

## Parish Policies

### The parish of Catford & Downham (C&D)



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# **DIVERSITY POLICY**

## GENERAL PRINCIPLES

C&D parish values diversity and recognises that people are an extremely valuable resource. C&D parish is committed to providing a working environment in which all staff members and volunteers are able to work towards realising their full potential and to contribute to the fulfilment of its vision.

C&D parish supports the values of the Church of England and employees of C&D parish will be expected to show commitment to those aims.

In the light of C&D parish Christian values and ethos it reserves the right to exercise legal exemptions under the Equality Act 2010 where it is declared that a Christian faith is a genuine occupational requirement (GOR) and integral to the work, this will be made clear in role descriptions.

## USE OF TERMS

Where the term "protected characteristic" is used, it refers to The Equality Act 2010 which defines protected characteristics as age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation.

## OVERALL OBJECTIVES

- To value the diversity of the workforce by implementing policies, procedures and processes which assist staff to work towards developing to their full potential, whilst achieving C&D parish goals
- To prevent direct and indirect discrimination
- To prevent discrimination by association
- To prevent perception discrimination
- To stimulate equality of opportunity by the elimination of conditions, requirements, procedures and practices which are unjustified

## DIRECT DISCRIMINATION

Direct discrimination occurs when a person is treated less favourably than another person because of a protected characteristic they have or are thought to have or because they associate with someone who has a protected characteristic.

## INDIRECT DISCRIMINATION

Indirect discrimination can occur if C&D parish has a condition, rule, policy or practice that applies to everyone but particularly disadvantages people who

share a protected characteristic; unless C&D parish can show that it can be reasonably justified.

### DISCRIMINATION BY ASSOCIATION

Discrimination by association is direct discrimination against someone because they associate with another person who possesses a protected characteristic.

### PERCEPTION DISCRIMINATION

Perception Discrimination is direct discrimination against a person because others think that they possess a particular protected characteristic even if the person does not have that characteristic.

### SPECIFIC OBJECTIVES

#### **Recruitment and Selection**

- To achieve a response of appropriate quality to meet the person specification of vacant jobs in C&D parish, having regard for the need to ensure that members of all diverse groups have opportunities to make applications
- To ensure that people with appropriate knowledge, skills, qualifications, experience and competencies are selected in accordance with objective, job related criteria

#### **Training and Development**

- To ensure as far as is reasonably practicable that all staff acquire and develop the knowledge, skills, qualifications, experience and competencies to enable them to perform effectively in their jobs and to work towards realising their full potential

#### **Performance Management**

- To manage, review and assess individual staff performance against objective and relevant criteria to enable staff to work towards realising their full potential

#### **Terms and Conditions of Employment**

- To achieve fair and equitable payment of staff
- To provide benefits and facilities which are fair, non-discriminatory and will contribute to giving staff and potential staff equality of opportunity

#### **The application of Grievance, Disciplinary and Capability Procedures**

- To ensure that grievances, disciplinary and capability issues are handled in a fair and non-discriminatory manner

## **Staff Relations**

- To ensure a consistent and effective approach which values diversity and aims at the achievement of proper relationships between members of management and staff

## **Monitoring**

- To monitor this policy so that C&D parish can assess its effectiveness, the extent to which objectives are being met and the action which needs to be taken

## **Communications**

- To communicate this policy clearly and effectively to all staff
- To communicate to potential staff C&D parish commitment to valuing diversity

## GRIEVANCES RELATING TO DIVERSITY ISSUES

Any member of staff who has a problem relating to a diversity issue within the framework of this policy should raise it through the Grievance Procedure.

## HOW COMPLAINTS RELATING TO DIVERSITY ISSUES WILL BE DEALT WITH

C&D parish is committed to investigating complaints relating to diversity issues thoroughly and with fairness and sensitivity.

## WHERE A MEMBER OF STAFF IS ACCUSED OF DISCRIMINATION

Where a member of staff is accused of acting in a discriminatory manner towards another staff member or job applicant, the complaint will be thoroughly investigated. In the course of the investigation the member of staff will be given a reasonable opportunity to answer the allegations made against them and to provide an explanation.

If it is concluded that there was no discrimination this will be the end of the matter. If it is concluded that a false accusation has been made maliciously against the staff member, the person or persons responsible may be subject to disciplinary action.

If it is concluded that a member of staff has acted in a discriminatory manner, management will consider appropriate action. This may range from training to formal disciplinary action, including dismissal in serious cases.

