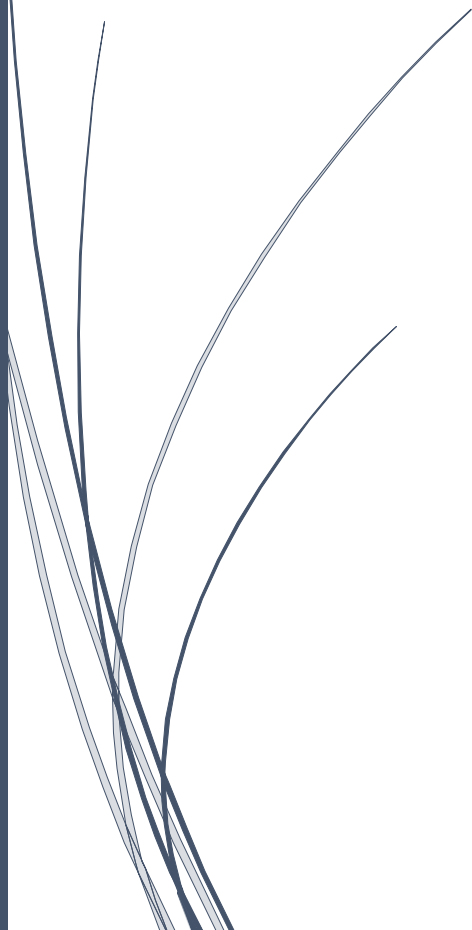


October2025

# Phoenix Youth Provision Staff Handbook



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## **Welcome to Team Phoenix**

*Youth Workers form a valuable part of Phoenix Youth Provision and many activities could not take place without your support.*

*We have a statutory obligation to safeguard our young people; therefore all our staff undergo a safer recruitment check. This ensures people who wish to cause harm do not obtain unsupervised access to our young people.*

*We thank you for supporting us and hope that you will be very happy working with us at Phoenix, but we do ask you abide by a few rules and attend our safeguarding training programme.*

***Thank you!***

## Section 1 What's it all about?

Phoenix Youth Provision started to rise from the ashes in August 2021, as the local community became increasingly concerned about the impact of Covid on the young people aged 11-18 in Whittlesey, Eastrea, Coates, Turves and Pondersbridge.

Currently Whittlesey has extensive sports and specific interest groups running in the area. E.g. Football, Youth Radio. However generic, open access youth service provision has not been present for over 15 years.

At the end of August an initial survey was conducted during a summer community event to gather initial findings from the young people on what kind of youth provision they would like to see developed in Whittlesey; and where they would feel comfortable accessing.

It was agreed that provision would initially be set up in Whittlesey as it was felt this is the highest populated area of young people, but SSHCC is the feeder school for most young people in most of the villages.

This initial survey highlighted that the young people would like to see provision developed around the Manor Field site, in the style of a Drop In (Café, Pool, Informal Meeting Place).

In October 2022 Phoenix Youth Provision became a Community Interest Company (CIC.)

### Directors

Our directors are all volunteers, although some also have paid roles within the Organisation, and in the main give up their free time to bring their individual areas of expertise to Phoenix Youth Provision. The current directors for the Phoenix Youth Provision are:

- ❖ Robin Sutton - Director (Chair)
- ❖ Bryonie Smith – Safeguarding Lead & Business Development
- ❖ Kim Kynaston - Director
- ❖ Jo Phillips - Director

Phoenix Youth Provision Directors are very approachable and actively encourage discussion and participation by all staff and volunteers.



## Important Information

**Phone:** 07561 854880

**Email:** [info@phoenixyouthprovision.org.uk](mailto:info@phoenixyouthprovision.org.uk)

**CIC number** 14421802

**Facebook** <https://www.facebook.com/PhoenixYouthProvision/>

**Website:** <https://www.phoenixyouthprovision.org.uk>

**Registered Address:** Youth and Community Centre, 15 Scaldgate, Whittlesey,  
Cambridgeshire, PE7 1SD

## Organisational Values

All individuals are expected to follow our key values of:

- Allowing young people to choose to be involved, not least because they want to relax, meet friends and have fun
- To ensure our work builds from where young people are
- To operate on young people's own personal and recreational territory- within their geographical and interest communities
- To recognise that young people are active partners who can and should have opportunities and resources to shape their lives

To be role models to young people and to represent Phoenix Youth Provision with pride

- To work to high standards, with integrity, honesty and accountability
- To respect each other, our young people and other individuals we may come across in the course of our work
- To strive to excellence, ensuring our knowledge and skills are up to date with continuous CPD

Please ensure that you are also aware of our [Code of Conduct](#).

## Section 2 – About Youth Work

### What is Youth Work?

Youth work contributes to young people's learning and development. The National Occupational Standards for Youth Work 2008 set out that the key purpose of youth work is to:

*“Enable young people to develop holistically, working with them to facilitate their personal, social and educational development, to enable them to develop their voice, influence and place in society and to reach their full potential.”*

**Youth groups, youth workers, leaders and staff apply this by:**

- Building young people's self-esteem and self-confidence.
- Developing young people's ability to manage personal and social relationships.
- Creating learning opportunities for young people to develop new skills.
- Encouraging positive group atmospheres.
- Building the capacity of young people to consider risk, make reasoned decisions and take control.
- Helping young people to develop a 'world view' which widens horizons and invites social commitment.

### Where does youth work take place?

Effective youth work takes place in a wide range of settings: youth clubs, uniformed and voluntary youth Organisations, youth counselling units, outreach and detached projects, youth cafes, youth arts groups, youth action and participation groups, drug and alcohol projects and other health education groups.

### What are the values and principles of youth work?

- Young people choose to participate.
- The young person chooses to be involved, not least because they want to relax, meet

friends and have fun.

- Youth work must build from where young people are.
- Youth work operates on young people's own personal and recreational territory – within both their geographic and interest communities.
- Youth work recognises the young person and the youth worker as partners in a learning process
- The young person is recognised as an active partner who can, and should, have opportunities and resources to shape their lives.

## What Qualities Should a Youth Worker Have?

• Non-judgmental	• Caring	• Good Listener
• Sense of Humour	• Patient	• Committed
• Able to Motivate	• Good Communication Skills	• Supportive
• Respectful	• Warm	• Approachable
• Attention Giving		

## Section 3 – Policies, Practices & Procedures

### Expectations

As an employee of Phoenix Youth Provision, you will have a contract with us, that sets out your role and our expectations of you.

It's important to recognise the difference between yourselves and our volunteers.

You will be expected to:

- Attend your agreed sessions, unless ill or on holiday.
- Annual Leave needs to be booked and agreed at least 2 weeks in advance, and if unwell please let your line manager know as soon as possible.
- Step up to take the Lead position at a session if the Lead is off.
- Support the Lead in all aspects of their work, and follow any instructions given.

- Report all concerns to them.
- Help to set up and clear away all sessions.
- Stay at the end of each session to debrief.
- Attend training as requested.
- Record your CPD

## **Equality, Inclusion and Diversity**

Phoenix Youth Provision is committed to the principle of equal opportunity in employment.

- The terms equality, inclusion and diversity are a central theme that runs through our entire Organisation.
- Equality means ensuring everyone has the same opportunities to fulfil their potential free from discrimination. Inclusion means ensuring everyone feels comfortable to be themselves at work and feels the worth of their contribution. Diversity means the celebration of individual differences amongst the workforce.
- We will actively support diversity and inclusion and ensure that all our employees are valued and treated with dignity and respect. We want to encourage everyone in our business to reach their potential and value people as individuals with diverse opinions, cultures, lifestyles and circumstances.

## **Safeguarding**

Safeguarding young people is our number one priority. Therefore, all staff will be required to undertake a safer recruitment selection process. This is a mandatory requirement to ensure we can complete your satisfactory identification and police checks- in the same way we do with all our staff.

This involves your completion of an:

- Application form
- Interview

- Two written References
- Disclosure & barring checks
- Safeguarding training

You will not be permitted to work with us unsupervised until all of these checks have been completed.

You are not permitted to touch any young people or invade their space, and likewise that rule applies to them too. Please alert a staff member if this occurs.

The only exception to this is where you are in a situation where contact is allowed is one where the young person needs first aid, and only if you are a qualified first aider.

When working with young people, it is vital that we ensure that everyone is protected from harm. This includes the young people we work with, their families, staff, volunteers and directors. We have a safe culture where individuals can raise or discuss anything that may concern them.

Safeguarding is everyone's responsibility; please ensure you are familiar with our safeguarding policy which can be found on our website.

To contact Bryonie, our safeguarding lead, email [Safeguarding@phoenixyouthprovision.org.uk](mailto:Safeguarding@phoenixyouthprovision.org.uk) or by ringing

07561 854880/07940279621

## **Health and Safety**

Your safety and wellbeing is a key priority therefore we ask that you familiarise yourself with these simple guidelines. These will keep you and others safe whilst you work with us.

