it is not possible, the person who hears the appeal will not be the person who took the original decision.

The employee must give notice in writing of their intention to appeal, stating the grounds for the appeal, within seven working days of the decision being made.

An appeal will be heard, wherever possible, within 14 days of the employees notice being given. The appeal may confirm, alter or reject the original decision.

The employee has the right to be accompanied to this hearing (as per first paragraph).

The following are examples of the type of behaviour that could be deemed gross misconduct (this is not an exhaustive list) –

- ❖ Racist or sexist behaviour
- ❖ Racial or sexual harassment
- ❖ Drunkenness
- ❖ Drug Taking
- ❖ Violence to children or adults
- ❖ Dishonesty
- ❖ Bullying to children or adults
- ❖ Persistent failure to comply with reasonable requests or instructions of management
- ❖ Bringing the organisation into disrepute
- ❖ Allegation of Child abuse.

Grievance procedure

- Any grievance should be settled fairly and quickly. The procedure is intended to be simple and clear to understand, it should be set in motion quickly.
- If an employee is dissatisfied s/he will have the opportunity for prompt discussion with their immediate line manager. If the grievance persists, a management panel should be set up for the purpose of further discussion, at which the employee may, if s/he wishes, be accompanied by a colleague.
- There will be a right of appeal, at this level the employee may also be accompanied by a colleague or trade union representative.

Appendix 7: (staffing and employment policy)

St Michael's Family Centre policy and procedure for Staff Review /Supervision and Appraisal policy (EYFS statutory framework)

Statement of intent:

High quality performance management is one of the most important elements in ensuring positive outcomes for children and their families. It also has a crucial role to play in the development, retention and motivation of the early years and childcare workforce. As such, supervision and appraisal meetings are now a Statutory Safeguarding and Welfare Requirement of the Early Years Foundation Stage.

In accordance with the revised Statutory Framework for the Early Years Foundation Stage staff supervision is a requirement for providers under Section 3 – The Safeguarding and Welfare Requirements Clauses 3.19 and 3.20 as follows:

3.19: Providers must put appropriate arrangements in place for the supervision of staff who have contact with children and families. Effective supervision provides support, coaching and training for the practitioner and promotes the interests of children. Supervision should foster a culture of mutual support, teamwork and continuous improvement which encourages the confidential discussion of sensitive issues.

3.20: Staff review / Supervision should provide opportunities for staff to:

- Discuss any issues – particularly concerning children's development or well-being.
- Identify solutions to address issues as they arise; and
- Receive coaching to improve their personal effectiveness

(Statutory Framework for the Early Years Foundation Stage)

Aim:

Purpose of Review / supervision meetings

Staff review / supervision is a means to ensure staff are clear about what their job is, what the family centre wants them to do, as well as to raise any safeguarding concerns about particular children and to be supported to do their job well. The meeting gives parties the opportunity to evaluate and review workloads and performance so that learning and development can take place and to identify performance shortfalls, encourage and motivate staff and initiate training, support and /or coaching.

Staff review and supervision does not replace the annual staff appraisals. All review /supervision and appraisal meetings are a two-way discussion between a staff member and the relevant senior person or leader. For these meetings to be effective, each person must take equal responsibility for ensuring effective communication, co-operation and recognition for the value of the review / supervision and appraisals.

Method: The member of staff can expect:

- To receive effective and sensitive feedback.
- To be treated in an anti-discriminatory manner.
- To have their own feelings and opinions recognised.
- To be listened to.

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Responsibilities:

The Centre lead is responsible for ensuring that a system is in place for the regular staff review / supervision and that meetings are conducted with every member of staff. Under normal circumstances routine staff review / supervisions would be completed by the senior EYP whereas annual staff reviews are completed by the Centre leader. The aim is of this to ensure that each member of staff is able to continue to meet the required standard for the job role.

Process and Frequency:

Staff review and supervision is an essential part of the effective working relationship between a member of staff and their leader. The meetings are a two way discussion between a member of staff and their leader and to be effective each person must take an equal responsibility for ensuring effective communication and cooperation and recognition of the value of staff review / supervision meetings for both parties. All staff must be provided with a regular supervision (1-1) meeting with their manager once per term and an annual appraisal meeting which is booked in advance at an agreed time. However, if both or either parties deem it necessary to arrange more frequent supervision meetings, this can be arranged.