## RESPONSIBILITIES

The primary responsibility for the implementation of this diversity policy is that of management.

However, all members of staff are encouraged to value the diversity of the workforce. Staff can contribute to an improved working environment, for example, by not making assumptions about people based on their gender or ethnic origin, by challenging those who express prejudice, by recognising the value of contributions from diverse groups of people, and by making suggestions to management about how the working environment can be improved to contribute to enabling staff to work towards realising their full potential.

Furthermore, they have a responsibility not to discriminate unfairly against groups or individuals; this includes bullying and harassment, which is addressed in a separate policy. Alleged acts of discrimination will be considered within the framework of the disciplinary procedure.

## VOLUNTEERS

Volunteers are expected to not discriminate against employees, other volunteers, service users of any others associated with C&D parish.

C&D parish is committed to ensuring volunteers are not subjected to discrimination during their time with C&D parish. If you are concerned about discrimination you can talk to your line manager or a senior member of the leadership team.

## STATUS OF THE POLICY

Whilst C&D parish acknowledges its legal obligations relating to diversity issues, C&D parish reserves the right to change it from time to time; it does not form part of individual contracts of employment.





## **ALCOHOL AND DRUGS POLICY**

### INTRODUCTION

C&D parish recognises that the use of either alcohol or drugs by staff can impair both their health and the safe and efficient running of C&D parish.

### OBJECTIVE OF THE POLICY

The objective of this policy is to provide a framework for the handling of alcohol and drug related problems in a fair and sympathetic manner.

### THE PROCESS FOR HANDLING ALCOHOL AND DRUG PROBLEMS

#### **Identifying the problem:**

The misuse of drugs and alcohol by staff may come to light in various ways. It may become apparent during investigation of timekeeping, attendance or behavioural issues. In some instances, staff may seek help and advice themselves.

#### **What staff should do if they have or think that they have a problem with alcohol or drugs:**

Staff who recognise that they have an alcohol or drug problem, or that they are at risk of developing one, are encouraged to come forward for confidential help. They should speak in confidence with their manager or secure the help of a colleague in this respect.

#### **How staff should respond regarding another staff member with an alcohol or drug problem:**

All staff are encouraged not to cover up for staff with an alcohol or drug problem but to recognise that collusion or covering up represents a false sense of loyalty, will be considered as misconduct, and may in the longer-term damage those members of staff.

#### **Intervention:**

Where management become aware that a staff member may have a problem relating to alcohol or drugs, they should hold a meeting with the member of staff concerned.

Where staff members acknowledge that they have a problem and are given help and treatment, this will be on the understanding that:

- they will fulfil the obligations of the treatment arranged;

- where necessary, while undergoing treatment, they will be on sick leave and may be entitled to sick pay, where applicable.
- in the event of in-patient treatment being necessary for a prolonged period, employees may be entitled to related sick pay if deemed appropriate.

Where a return to work would jeopardise either a satisfactory level of job performance or the member of staff's recovery, the manager will review the full circumstances of the case and agree a course of action to be taken. This may include the offer of suitable alternative employment, the consideration of retirement on the grounds of ill health, or dismissal. The matter will be considered within the framework of the Capability Procedure which can be found in this handbook.

#### **Where a staff member refuses help:**

Any member of staff who declines the offer of referral for assessment and treatment or discontinues treatment before its satisfactory completion and who continues to fall below standards required, will be considered within the framework of the Capability Procedure.

#### **Where a staff member has a relapse:**

Where a member of staff, having received treatment, suffers a relapse, C&D parish will consider the case on its individual merits. Medical advice will be sought in an attempt to ascertain how much more treatment/rehabilitation time is likely to be required for full recovery. At C&D parish discretion, more treatment or rehabilitation time may be given in order to help the staff member to recover fully.

#### **Where a staff member is unlikely to recover:**

If, after a member of staff has received treatment, recovery seems unlikely, C&D parish may be unable to wait any longer for recovery to take place. In such cases, dismissal may result, but a medical investigation and individual consultation will take place beforehand and the matter will be considered within the Capability Procedure.

#### **Serious or gross misconduct related to alcohol or drugs:**

Issues of alleged serious or gross misconduct related to alcohol or drugs will be investigated and handled within the framework of the Disciplinary Procedure.

#### **Staff who are intoxicated by alcohol or under the influence of drugs:**

If a member of staff is intoxicated by alcohol or under the influence of drugs during working hours or on church premises, arrangements will be made for them to be escorted from the premises immediately. Disciplinary action will take place when the staff member has had time to recover from the effects of

alcohol/drugs. This kind of behaviour will normally be treated as gross misconduct and result in summary dismissal.