Please also read our [Health & Safety Policy](#) and [Lone Working Policy](#).

At Phoenix Youth Provision our staff are valued members of the team.

You need to be informed about our policies and procedures. Please read the following policies:

- Safeguarding

- Equal Opportunities
- GDPR
- Confidentiality
- Bullying and Harassment
- Health and Safety
- Lone Working

## **Ten Top Tips for Safer Working**

- Do not work alone.
- Ensure you have relevant/appropriate information.
- Always tell someone where you are and what you are doing.
- Do not agree to meet outside of expected hours.
- Do not offer young people a lift in your car if you are on your own.
- Do not give out your personal phone number.
- Do not accept social media requests and make sure your security settings are switched on.
- Do not lend young people anything, i.e., money.
- Avoid offering opinion as fact.
- If you have any concerns about anything, record the details and tell a staff member immediately.

## **Mobile Phones & Images**

Do not use your personal mobile to contact young people.

Mobile phones should not be used during sessions, unless relevant (for example looking up a service for a young person, calling a colleague etc).

## **PHOTOGRAPHS SHOULD NEVER BE TAKEN OF YOUNG PEOPLE ON MOBILES.**

If you are issued with a work phone, it must be looked after and used for the purposes of the organisation only.

Please refer to our [Photography and Images](#) Policy for more information.

## **Accidents and Injuries**

Phoenix Youth Provision maintains a safe environment for all members of the community.

- If you see a potential hazard, please report it to your group lead, or one of the directors.
- Appropriate footwear is always required (closed toe shoes).
- If you require first aid, please see a first aider.
- It is necessary to report any accident or injury you incur whilst working for us.

Phoenix Youth Provision is covered by Public Liability Insurance with Markel.

Once you have completed induction checks you will be issued with a uniform and lanyard. This enables staff to easily identify you as a staff member who is clear to work with our youth.

Unless previously agreed, uniform must be worn when working or representing Phoenix Youth Provision.

## **Smoking, Vaping, Drinks and Drugs**

Regardless of where you are working, if you are representing Phoenix Youth Provision you are not permitted to smoke, vape or have energy drinks. We should be demonstrating positive behaviours to the young people and also should look professional at all times.

In addition to this, most sites we use are now non-smoking, and we could be breaking the law or damaging Phoenix Youth Provision's reputation or public image.

This includes whilst wearing the uniform, even if not at work. We are always role models to young people.

No one can be involved in drugs at any time, working or not.

Alcohol is not allowed to be consumed at Phoenix Youth Provision and individuals must not attend ANY provision or wear the uniform whilst under the influence of alcohol.

## **Convictions and Offences**

Your initial employment is conditional upon the provision of a satisfactory Disclosure and Barring Certificate of a level appropriate to your post. You may be required to undertake subsequent criminal record checks from time to time during your employment as deemed appropriate by the Organisation. If such certificate(s) are not supplied your employment with us will be terminated.

In addition, during your employment, you are required to immediately report to the Organisation any convictions or offences with which you are charged, including traffic offences.

## **Dress Code**

Casual Dress is expected whilst you are working, but you must wear your uniform once provided. Clothing should be respectful and not cause offence. The requirements of particular faiths to wear specific types of clothing, or adjustments to clothing due to disability can be discussed with Bryonie or HR, please contact [mentoring@phoenixyouthprovision.org.uk](mailto:mentoring@phoenixyouthprovision.org.uk) to discuss this.

## **Food Safety**

Food handling regulations also need to be adhered to.

In the event your role involves food preparation, you will be required to complete food safety induction course online as part of your induction

Good personal hygiene is essential to ensure that:

- Food is not contaminated with food-poisoning bacteria or other matters such as foreign objects or chemicals.
- Hands and other parts of the body do not transfer food- poisoning bacteria to food.



## Personal hygiene practices include:

- Hand washing - always wash hands thoroughly with soap and warm water:
  - before handling food and after visiting the toilet
  - coughing or sneezing
  - handling garbage
  - touching hair or other body parts or any other activity that
  - may carry bacteria to food.
- Personal cleanliness - when handling food:
  - Tie long hair back or cover it with a cap or other approved headwear.
  - Wear limited jewelry (a wedding ring only).
  - Wear clean protective clothing over normal clothing.
  - Store personal items and spare clothes away from any area involving food handling.
  - Personal behaviour - do not smoke, chew gum or undertake any other unhygienic practice in food handling areas.
- Illness and injuries:
  - All wounds or cuts on hands or arms are to be completely covered with brightly coloured wound strip or bandage.
  - If the wound is on the hands, disposable gloves must be worn over the top of the wound strip. Both the wound strip and gloves must be changed at least hourly or sooner if there is a change in task.
  - Individuals suffering from diseases that can be transmitted through food must not handle food.

## Use of equipment

There are times that equipment is required to be used, such as cooking with a young person, working with I-Pads etc. If you notice any equipment that is damaged or unsafe (such as a

frayed electrical cord), please report it to the group leader or directors immediately.

- Personal electrical equipment should not be brought to work.
- Be aware of HAZARDS:
- There are hazards around the premises to be aware of, these made include:
- Use of chemicals such as paint or cleaning fluids – all substances are controlled by COSHH.
- Ladder safety needs to be practiced - ladders must not be used without a training course.
- Do not move heavy items.

## Social Media

Social media used well has many benefits. Phoenix Youth Provision accepts that many of our employees use social networks, and that our service users are also using social media.

Phoenix Youth Provision requires employees using social media sites to refrain from making any comments or engaging in discussions which would adversely affect the Organisation or our reputation, or that of our service users.

In addition, you must never engage in conversation with a service user via personal social media accounts. Make sure to follow these instructions:

- You must not breach discrimination legislation, or harass or bully an employee, or damage working relationships between fellow employees.
- You must not share any confidential or sensitive Organisation information on social media.
- If you make an error on social media, correct it immediately. If you are concerned, then contact the appropriate Manager for advice.
- Do not reply if a service user reaches out to you through social media. You need to raise it immediately with your line manager.
- You are personally responsible for all content posted on your accounts. All passwords must remain secure, and you must never leave accounts open

whilst you are away from your device or computer.

- Remember, no matter which social network you use or what privacy settings you choose, anything you post online could eventually become public and widely shared. Each social media post must be carefully created to ensure it represents both your personal brand and the Organisation's online presence accurately.
- Any information posted on the internet may result in disciplinary action up to and including dismissal if it breaches this policy or any other expected levels of conduct. This includes posts on a personal account with inappropriate privacy settings, posts made outside of working hours, and those posts made not using the Organisations computers or equipment. You might also have to delete any content that you have created or shared if Phoenix Youth Provision considers such posts to be a breach of this policy.
- If you leave the employment of Phoenix Youth Provision, you must update your social network profiles to reflect the Organisation as a former employer.
- All Organisational rules and policies apply in respect of social media posts. Please read this policy along with all other relevant policies, especially those on equality and creating a positive work environment.

## **Confidentiality**

- It is important to always respect the privacy of both young people and staff members.
- Personal data is held following data protection laws.
- You must keep contact information like addresses, phone numbers, and email addresses completely confidential, and never share it with anyone who is not authorised.
- Conversations among staff members should also be addressed with respect.
- If you need to contact a staff member via email, please use the [info@phoenixyouthprovision.org.uk](mailto:info@phoenixyouthprovision.org.uk) email address.

Staff must obtain permission before they can speak at other events or represent Phoenix Youth Provision, including community meetings.

- Please ensure that you refer to our [Confidentiality Policy](#) for more information

## **Emergency Evacuation/Lock Down**

- Please familiarise yourself with the evacuation process for each building you attend.
- Please do not go home, as we need to account for everyone.

## **Performance and Review**

Our policy is to monitor your work performance on a continuous basis so that we can maximise your strengths and help you overcome any areas needing development. You will receive advance notice about all appraisal dates.

During your time with us, you may receive invitations to optional development opportunities. These are for you to do in your own time, without pay and are not compulsory.

We also encourage all Youth Support Workers to undertake and successfully complete level 2 and 3 in Youth Work. Supervision and assistance with your bursary application will be provided, but you'll need to complete this on your own time, and it won't be paid.

## **Timekeeping and Time Off**

### **Working Hours**

You can find the exact information about your normal working hours in your Statement of Particulars. It is your responsibility to ensure that you attend punctually for work and follow all timekeeping and absence procedures.

If you are unable to attend work for any reason or are going to be late you are required to let your group leader and line manager know as soon as reasonably practicable, stating why you are absent or late and when you expect to arrive at work.

If you have a need to leave work prior to your normal finishing time or to have time away during the normal working period, you must not leave without first obtaining permission.

Persistent lateness, unacceptable levels of absence and/or unauthorised absence may result in a disciplinary warning or dismissal, depending on the circumstances.

## **Timesheets**

Complete timesheets accurately with all required details.