The senior EYP will complete a termly staff reviews /supervision whereas the Centre leader will complete annual appraisal. The member of staff will receive a copy of the records and reports and will usually complete an annual self-appraisal form before this meeting takes place. The original copies will be kept in the staff file. Staff review /supervision and appraisal meetings will last for no longer than one hour under normal circumstances.

The EYP or Centre leader will take notes throughout the meetings in preparation for record/report writing. Together, the EYP / Centre leader and member of staff will agree on an action plan to be followed. Staff members are welcome to take notes throughout the meetings if they wish.

What will be covered at Annual staff review meeting:

The content of the meeting will be to:

- Which areas has the member of staff succeeded or made improvements in?
- Which aspects of the current role has the member of staff enjoyed?
- What steps has the member of staff taken to promote their personal and professional development?
- New targets to be set for the following staff review
- What does the setting and/or member of staff need to do to achieve these targets?
- What are the member of staff's career aspirations?
- Safeguarding concerns / confidentially concerns

In addition to the above during the termly review

- A discussion on the progress of children in the staff members' key group and targets set
- An audit of the child's learning story (to show how next steps links to planning)

A 2 way discussion will take place to cover the areas above to:

- discuss and agree targets/tasks and objectives which need to be carried out

- identify any performance concerns and improvements required as well as solutions to issues as they arise.
- identify appropriate support and guidance with regard to all aspects of work including support in dealing with particular children and their individual needs
- identify any training and development needs.
- record progress on these targets/tasks
- set timescales and deadlines for carrying out the tasks

Staff review/ supervision Standards (what to expect)

Staff should expect:

- To be given clear objectives and standards, appropriate deadlines and help in achieving their objectives.
- To be able to question how things are done and what is expected.
- To be given the opportunity and time to express any concerns concerning children's development or well-being.
- To be given appropriate support, and receive coaching to improve their personal effectiveness.
- To be told in a constructive way if their work is poor, incompetent or unacceptable and to have a strategy for improvements discussed and agreed.
- To be told when a piece of work has been done well.
- To have their responsibilities understood and respected by any staff they are responsible for.
- That once targets and/or objectives are set the member of staff will produce work to an agreed standard.
- That staff will demonstrate a willingness to strive for continuous improvements.
- That staff will be open, honest and non-defensive when their work is being discussed.
- To be able to withdraw the member of staff from a particular piece of work, or to terminate that piece of work if there are reasons for doing so and this will be communicated to the member of staff.
- The reviewer and staff member will discuss the current workload, team issues, training/development, any additional concerns/issues such as sickness/absences and any achievements since the last review.
- The reviewer and staff member will look at the targets set and will assess the level of progress made towards these targets. Actions may be written as a result of this discussion. For example, further training or more frequent review /supervision meetings may be suggested.

Recording review /supervision appraisal meetings

The meeting will be recorded on the Staff Review Form and should under normal circumstances be completed by the reviewer within 20 working days. Both parties will sign the record and agree the date for the next meeting. A copy of the review/supervision record will be given to the member of staff. Staff review records will be maintained for 6 months after the member has left and then disposed of in keeping with the data protection policy.

To ensure that the confidentiality and identity of individual children is maintained within the review /supervision record no names of the children discussed will be used only initials.

Confidentiality

Although this is a confidential document, it is also an organisational document which does not belong solely to the reviewer, staff member or management committee. However, only under certain circumstances can others access these documents. For example, they may be accessed as part of:

- A grievance procedure;
- A disciplinary procedure;
- An internal/external inquiry;
- A complaints procedure.

In addition to the above information, it is important that staff members continue to raise concerns as they arise and not wait until their termly review / supervision meeting or annual appraisal.

Appendix 8 (Staffing and employment policy)

St Michael's Family Centre Lone working protocols

These protocols and guidance set out the measures in place to ensure that all lone work completed on behalf of the family centre can be completed in a safe and responsible manner.