If you falsify your timesheet, you may be liable to summary dismissal.

You will receive an email each month detailing when to return the timesheet to and when by. If you don't submit your time sheet on time, your payment may be delayed.

## **Appointments**

You should ensure that appointments are scheduled as necessary for the doctor, dentist, hospital, or other similar visits and occur during your personal time, outside of standard working hours.

In the event that this is not reasonably practicable, time off work will be permitted to attend such appointments, providing that the appointment is substantiated with an appointment card, if requested, and the timing of the appointment causes as little disruption as possible, i.e. at the beginning or end of the working day. However, this time away from work will be unpaid.

## Time off for Dependants/Carers Leave

You are entitled to reasonable time off, without pay, for urgent or unexpected incidents of real need involving a dependant, who is a member of your immediate family, or someone who reasonably relies on you for help when they are ill or injured, or for making arrangements for them to be cared for in the event of illness or injury.

- You are only entitled to as much time off as is reasonable to handle the immediate issue and make any necessary long-term arrangements. Disability is ([defined in the Equality Act 2010](#))
- You may be eligible for reasonable time off from work if unexpected family situations occur, like the loss of a dependant, issues with childcare, or a dependant's illness—that prevent you from working.

Employees may take unpaid leave to care for or arrange care for a dependant who:

- has a physical or mental illness or injury means they are expected to need care for more than three months
- needs care because of their old age.

The dependant does not have to be a family member. It can be anyone who relies on them for care.

A week refers to your usual schedule at work. For instance, if you typically work one day per week, then you'll receive one day off as leave.

You will need to give at least three days' notice to your line manager.

## Bereavement Leave

If you experience the death or funeral of a close friend or relative, Phoenix Youth Provision may allow you suitable time off and pay. This decision will be made thoughtfully and sensitively, taking your specific situation into account.

## Compassionate Leave

If an immediate family member passes away, becomes seriously ill, or is injured, Phoenix Youth Provision may grant you paid compassionate leave at their discretion.

You may receive up to one day of paid leave where a close friend or close colleague has died and you wish to attend the funeral.

Part-time employees will receive entitlements proportionally based on their working hours.

In special cases, the Organisation may approve extended paid compassionate leave at its own discretion. Furthermore, additional days of unpaid leave may be granted at the discretion of the Directors.

Phoenix Youth Provision will consider each case, balancing employee needs with those of the Organisation.

## Parental Leave

Eligible employees can take unpaid parental leave to look after their child's welfare, for example to:

- spend more time with their children.
- look at new schools.
- settle children into new childcare arrangements.
- spend more time with family, such as visiting grandparents.

While you're on parental leave, your job rights—including pay, holiday entitlement, and the ability to return to your position—remain protected.

Parental leave is unpaid. You have the right to take up to 18 weeks of leave for each child, whether biological or adopted until their 18th birthday.

Each parent may request up to 4 weeks of parental leave per year.

Unless your child has a disability, parental leave must be taken in full weeks—such as one or two weeks at a time—not as single days. You do not have to take all the leave at once.

A week is defined as your normal working week (so for example if you work one day a week, you will be entitled to one day off)

## Eligibility

Employees qualify if all of these apply:

- they've been in the company for more than a year
- they're named on the child's birth or adoption certificate, or they have or expect to have parental responsibility
- they're not self-employed or a 'worker', for example an agency worker or contractor
- they're not foster parents (unless they've secured parental responsibility through the courts)
- the child is under 18

You must give 21 days' notice to your line manager before your intended start date. If you or your partner are having a baby or adopting, it's 21 days before the week the baby or child is expected.

## Jury Service

You are entitled to time off work to fulfil your obligations with regard to jury service. In the event of you being summoned to attend jury service, you must notify management immediately on receipt of the jury summons, giving details of the dates you are required to attend court.

You may be requested to apply to the court for your jury service to be either postponed or delayed if it is considered that your absence will cause substantial injury to the Organisation.

A failure or refusal to make such an application when requested may lead to action being taken under the Disciplinary Procedure, which may include dismissal.

If you are retained on jury service for a prolonged period, you have an obligation to notify your line manager/group leader and must keep in regular contact throughout this time. You must return to normal working immediately following your release from jury duties.

You are reminded to ensure that an expenses claim is submitted to the court in accordance with the available allowances for travelling, subsistence, and your financial loss.



You must give the Organisation a Certificate of Loss of Earnings which we will complete and return to you. You are not entitled to payment for this time off as you can claim allowances from the court.

## **Pay**

### **Payment**

The methods of pay and payment intervals are set out in your Statement of Particulars

An itemised pay statement will be issued to you at each pay period. If at any time you have any queries you should raise them with Bryonie.

On termination of employment, your final payment may be made in a different form to that outlined in your contract

### **Sick Pay**

For periods of sickness, Phoenix Youth Provision will pay sick pay at your usual rate for 2 weeks in any 12 months period.

This is made up of Statutory Sick Pay (SSP), if qualified, and 'topped up' to full pay with Occupational Sick Pay. You may also be entitled to SSP, more details can be found in the section below titled 'sickness'.

### **Deductions from Pay**

Phoenix Youth Provision will make deductions from your pay in certain circumstances, for example, where a deduction is legally required such as income tax and National Insurance. You will receive a form P60 on an annual basis explaining deductions made for income tax and National Insurance. Where you receive non-salary benefits from us, you will also receive a form P11D.

If you are overpaid for any reason, we will normally seek to deduct the amount of overpayment at your next payday. However, if the amount deducted would cause hardship, we may arrange for repayment over a longer period.

We may also make other deductions from pay as permitted by relevant sections in this Handbook and our other policies.

The right to deduct wages, either because of this clause or any other clause within your Statement of Particulars or this Handbook is an express term of your contract of employment.

## Expenses

Phoenix Youth Provision will reimburse you for approved expenses wholly and necessarily incurred in the course of your work.

It is not the purpose of the payment for expenses to provide you with an incentive or reward for non-standard duties. The amount of any payment for expenses will be the additional costs incurred because of you undertaking a work assignment.

Expenses will be paid in accordance with the regulations and interpretation of HM Revenue & Customs or suspended, if necessary, at its instruction.

Any special ad hoc arrangements made to suit particular circumstances will not be considered to set any form of precedent.

You are expected to use the most cost effective transport methods, and routes when travelling to carry out your duties.

Payment of your expense claims will be delayed or withheld if you are unable to provide appropriate evidence of the cost incurred. Fraudulent claims may result in your dismissal.

## Guidance on Car Use

Phoenix Youth Provision pays an allowance for the use of your vehicle for Phoenix related activities in accordance with the HMRC recommendations. This is currently set at 45p per mile on business related activities as explained in the following paragraphs. Although this guide is made in good faith based on current guidance you are strongly advised to speak with your car insurance company in the first instance.

The 45p per mile (for the first 10,000 miles, and 25p per mile thereafter) that HMRC allows as a tax- deductible mileage allowance is designed to cover all car-related expenses for business travel.

These expenses include:

- Fuel

- Maintenance and repairs
- Insurance
- Road tax
- Depreciation of the car
- MOT and servicing
- Breakdown cover
- Tyres and other consumables

However, it's important to note that this allowance only applies to business mileage, not personal use of the vehicle.

While the 45p rate is meant to provide an average figure for covering these costs, the actual expenses will vary depending on the vehicle type, fuel costs, and how efficiently you manage your car's upkeep. In some cases, it might not fully cover all expenses, particularly for larger or less fuel-efficient vehicles, but it is intended to be a reasonable average.

If your actual expenses exceed this rate, you're not able to claim the difference unless you're using the actual cost method—which involves claiming actual business-related costs (with accurate records of each expense) rather than using the mileage allowance.

The percentage of your car insurance that covers business use depends on the type of policy and how much you use the car for business purposes.

Car insurance is typically split into three categories for private and business use:

- Social, Domestic, and Pleasure (SDP): This covers regular personal use, such as commuting and leisure driving.
- SDP and Commuting: This includes personal use and commuting to a single, fixed place of work.
- Business Use: This covers driving between different locations for work purposes. There are usually three classes of business use:
  - Class 1: Covers business use for the policyholder (e.g., visiting clients or driving between offices).

- Class 2: Extends Class 1 to additional named drivers.
- Class 3: Covers extensive business use (e.g., commercial travel, salespersons driving long distances).

The additional cost for business insurance over personal insurance will vary based on:

- Your occupation
- The level of business use required (Class 1, 2, or 3)
- The insurance provider
- How frequently and far you drive for work

On average, business insurance can increase your premium by around 10-25% compared to standard personal policy, but this can be higher depending on your specific circumstances.

The insurer factors in the increased risk associated with driving for work, including more time spent on the road and potentially driving in unfamiliar areas.

## **Leave and Time Off**

### **Annual Leave Entitlement**

Your annual leave entitlement, including that relating to bank and public holidays, is detailed in your Statement of Particulars.

The holiday year is individual and commences on your organisational start date.

New starters will accrue annual holidays based on 1/12<sup>th</sup> of the annual entitlement for each month of service in the holiday year.

### **Booking Holidays**

This procedure makes up part of your contractual terms and conditions. All annual holidays must have prior approval and authorisation. Phoenix Youth Provision will respond as soon as possible to your request for holiday. No responsibility will be accepted for monies lost as a consequence of your failure to follow this procedure.

Requests for holidays should be submitted to Bryonie, ensuring that your group leader is also aware. Generally, you will only be permitted to take a maximum of 2 weeks holiday at

any one time.

Where too many employees require the same holiday period, which if granted would impair the efficiency of the Organisation, holidays will be granted based on first come, first served.

At least 1 weeks' notice should be given for any holiday of two days duration or less. At least four weeks' notice should be given for any holiday greater than two days in duration.

It is our policy to encourage you to take all your holiday entitlement in the current holiday year. We do not permit holidays to be carried forward and no payment in lieu will be made in respect of untaken holidays other than in the event of termination of your employment.

Should you fall sick prior to or during pre-booked annual holidays, there is no entitlement to take those holidays on another occasion unless the Sickness Notification Procedure has been followed and a Statement of Fitness for Work or a medical certificate is provided.

Holiday entitlement will continue to accrue during periods of Maternity, Adoption, Paternity, Shared Parental and Parental leave.

During your notice period the Organisation reserves the right to decide on the dates on which some or all your outstanding holiday entitlement may be made.

The content of these clauses does not affect your statutory holiday entitlement under the Working Time Regulations 1998 (as amended).

## **Sickness**

### **Notification Procedure**

You are required to let your Group Leader know that you will not be attending through sickness as soon as you are aware that you cannot attend. You must also let your line Manager know on the first day of sickness absence, stating why you are absent, and when you expect to return. If your absence continues, you must contact them regularly to update on your continuing absence.

You must provide the appropriate documents as referred to below at the relevant times and complete any absence recording documentation as required on your return to work.

Please note that personal contact is required for welfare reasons whilst individuals remain absent through sickness.

## Notification of Infectious Diseases

You must notify Phoenix Youth Provision if you are suffering from or have symptoms of a notifiable infectious disease, e.g. mumps, measles, or food poisoning, or where you have been in close contact with someone with such an illness. Where you have been off work with this type of illness, you must contact the Organisation and your G.P. prior to returning to work to ensure that it is safe to do so.

## Documenting Periods of Absence

You should produce the following written evidence of absence and ensure that appropriate documents are provided for the whole of your absence:

- Self-Certificate - for absence of up to and including 7 calendar days.
- Statement of Fitness for Work (Fit Slip) - for absence of more than 7 calendar days

You should forward the relevant documents and correspondence to Bryonie as soon as possible. Failure to do so may result in sick pay being delayed or withheld, and action under the Disciplinary Procedure being taken.

Where your G.P. or medical advisor has issued a Statement of Fitness for Work indicating you may be fit for some work, you must notify your Group leader or line manager at the earliest opportunity so that a return to work may be considered.

Phoenix Youth Provision reserves the right to require you to undertake a medical examination by a medical practitioner and/or specialist of the Organisation's choice, and/or to seek a report from your G.P.

Where Phoenix Youth Provision wishes to seek a report from your G.P., you have rights under legislation. A summary of these rights is included later in this Handbook, under 'Access to Medical Reports'.

## Activity During Sickness Absence

If you have been absent due to sickness and are found not to have been genuinely ill, you may be subject to action under the disciplinary procedure, which could include dismissal. In addition, we will take a serious view if you are found to be undertaking any activity during sickness absence which we reasonably believe is inconsistent with being incapable of work

at that time despite the presence of an illness, injury or medical condition. Disciplinary action will be taken in this instance.

## Statutory Sick Pay

Statutory Sick Pay (SSP) will be paid when you are absent from work due to sickness, if you have complied with the requirements and conditions attached to its payment.

## When SSP is Payable

SSP cannot be paid for the first 3 days of sickness. Therefore, payment usually starts on the 4<sup>th</sup> day of absence and continues for as long as you are absent, up to a maximum of 28 weeks in any one period of sickness. SSP will be paid from the first day of absence where the periods are linked.

SSP is paid at the rate currently applicable, via the same method as normal earnings. The qualifying days for Statutory Sick Pay purposes are your normal working days.

## When SSP is not Payable

SSP is not payable in certain circumstances, the principals being:

- if your average weekly earnings are less than the figure set by the [Government](#) for the payment of National Insurance Contributions.
- for absence of less than 4 days (unless a linked period);
- if you have failed to follow the sickness notification procedure.
- if your employment has terminated.
- where Statutory Maternity, Adoption, Paternity or Shared Parental Pay is being paid to you.
- for days on which you do not normally work, for example if you work Monday to Friday and not at weekends, SSP will normally apply to those 5 days only.

The rules on SSP are very complex and you should not hesitate to raise any queries you may have with Bryonie.

## Return to Work Interviews

Having regard to its duty of care to our employees, Phoenix Youth Provision complete a return to work interview after any sickness absence. This will ensure that you are fit for work and will explore whether you anticipate any further absence relating to your illness. This will also give you an opportunity to discuss any concerns you may have regarding your illness with us.

## Access to Medical Reports

In certain circumstances it may be necessary for Phoenix Youth Provision to obtain a medical report from your Doctor, Specialist or Occupational Health Provider to establish:

- the reason for and likely duration of absence.
- when you will be able to return to work, and whether the problem will recur.
- what, if any, treatment is being prescribed.
- whether you can carry out all the duties of the job.
- what, if any, reasonable adjustments are recommended.

This will enable us to plan workloads. It is in the interests of both you and Phoenix Youth Provision to establish, with the benefit of expert medical opinion, your ability to work. You have certain rights under the Access to Medical Reports Act 1988.

Your Doctor, Specialist or Occupational Health Provider cannot submit the report to Phoenix Youth Provision without your consent. You may withhold consent to the report being sought or can request to see the report prior to it being forwarded to us.

If you indicate that you wish to see the report in advance, Phoenix Youth Provision will inform you when the Doctor, Specialist or Occupational Health Provider has been written to, and the Doctor, Specialist or Occupational Health Provider will also be notified that you wish to see the report. You then have 21 days to contact the Doctor, Specialist or Occupational Health Provider regarding arrangements to see the report.

Should you indicate that you do not wish to see the report before the Organisation, you still have the right to write to the Doctor, Specialist or Occupational Health Provider if the report has not been provided to the Organisation, and you have 21 days to contact the Doctor,



Specialist or Occupational Health Provider regarding arrangements to see the report. You have the right to ask the Doctor, Specialist or Occupational Health Provider for a copy of the report for up to 6 months after it has been supplied. There may be a charge for this.

You may ask the Doctor, Specialist or Occupational Health Provider to amend any part of the report which you consider to be incorrect or misleading. If the Doctor, Specialist or Occupational Health Provider is not in agreement, you may attach a statement of your views with the report. If the Doctor, Specialist or Occupational Health Provider thinks that you or others would be harmed by the report, or any part of the report, it can be withheld from you.

No decision will be made that could affect your employment without careful consideration of all the circumstances.

Where the Organisation wishes to obtain a medical report, you will be asked for your written consent. Should you withhold such consent the Organisation will take a decision regarding your continuing employment without the benefit of medical opinion.

## **General Terms and Conditions**

### **Personal Details**

At the commencement of your employment, you will have provided us with various personal details. You must notify Phoenix Youth Provision immediately of any change, e.g. name, address, telephone number, next of kin, bank details etc.

It is in your interest to notify us of any such changes as we will not be responsible for any issues arising out of your failure to notify changes in your personal details.

### **Other Employment**

If you already have any other employment or are considering any additional employment you must notify us so that we can discuss any implications arising from the current working time legislation along with any potential conflict of interest.

This makes up part of your contractual terms and conditions.

## Parking

Where parking facilities have been made available, you must ensure that you observe all traffic requirements and be mindful and respectful of neighbours parking needs. No liability is accepted for damage to private vehicles; however, it may be caused.

## Behaviour at Work

These sections should be read in conjunction with our [Code of Conduct](#)

You should behave with civility towards fellow employees, volunteers and directors, and no rudeness will be permitted towards service users or members of the public.

Objectionable or insulting behaviour, bad language or any behaviour that goes against our values or any involvement in activities which could be construed as bringing Phoenix Youth Provision into disrepute will render you liable to disciplinary action. This disciplinary action could result in an oral, written, final written warning or dismissal.

You should use your best endeavours to promote the interests and values of Phoenix Youth Provision and shall, during normal working hours, devote the whole of your time, attention and abilities to the Organisation and its affairs.

## Company Property and Copyright

All written material, whether held on paper, electronically or magnetically, which was made or acquired by you during the course of your employment with us, is our property and, where appropriate, our copyright.