These are examples of lone worker situations:

Visiting families within the home situation

Providing support for outside activities (garden)

Providing support for activities in the Kitchen

Providing support for activities within the main school hall or another area

Transporting children to and from school

To ensure that all activities are safe to be carried out by a lone worker, the following controls and measures are in place and must be followed at all times:

a) Information, Instruction and Training

Lone workers will be expected to seek guidance on what can and can't be done while working alone and action will be taken to ensure employees are competent to deal with foreseeable circumstances that are new, unusual or beyond the scope of their instruction or training.

For example:

- When to stop work, or withdraw from a situation and seek advice from a supervisor.
- How to handle serve accidents

b) Supervision

Although lone workers cannot be subject to constant supervision, supervision will be provided to help to ensure that employees understand the risks associated with their work. Supervisors will also provide guidance in situations of uncertainty.

The extent of supervision provided will depend on the risks involved and the ability of the lone worker. For example, employees new to a job or activity may need to be accompanied at first. The higher the risk, the greater the level of supervision will be provided.

c) Tracking Lone Workers:

In all but the lowest risk lone working situations, the following procedures will be put in place to track lone workers.

- Lone workers will leave an itinerary of visits, routes to be taken, etc. For example, on an in-and-out board or in the daily diary at their base.
- Lone workers will ensure they have a fully charged mobile telephone with them and will ensure that they notify 'base' on arrival if they are to stay off site and maintain regular contact, or 'checking-in' by phone.
- Lone workers will operate a 'Buddy systems' - where a member of a team is nominated as a guaranteed point of contact for another lone worker within the team.
- Checks by the manager, or another delegated person, to ensure that a lone worker has returned to their base or home will be completed
- Supervisors will periodically be visiting and observing people working alone.

Out-of-Hours Lone Working

Special consideration will be given to lone work that is undertaken out-of-hours, and tracking systems appropriate for the situation will be operated this may include the staff member having home telephone contact.

Identifying Lone Working Tasks and Activities and assessing risk

The first stage in the risk assessment process is to identify known and foreseeable lone working tasks and activities.

It is recognised that the hazards presented by a particular lone working task may vary, e.g. meeting members of the public compared to meeting members of the public with a known history of violence. The factors that could make a task more hazardous should be identified when listing lone working activities (e.g. home visit - client with no history of violence, home visit - client has a known history of violence).

Once lone working tasks have been identified, the next stage in the process is to determine if a lone worker can carry out the activities safely. The issues that will be considered to determine if one person can adequately control the risks from lone working activities include:

- Is the place/s where the person will work present a special hazard, because of the nature of the area itself?
- Is there a known risk of violence and aggression?
- Is there a means of communication and/or summoning assistance?
- Have there been identified any additional control measures to enable the work to be completed safely and are these control measures in place before any lone work commences.
- Record the finding of the risk assessment and produce a written lone working procedure that is communicated to the relevant staff member.

Is the Person Medically Fit to Work Alone?

Some individuals may have medical conditions that make them unsuitable for working alone. These may include unstable health conditions, such as unstable epilepsy or diabetes. The consideration of medical conditions should include both routine activities and foreseeable emergencies, which may impose additional physical and mental burdens on the individual.

Tasks that are Unsafe to be carried out by a Lone Worker

Where the risk assessment identifies that it is not possible for a task to be carried out safely by a lone worker, even with all reasonable practicable controls in place, extra control measures will be put in place, which may include the activity having to be undertaken by more than one person.

Dealing with Emergency situations

The most common shortcoming in lone working procedures is actions when there is a potential emergency situation, e.g. a lone worker does not report in at the agreed time, or doesn't turn up at an arranged visit/collection or return to base. It is important that systems are in place to respond to foreseeable emergencies.

In the event of this happened the following action will be taken:

- Attempt to contact the individual first by means of a mobile phone.
- Contact the individual / setting they are visiting, to see if they have left (Note this action relies on having adequate information on individuals' movements).
- Contact a family member to see if the individual has returned home, this involves having details of employees' home numbers.