At the time of termination of your employment with us, or at any other time upon demand, you shall return to us any such material in your possession and delete digital copies from all your personal electronic devices.

## Statements to the Media

Any statements to reporters from newspapers, radio, television, etc. in relation to Phoenix Youth Provision must be given only with Director approval.

## **Pregnancy and Maternity Rights**

You have certain statutory rights if you are pregnant. These are addressed below.

The rules on pregnancy and maternity are very complex, and any query should be raised with HR at [mentoring@phoenixyouthprovision.org.uk](mailto:mentoring@phoenixyouthprovision.org.uk)

### **Antenatal Care**

You are entitled to reasonable time off work with pay to attend antenatal appointments made on the advice of a registered medical practitioner, registered midwife or registered health worker. If requested, you must provide a certificate of pregnancy and an appointment card.

‘Antenatal care’ is not just medical appointments - it can also include antenatal or parenting classes if they have been recommended by a doctor or midwife.

### **Maternity Risk Assessment**

The Management of Health and Safety at Work Regulations 1999 (MHSWR) requires employers to carry out suitable and sufficient risk assessments when considering the health and safety of all employees at work, and then to take steps to ensure that those risks are avoided. However, there are more specific regulations that need to be taken into account for new or expectant mothers. The purpose of an initial assessment is to identify:

- the presence of any females of potential child-bearing age (these females will usually be employees but may also be visitors, contractors (e.g. cleaners) or volunteers);
- which work activities and/or areas of the workplace may pose a risk of harm to female employees and therefore warrant a full risk assessment.

These activities, and any actions taken, should be recorded.

Employers are only required to take action specifically to protect a pregnant worker when they have been advised in writing that the employee is pregnant, has given birth in the last six months, or is breastfeeding.

## Maternity Leave

If you stop work no earlier than the 11<sup>th</sup> week before the Expected Week of Childbirth (EWC), and you

meet the following conditions, you are entitled to 52 weeks' Maternity Leave. To comply, you must notify the Organisation in writing as soon as possible or by the 15<sup>th</sup> week before the EWC, unless that is not reasonably practicable, of the following:

- that you are pregnant, by submitting a MAT B1 form.
- the EWC.
- the date on which you intend your Ordinary Maternity Leave (OML) to start,
- if requested, provide medical evidence of the EWC.

Phoenix Youth Provision will confirm to you in writing the date upon which your 52 week Maternity Leave period will end.

You are legally prohibited from working during the two weeks immediately after birth. This is known as the Compulsory Maternity Leave period and is considered part of the Maternity Leave period.

If you give birth before your intended Maternity Leave start date, your Maternity Leave will start automatically on the day after the birth of the child.

During the 52 week Maternity Leave period all contractual benefits except for your pay will be maintained as if you were not absent.

If you wish to return to work before the end of the 52 week period of Maternity Leave you must give at least 8 weeks' notice of your intended date of return.

If you decide to return to work early, and this is at the end of the first 26 week period known as Ordinary Maternity Leave (OML), you are entitled to return to the job you were in before your absence. If you return to work either during or at the end of the second period of 26 weeks' known as Additional Maternity Leave (AML), you may be able to return to your original job, or another job which is suitable and appropriate.

The above information is given for guidance purposes only and confers no extra rights to you beyond those provided by statute.

## Keeping in Touch (KIT) Days

During Maternity Leave, you are entitled to up to 10 Keeping in Touch (KIT) Days. These are days when you may work for the Organisation without bringing your Maternity Leave to an end. Work can be any work under your contract of employment and may include any training or activity undertaken with the purpose of keeping in touch in the workplace. Working up to 10 KIT days will have no effect on any entitlement to Statutory Maternity Pay. KIT days do not act to extend your period of Maternity Leave.

Any payment for these days will depend on the type of work, training or activity and will be agreed between you and Phoenix Youth Provision. For further details please refer to HR at [mentoring@phoenixyouthprovision.org.uk](mailto:mentoring@phoenixyouthprovision.org.uk)

## Holidays

Holiday entitlement will be accrued throughout your maternity leave at your normal rate. If you return to work after Maternity Leave, your holiday entitlement will continue to accrue as normal.

Annual leave can be taken either before Maternity Leave starts, at the end of your Maternity Leave, or within the annual leave year once you have returned to work, wherever possible.

You must have prior approval and authorisation for when these holidays can be taken.

## Statutory Maternity Pay (SMP)

You will receive Statutory Maternity Pay (SMP) during your Maternity Leave in accordance with the statutory provisions, provided you meet the qualifying criteria.

You must therefore:

- have been continuously employed for at least 26 weeks ending with the 15<sup>th</sup> week before the Expected Week of Childbirth (EWC).
- have average weekly earnings of not less than the figure set by the Government for the payment of National Insurance contributions.
- still be pregnant at the 11<sup>th</sup> week before the EWC or have given birth by that time.
- give at least 28 days' notice in writing of the date that you intend to start your maternity leave.

- provide medical evidence of the EWC.

For the first six weeks SMP is payable at the earnings related rate, equivalent to 90% of earnings, and for the remaining 33 weeks of the pay period at the statutory rate as set by the [Government](#), or 90% of average weekly earnings if this is less than the standard rate.

The final 13 weeks of the maximum Maternity Leave period are unpaid.

## **Paternity Leave and Pay**

### **Right to Time Off to Accompany a Pregnant Woman**

If you have a qualifying relationship with an expectant mother or her expected child, you may be entitled to unpaid time off to accompany her to an antenatal appointment on up to two occasions.

Time off to accompany a pregnant woman to an antenatal appointment will be unpaid.

Phoenix Youth Provision may allow additional time off work to attend further appointments at its absolute discretion. You will not receive payment for this time off.

For further details on this entitlement please refer to HR at [mentoring@phoenixyouthprovision.org.uk](mailto:mentoring@phoenixyouthprovision.org.uk)

### **Paternity Leave**

If you are eligible, you may be entitled to choose to take either one week or two consecutive weeks' Paternity Leave, not odd days, if you:

- have been continuously employed for at least 26 weeks by the 15<sup>th</sup> week before the Expected Week of Childbirth (EWC) or by the week in which an approved adoption agency matches you with a child.
- have given notice of your intention to take the leave in or before the 15<sup>th</sup> week before the EWC specifying the EWC, length of period you have chosen to take and the date you have chosen the leave to begin.
- take the leave within 56 days of the birth, or the date on which the child is placed for adoption, or if the child is born early, within a period from the actual date of birth up to 56 days of the first day of the EWC.

## Statutory Paternity Pay (SPP)

You will receive Statutory Paternity Pay (SPP) if you meet the qualifying criteria. You must:

- have been continuously employed for at least 26 weeks ending with the 15<sup>th</sup> week before the Expected Week of Childbirth (EWC).
- still be employed by us up to the date of the birth.
- have average weekly earnings of not less than the figure set by the Government for the payment of National Insurance contributions; and,
- have met the notification requirements set out above in relation to taking Paternity Leave. You will be paid for this leave at the current statutory rate.

The above information is given for guidance purposes only and confers no extra rights to you beyond those provided by statute.

## Adoption Leave and Pay

### Adoption Appointments

If you have been notified by an approved adoption agency that a child is being or is expected to be placed with you for adoption, you may take paid time off work to attend up to five adoption appointments arranged or requested by the agency ahead of the placement of the child.

If you are jointly adopting a child, the primary/main adopter (i.e. the employee electing to take Adoption Leave) may take paid time off work to attend up to 5 appointments and the secondary adopter may take unpaid time off work to attend up to 2 appointments.

If you are the secondary adopter, you will not receive payment for this time off.

The purpose of the appointment must be to have contact with the child or for any other purpose connected to the adoption.

The maximum time off work permitted per appointment is 6.5 hours.

Phoenix Youth Provision may allow additional time off work to attend further appointments at its absolute discretion. You will not receive payment for this time off.

If requested, you must provide a declaration confirming the appointment is in connection with the adoption, has been arranged or requested by the adoption agency, and an appointment card.

## Adoption Leave

If you are adopting a child and you meet certain qualifying conditions you have the right to take 52 weeks' Adoption Leave.

Employees may be eligible for Adoption Leave if they:

- have been notified by an approved adoption agency that they have been matched with a child and have confirmed the placement with the agency; or,
- are or expect to be the parent of a child under a parental order; or,
- are local authority parents who are prospective adopters.

You must notify Phoenix Youth Provision of your intention to take Adoption Leave within seven days of being notified that you have been matched with a child for adoption. Your notification should include the date on which the child is expected to be placed with you for adoption, when you wish your adoption leave to start and how much leave you wish to take. You may be asked to provide documentary evidence of the match from the adoption agency.

You may commence your Adoption Leave from the date of the placement of the child or at any time within 14 days prior to the placement. You can change the start date by giving 28 days' notice prior to the original commencement date. Adoption Leave cannot start after the date on which the child is placed with you for adoption.

The qualifying conditions are slightly different if you are adopting a child from abroad. If you are considering adopting a child from abroad, please seek further information from HR at [mentoring@phoenixyouthprovision.org.uk](mailto:mentoring@phoenixyouthprovision.org.uk)

During the 52 week Adoption Leave period all contractual benefits except for your pay will be maintained as if you were not absent.

If you wish to return to work before the end of the 52 week period of Adoption Leave you must give at least 8 weeks' notice of your intended date of return.



If you decide to return to work early and this is at the end of the first 26 week period known as Ordinary Adoption Leave you are entitled to return to the job you were in before your absence. If you return to work either during or at the end of the second period of 26 weeks known as Additional Adoption Leave, you may be able to return to your original job, or another job which is suitable and appropriate.

### Keeping in Touch (KIT) Days

During Adoption Leave, you are entitled to up to 10 Keeping in Touch (KIT) Days. These are days when you may work for the Organisation without bringing your Adoption Leave to an end. Work can be any work under your contract of employment and may include any training or activity undertaken with the purpose of keeping in touch in the workplace. Working up to 10 KIT days will have no effect on any entitlement to Statutory Adoption Pay. KIT days do not act to extend your period of Adoption Leave.

Any payment for these days will depend on the type of work, training or activity and will be agreed between you and Phoenix Youth Provision. For further details please refer to [mentoring@phoenixyouthprovision.org.uk](mailto:mentoring@phoenixyouthprovision.org.uk)

### Statutory Adoption Pay (SAP)

You will receive Statutory Adoption Pay (SAP) during your Adoption Leave in accordance with the statutory provisions provided you meet the qualifying criteria. You must therefore:

- have been continuously employed for at least 26 weeks ending with the date you are matched with a child.
- have average weekly earnings of not less than the figure set by the Government for the payment of National Insurance contributions.
- have met the notification requirements set out above in relation to taking Adoption Leave.
- have provided the Organisation with evidence of the adoption.

SAP is payable for up to 39 weeks. For the first six weeks SAP is payable at the earnings related rate, equivalent to 90% of earnings, and for the remaining 33 weeks at the statutory rate as set by the Government, or 90% of average weekly earnings if this is less than the

standard rate. The final 13 weeks of the maximum Adoption Leave period are unpaid.

The above information is given for guidance purposes only and confers no extra rights to you beyond those provided by statute.

## Shared Parental Leave and Pay

You and your spouse, partner or child's other parent may be eligible to share up to 50 weeks' Shared

Parental Leave (SPL) provided you both meet certain eligibility criteria.

SPL allows working parents to take up to 50 weeks' leave between them to care for their child.

They may take leave at the same or different times, once the mother or primary adopter has notified their employer of their intention to end their Maternity or Adoption Leave period.

Leave can be taken in a continuous block or over several discontinuous periods.

You may also be eligible to receive Shared Parental Pay for the remainder of the Maternity or Adoption pay period to a maximum of 37 weeks provided you meet the qualifying criteria.

The rules on Shared Parental Leave are very complex. If you are considering requesting Shared Parental Leave you should discuss this with HR at [mentoring@phoenixyouthprovision.org.uk](mailto:mentoring@phoenixyouthprovision.org.uk) in order for the rules on eligibility, notification and your entitlements to be discussed in more detail.

The above information is given for guidance purposes only and confers no extra rights to you beyond those provided by statute.

## Shared Parental Leave in Touch (SPLIT) days

During Shared Parental Leave, you are entitled to up to 20 Shared Parental Leave in Touch (SPLIT) days.

These are days when you may work for Phoenix Youth Provision without bringing your Shared Parental Leave to an end. Work can be any work under your contract of employment and may include any training or activity undertaken with the purpose of keeping in touch in the workplace. Working up to 20 SPLIT days will have no effect on any entitlement to Statutory Shared Parental Pay. SPLIT days do not act to extend your period of Shared Parental Leave.

Any payment for these days will depend on the type of work, training or activity and will be agreed between you and Phoenix Youth Provision. For further details please refer to HR at [mentoring@phoenixyouthprovision.org.uk](mailto:mentoring@phoenixyouthprovision.org.uk)

## Parental Leave and Pay

If you are the parent or adoptive parent of a child or have or expect to have parental responsibility for a child, provided you have 1 year's continuous service with Phoenix Youth Provision, you are entitled to take up to 18 weeks' unpaid Ordinary Parental Leave for the purpose of caring for a child, up to the child's 18<sup>th</sup> birthday.

Leave must be taken in a minimum of 1 week blocks, except for where a child is disabled, then leave may be taken as single days or multiples of 1 day. Parental Leave is limited to a maximum of 4 weeks in any year for each child.

At least 21 days' notice must be provided, and leave may be postponed apart from leave taken immediately after the birth or adoption, depending on the needs of the Organisation

The above information is given for guidance purposes only and confers no extra rights to you beyond those provided by statute.

## Parental Bereavement Leave

The purpose of this policy is to set out Phoenix Youth Provision stance on employee entitlements to Parental Bereavement Leave. The Organisation acknowledges that the death of a child, or a stillbirth, can be one of the most harrowing experiences of someone's

life. This policy explains the rights to time off, pay during time off and other support offered.

## Eligibility

Parental Bereavement Leave is available from day one of employment. It is available to employees on the death of a child under the age of 18. You may take Parental Bereavement Leave if you fall into any one of the following categories:

- a 'natural' parent.
- an adoptive parent, and those with whom a child has been placed under the 'foster to adopt'

**scheme, provided the placement is ongoing.**

- a 'natural' parent where the child has been adopted but a Court Order exists to allow the 'natural'

**parent to have contact with the child.**

- an employee who is living with a child who has entered Great Britain from overseas in relation to whom has received official notification that they are eligible to adopt.
- an intended parent under a surrogacy arrangement where it was expected that a parental order would be made.
- a 'parent in fact', which is someone in whose home the child has been living for a period of at least four weeks before the death and has had day to day responsibility for the child, subject to exceptions. This category includes guardians and foster parents but does not include paid carers.
- the partner of anyone who falls into the above categories, where they live in an enduring family relationship with the child and their parent.

In addition, parents who suffer a stillbirth after 24 weeks of pregnancy are entitled to take parental bereavement leave.

## Taking Leave

A total of two weeks may be taken as Parental Bereavement Leave, and you may choose to take leave as:

- a single block of one week.
- a single block of two weeks.
- two separate blocks of one week.

Leave may start on any day of the week and must be taken in whole weeks. It may be taken at any time in the 56 week period following the death.

If you have suffered a stillbirth after 24 weeks of pregnancy, you are still entitled to take your full entitlement to Maternity and Paternity Leave, provided you were eligible to take Maternity or Paternity Leave in the first place, in addition to Parental Bereavement Leave. Parental Bereavement Leave cannot be taken at the same time as Maternity or Paternity Leave.

Where more than one child dies or is stillborn, you are entitled to two weeks of Parental Bereavement Leave in relation to each child.

## Notification Requirements

If you are taking parental bereavement leave within the first 56 days of the death you do not need to give any advance notice. Phoenix Youth Provision asks that you contact your line manager/group leader prior as soon as possible and reasonably practicable, giving the date of the death, the date on which leave will start and whether one or two weeks is to be taken.

If you are taking Parental Bereavement Leave later than the first 56 days since the death you need to give one week's advance notice to your line manager/group leader giving the date of the death, the date on which leave will start and whether one or two weeks is to be taken.

## Cancelling or Changes to Dates of Leave

You can cancel a period of leave that you have already told us about, if the period of leave has not already started. If you wish to cancel a period of leave which was to begin within the first 56 days of the death, you can cancel it by letting us know by your normal start time on the day that leave was originally due to start.

To cancel leave which was to begin later than 56 days after the death, you should let us know no later than one week prior to the intended start date.

You can also change the start date of leave by following the notice requirements above.

## Payment during Leave

You will qualify for Statutory Parental Bereavement Pay during leave if you meet the following criteria:

- You have been continuously employed with us for at least 26 weeks by the week prior to the week in which the child dies.
- Your normal average weekly earnings are not less than the lower earnings limit relevant for national insurance purposes.
- You are still employed by us on the date the child dies.

Payment will be made at the rate set by the Government each year or 90% of your average weekly earnings (whichever is lower).

In order to receive Statutory Parental Bereavement, Pay, you must provide us with notice of this and the following information within 28 days, or as soon as is reasonably practicable, of the first day of parental bereavement leave:

- the child's name.
- the date of the death or stillbirth.
- a declaration that you fall into one of the categories listed under 'Eligibility' above.

## Employment Term and Conditions during Parental Bereavement Leave

During Parental Bereavement Leave, you remain entitled to receive your normal contractual terms and conditions of employment that you would have received had you not taken this leave, except for remuneration. This will include contractual benefits, subject to the terms of these benefits.

## Right to Return

Upon your return to work, you are entitled to return to the same job, with the same terms and conditions in which you were employed before your absence unless:

- the period of leave you have taken is more than 26 weeks when added to any other period of statutory leave including Maternity, Paternity, Adoption Leave etc. in relation to the same child; and,
- It is not reasonably practicable for you to return to the same job.

Prior to returning, Phoenix Youth Provision will set time aside to hold an informal meeting with you to discuss any arrangements regarding your return to work and any additional support we may be able to offer you.

## Flexible Working

All employees who have a minimum of 26 weeks' continuous service at the time of making an application are entitled to request a flexible working arrangement. A request could, for example, relate to the total number of hours worked, the times at which you work, or the place of work.

All requests for flexible working will be seriously considered but there is no automatic right to be granted a request.

You should request an application form from HR at [mentoring@phoenixyouthprovision.org.uk](mailto:mentoring@phoenixyouthprovision.org.uk)

Your application must be made in writing specifying that it is a statutory request. The request must be signed and dated, and you should state whether you have made any previous request and, if so, when. You are limited to one statutory request in any 12 month period. You should provide details of the flexible working arrangement you are proposing, when you would like the change to take effect, and how you think any impact on Phoenix Youth Provision, your job and/or work colleagues may be dealt with.

Your request should be returned to HR at [mentoring@phoenixyouthprovision.org.uk](mailto:mentoring@phoenixyouthprovision.org.uk) and you will be contacted to discuss the application as soon as is reasonably practicable. If there is likely to be an undue delay, you will be notified of this in writing.

If you are unable to make the initial date for discussion, a further date and time will be arranged. If you fail to engage in discussion on both occasions without good reason, Phoenix Youth Provision will consider your application withdrawn.

You should be aware that if your request is accepted this will normally mean a permanent change to your terms and conditions of employment and there is no automatic right to revert to your original working arrangements later.

Alternatively, if Phoenix Youth Provision is unsure about the impact of your request and/or whether this may be sustainable, a temporary or trial period may be agreed. Whatever the outcome, Phoenix Youth Provision decision in relation to your request will be confirmed in writing.

A request will only be refused for one of the following business reasons:

- burden of additional costs.
- inability to reorganise work among existing staff.
- inability to recruit additional staff.
- detrimental impact on quality.
- detrimental impact on performance.
- detrimental effect on ability to meet customer demand.
- insufficient work for the periods you are proposing to work.
- planned structural change to the business.



If your request is refused, you may appeal against the decision. Your appeal must be made in writing.

You are entitled to be accompanied by a work colleague at any discussion, meeting or appeal hearing in relation to your request. Please note that the consideration period for dealing with flexible working requests, including any appeal, can take up to 3 months. Where necessary, this time limit may be extended by mutual agreement.

Requests are processed according to the order they arrive. Each case will be considered on its own merits taking into consideration the business case, possible impact, and the current business context.

## **Grievance, Disciplinary, Capability & Termination**

### **Disciplinary Procedure**

We maintain discretion in respect of the Disciplinary Procedure to take account of your length of service and to vary the procedures accordingly. If you have a short amount of service, you may not be in receipt of any warnings before dismissal.

If appropriate, informal action will be taken by Phoenix Youth Provision to resolve problems relating to conduct, capability, or other circumstances.

Before considering a warning or dismissal, steps will be taken by Phoenix Youth Provision to establish the facts.

At any stage of the Disciplinary Procedure you may be suspended, on full pay, whilst investigations are carried out. Suspension is a holding measure and is not to be taken as an indication that any allegations against you will be substantiated. If you become unfit for work or unable to attend any necessary meetings due to sickness during the period of suspension, Youth Provision will review the decision to keep you on suspension and, following this review, your suspension may be lifted. If your suspension is lifted, you may no longer be entitled to full pay but will be entitled to Statutory Sick Pay in accordance with the Organisations rules and procedures.

If you are prevented from attending your place of work and/or performing your job duties because of Police bail conditions, or because of an order or direction given by a court or relevant regulatory body, then the duration of any such period will be without pay.

If it is necessary for Phoenix Youth Provision to act under the Disciplinary Procedure you will be issued with a written statement setting out the nature of the conduct or other circumstances that may result in a disciplinary warning or dismissal. You will only be issued with a disciplinary warning or dismissed following a formal disciplinary meeting, at which you will have been given the right to be accompanied by a fellow employee or an accredited trade union official. You should make every effort to attend the meeting.

Throughout the Disciplinary Procedure you will be given the opportunity to respond to any complaint before any decision on a disciplinary warning or dismissal is taken.

It is not permissible to record, whether audio and/or visual, any meetings which take place as part of this procedure, without our express written authorisation. You should note that unauthorised recording may result in action under the Disciplinary Procedure, which may include dismissal for gross misconduct.

Phoenix Youth Provision may commence the Disciplinary Procedure, depending on the circumstances, at any of the following levels:

### Written warning

A written warning will be issued and a copy placed on your personnel file for 6 months after which it will be disregarded.

### Final written warning

A final written warning will be issued and a copy placed on your personnel file for 12 months after which it will be disregarded.

### Dismissal

Dismissal may be with or without notice, depending on the circumstances, and may occur whether or not warnings have been issued.

You will be entitled to appeal against any disciplinary or dismissal decision taken, such appeal being held in accordance with the Appeal Procedure, which is outlined below.

### Capability Procedure

We recognise that during your employment with us your ability to carry out your duties may deteriorate. This can be for several reasons, the most common ones being that either the job changes over a period of time and you fail to keep pace with the changes, or you change (most commonly because of health reasons) and you can no longer cope with the work.

We maintain discretion in respect of the Capability Procedure to take account of your length of service and to vary the procedure accordingly. If you have a short amount of service, you may not be in receipt of any warnings before dismissal.

### Job Changes and General Capability Issues

If the nature of your job changes or if we have general concerns about your ability to perform your job, we will try to ensure that you understand the level of performance expected of you and that you receive adequate training and supervision. Concerns regarding your capability will normally first be discussed in an informal manner and you will be given time to improve.

If your standard of performance is still not adequate you will be warned in writing that a failure to improve and to maintain the performance required could lead to your dismissal. We will also consider the possibility of a transfer to more suitable work if possible.

If there is still no improvement after a reasonable time and we cannot transfer you to more suitable work, or if your level of performance has a serious or substantial effect on our business or reputation, you will be issued with a final warning that you will be dismissed unless the required standard of performance is achieved and maintained.

If such improvement is not forthcoming after a reasonable period of time, you will be dismissed with the appropriate notice.

### Personal Circumstances and Health Issues

Personal circumstances may arise which do not prevent you from attending work, but which prevent you from carrying out your normal duties (e.g. a lack of dexterity or general ill health). If such a situation arises, we will normally need to have details of your medical diagnosis and prognosis so that we have the benefit of expert advice.

There may be other situations where you are absent from work due to health, either frequent short term absence or a long term absence with no prognosis for return, which means you are unable to carry out your role.

Under normal circumstances this can be most easily obtained by asking your own G.P. for a medical report. Your permission is needed before we can obtain such a report, and we will expect you to cooperate in this matter should the need arise.

When we have obtained as much information as possible regarding your condition and after consultation with you, a decision will be made about your future employment with us in your current role or, where circumstances permit, in a more suitable role.

There may also be personal circumstances which prevent you from attending work, either for a prolonged period or for frequent short absences. Under these circumstances we will need to know when we can expect your attendance record to reach an acceptable level.

This may again mean asking your own G.P. for a medical report or by making whatever investigations are appropriate in the circumstances. When we have obtained as much information as possible regarding your condition, and after consultation with you, a decision will be made about your future employment with us in your current role or, where circumstances permit, in a more suitable role.

## Procedure

You will only be issued with a capability warning or dismissed following a formal capability meeting, at which you will have been given the right to be accompanied by a fellow employee or an accredited trade union official. You should make every effort to attend the meeting.

Throughout the Capability Procedure you will be given the opportunity to respond to any concerns before any decision on a capability warning or dismissal is taken.

It is not permissible to record, whether audio and/or visual, any meetings which take place as part of this procedure, without our express written authorisation. You should note that unauthorised recording may result in action under the Disciplinary Procedure, which may include dismissal for gross misconduct.

Phoenix Youth Provision may commence the Capability Procedure, depending on the circumstances, at any of the following levels:

**Written warning**

A written warning will be issued and a copy placed on your personnel file for 6 months after which it will be disregarded.

**Final written warning**

A final written warning will be issued and a copy placed on your personnel file for 12 months after which it will be disregarded.

**Dismissal**

Dismissal may be with or without notice, depending on the circumstances, and may occur whether or not warnings have been issued.

You will be entitled to appeal against any capability or dismissal decision taken, such appeal being held in accordance with the Appeal Procedure, which is outlined below.

**Disciplinary and Capability Appeal Procedure**

If you wish to appeal against any disciplinary or capability decision, you should apply in writing to the person outlined in your outcome letter, within 5 working days of receiving the letter. You will be invited to attend a meeting, and you should take all reasonable steps to attend.

You will be given the opportunity to be accompanied at the meeting by a fellow employee or accredited trade union official.

It is not permissible to record, whether audio and/or visual, any meetings which take place as part of this procedure, without our express written authorisation. You should note that unauthorised recording may result in action under the Disciplinary Procedure, which may include dismissal for gross misconduct.

After the appeal meeting you will be informed of the final decision.

## **Termination of Employment**

### **Notice of Termination**

If you wish to resign, you should do so in writing, giving such notice as is specified in your Statement of Particulars.

If your employment is terminated by the Organisation, you will be entitled to receive the notice as is specified in your Statement of Particulars.

### **Gross Misconduct**

You may be summarily dismissed without notice if there has been an act of gross misconduct. Examples of gross misconduct are:

- Any breakage of law, such as theft and deliberate falsification of records or any other form of dishonesty.
- Willfully causing harm, injury to another employee, including bullying, cyberbullying or harassment.
- Performing an action that is liable to cause injury to other people or damage the employer's
- property.
- Willful refusal to obey a reasonable instruction.
- Damage to company machinery or property.
- Being under the influence of alcohol or drugs in working hours.
- Smoking in an unauthorised area.
- Discriminatory behaviour including harassment against another employee on the ground of Sex, Gender Identification, Race, Disability, Sexual Orientation, Religion or Belief.
- Using abusive behaviour or language to another employee or customer or client of the Employer.

- Removal of any items of stock or property belonging to the Employer without prior authorisation being obtained by a director.
- Any unauthorised use of the property of the Employer including, where appropriate, E-mail and Internet facilities.
- Breach of the Data Protection Act 1998 and/or breach of the Employer's Data Protection Policy.

This list is intended only as a guide and is not an exhaustive list.

### Notice during Probationary Period

During a probationary period, your notice period may be different, so you should refer to your Statement of Particulars for this information.

### When Dismissal Notice takes Effect

If you are given notice of dismissal verbally, it is deemed to take effect immediately. If notice is sent via post, it is deemed to take effect according to the schedule below:

- sent by email – the day after the email is sent.
- sent by recorded/special delivery – two days after letter sent.
- sent by first class – three days after letter sent.

### Retirement

Phoenix Youth Provision does not operate a formal retirement policy.

### Terminating Employment without giving Notice

If you terminate your employment without giving or working the required period of notice, as indicated in your individual Statement of Particulars, you will have an amount equal to any additional cost of covering your duties during the notice period not worked deducted from any termination pay due to you. This is an express written term of your contract of employment. You will also forfeit any contractual accrued holiday pay due to you over and above your statutory holiday pay, if you fail to give or work the required period of notice.

## Return of our Property

On termination of your employment, must return all our property which is in your possession or for which you have responsibility. Failure to return such items will result in the cost of the items being deducted from any monies outstanding to you. This is an express written term of your contract of employment.

## Pay in Lieu of Notice

At the absolute discretion of Phoenix Youth Provision, payment in lieu of working notice may be made, and all benefits owing, including holidays, are paid as accrued at the actual date of termination. This is an express written term of your contract of employment.

## Garden Leave

If either you or Phoenix Youth Provision provides notice on the other to terminate your employment, we may require you to take garden leave for all or part of the remaining period of your employment. During any period of garden leave you will continue to receive your full salary and any other contractual benefits. This is an express written term of your contract of employment.

## Grievance Procedure

Where you have a grievance relating to any aspect of your employment you should have no hesitation in raising the matter informally. Informal grievances should be raised in the first instance with your line manager. If you wish to make a formal grievance it must be set out in writing and sent to HR at [mentoring@phoenixyouthprovision.org.uk](mailto:mentoring@phoenixyouthprovision.org.uk) in order that a grievance manager can be appointed.

It is Phoenix Youth Provision intention to consider all grievances as soon as possible, and a meeting will be held usually within 5 days of you raising a grievance. The meeting will enable you to give full details of your grievance.

You are entitled to be accompanied by a fellow employee or accredited trade union official at the grievance meeting.

After the meeting the Manager will inform you of their decision in writing in response to the grievance. You have the right to appeal against this decision.



If you wish to appeal, you must inform Phoenix Youth Provision in writing within 5 working days. You will then be invited to attend another meeting, after which you will be informed of the final decision in writing.

It is not permissible to record, whether audio and/or visual, any meetings which take place as part of this procedure, without our express written authorisation. You should note that unauthorised recording may result in action under the Disciplinary Procedure, which may include dismissal for gross misconduct.

## **Public Interest Disclosure (Whistleblowing)**

Phoenix Youth Provision recognises that effective and honest communication is essential if concerns about breaches or failures are to be effectively dealt with.

This policy is designed to provide guidance to all those who work with or within Phoenix Youth Provision, including volunteers, casual and temporary staff, who may from time to time feel that they need to raise certain issues relating to Phoenix Youth Provision with someone in confidence.

Any person who in the public interest raises genuine concerns under this policy will not under any circumstances be subjected to any form of detriment or disadvantage as a result of having raised their concerns. The victimisation or harassment of an individual making a protected disclosure is a disciplinary offence.

This policy applies where you reasonably believe that one of the following sets of circumstances occurring, has occurred, or may occur within Phoenix Youth Provision and that your disclosure is in the public interest:

- A criminal offence has been committed, is being committed or is likely to be committed.
- A person has failed, is failing or is likely to fail to comply with any legal obligation to which he or she is subject.
- A miscarriage of justice has occurred, is occurring or is likely to occur.
- The health and safety of any individual has been, is being or is likely to be endangered.
- The environment has been, is being or is likely to be damaged.

- information tending to show any matter falling within any one of the preceding paragraphs has been, is being or is likely to be deliberately concealed.

It is not necessary that you prove the breach or failure that you are alleging has occurred or is likely to occur, you may simply raise reasonable suspicion. However, you should note that you will not be protected from the consequences of making such a disclosure if, by doing so, you commit a criminal offence.

## Procedure

If you believe that any of the above practices are happening in Phoenix Youth Provision the following procedure should be followed:

- You should initially raise the issues with your line manager/group leader, who will treat the matter in confidence.
- If it is not appropriate to raise the issues with this person, you should raise the issue with a director
- It is likely that an investigation will be necessary, and you may be required to attend an investigatory meeting as a witness.
- At the investigation meeting you will need to explain fully the nature and extent of what you believe is the problem. You may bring a colleague to help you explain the situation more clearly if you wish.

Depending on the nature of your complaint, it may not be possible to find an immediate solution, but your concerns will be investigated as quickly as is reasonably possible, and, where possible, providing such disclosure does not breach confidentiality, you will be advised of the outcome of the investigation in due course. As a minimum you will be advised when any investigation has been completed and that appropriate action has been taken, although you may not be informed of the specific details of the action that has been taken.

Where it is necessary for your disclosure and the investigative meeting minutes to be supplied to an employee as part of the evidence supporting disciplinary action, appropriate steps will be taken to ensure that your working environment and/or working relationships are not prejudiced by the fact of the disclosure.

If you are dissatisfied with the outcome of this procedure, you may raise the matter with HR at [mentoring@phoenixyouthprovision.org.uk](mailto:mentoring@phoenixyouthprovision.org.uk). If you remain dissatisfied with the outcome you have the right to express your concerns to the relevant Prescribed Person designated by the Public Interest Disclosure (Prescribed Persons) Order 2014, or any statute or statutory instrument which subsequently supersedes this legislation.

If you reasonably believe that the relevant failure as listed in any of the above practices relates wholly or mainly to the conduct of a person other than someone in the Organisation, or any other matter for which a person other than the Organisation has legal responsibility, then you should make that disclosure to that other person.

Also, you may make such a disclosure to Protect, the leading authority on whistleblowing, if you consider that it has an interest in the matter and, despite the best efforts of Phoenix Youth Provision you believe that disclosure within the Organisation is inappropriate or as noted previously has been unsuccessful. Disclosures made to legal advisors in the course of obtaining legal advice will be protected.

If any disclosure concerns information which you do not substantially believe is true or is made in bad faith, for instance in order to cause disruption within Phoenix Youth Provision, or indeed if the disclosure is made for personal gain, then you may become subject to action under the Disciplinary Procedure, which could include dismissal.

While the Organisation hopes that such disclosures will never be necessary, it also recognises that it may find itself in circumstances which are new to it. Each case will be treated on its own facts.

## **Message from the Directors**

We trust your time at Phoenix is a rewarding experience. Everyone at Phoenix Youth Provision is delighted that you are now part of our team working towards our vision for local young people.

A few simple practices will ensure your safety. Others rely on you to observe the guidelines and instil our beliefs.

**Together we can ensure success!**

**Thank you for your support.**