### **Consumption of alcohol on the premises:**

Other than celebrating the Eucharist or during a church organised reception, the consumption of alcohol on C&D parish premises is not permitted, and will be regarded as gross misconduct, rendering the staff member concerned liable to summary dismissal.

### **Drug abuse on the premises:**

The taking of drugs, which are not prescribed on medical grounds, during working hours or whilst on parish business will be regarded as gross misconduct and staff who are found guilty of such acts will render themselves liable to summary dismissal. The possession of, or buying or selling, of non-prescribed drugs at any time will be regarded as gross misconduct and staff who are guilty of such acts will render themselves liable to summary dismissal under the terms of the Disciplinary Procedure. As this is a criminal offence the police will also be informed.

### **Consumption of alcohol/Drug abuse whilst attending trips or social events:**

All staff must demonstrate responsible behaviour and remain professional throughout any social event or attendance at a work organised trip. Only one alcoholic drink will be permitted, with food, at any such event or trip where despite alcohol being present the staff member is considered to be 'at work' and therefore representing C&D parish in a professional capacity.

If a member of staff is found to be intoxicated by alcohol whilst on a trip or attending a work organised event, disciplinary action will take place when the staff member has had time to become to recover from the effects of alcohol. This kind of behaviour will normally be treated as gross misconduct and result in summary dismissal

The possession of, or buying or selling, of non-prescribed drugs whilst on a trip or attending a work organised event will be regarded as gross misconduct and staff who are guilty of such acts will render themselves liable to summary dismissal under the terms of the Disciplinary Procedure. As this is a criminal offence the police will also be informed.

### **STATUS OF THIS POLICY**

This Alcohol and Drugs Policy is discretionary, and C&D parish reserves the right to change it from time to time; it does not form part of individual contracts of employment.

# **BULLYING, HARASSMENT AND DIGNITY AT WORK POLICY**

## GENERAL PRINCIPLES

C&D parish believes that all members of staff and volunteers are entitled to be treated with dignity and respect while at work and when representing the organisation in any capacity outside work.

C&D parish will not tolerate the bullying or harassment of:

- one staff member by another or of
- any other individuals with whom they have contact in the course of carrying out their duties for C&D parish or of
- a staff member by a third party with whom they have contact in the performance of their job.

Such behaviour is unlawful and is regarded as both serious and unacceptable in the working environment. C&D parish will take positive action to prevent its occurrence at work and out of the workplace, such as on business trips or at work-related events or social functions.

## OBJECTIVE OF THE POLICY

The objective of this policy is to prevent bullying and harassment within C&D parish and to provide a framework for addressing any bullying and harassment issues that may arise.

## DEFINITION OF BULLYING AND HARASSMENT

In general terms, bullying may include offensive, intimidating, malicious or insulting behaviour, an abuse or misuse of power through means that undermine, humiliate, denigrate or injure the recipient. Harassment is unwanted conduct related [or unrelated to] a protected characteristic\* under the Equality Act 2010, which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual. This means that even if the harassment is not directed towards a staff member, they might find it offensive (creating an offensive environment).

\*This can include harassment of someone because the harasser thinks that the victim possesses a protected characteristic or because the victim associates with a person who possesses a protected characteristic.

Behaviour that is considered as bullying by one person may be considered firm management by another. It may be persistent or an isolated incident. Unacceptable behaviour may include:

- spreading malicious rumours or insulting someone (particularly on the grounds of a protected characteristic under the Equality Act 2010)

- copying memos or emails that are critical about someone to others who do not need to know
- ridiculing or demeaning someone; e.g. picking on them or setting them up to fail
- exclusion or victimisation
- unfair treatment
- overbearing supervision or other misuse of power or position
- unwelcome sexual conduct including:
  - unwelcome sexual advances, propositions, suggestions or pressure to participate in social activity outside work, where it has been made clear that this is not welcome
  - conduct which is intimidatory, physically or verbally abusive, including the display of explicit material, the use of sexually explicit humour, and comments of a sexual nature whether directed specifically at any particular individual or not
  - suggestions that sexual favours may further a person's career, or that refusal may hinder it
  - making decisions based on sexual advances being accepted or rejected
- unwanted physical contact
- making threats or comments about job security without foundation
- deliberately undermining a competent worker by overloading and constant criticism
- preventing individuals from progressing by intentionally blocking promotion or training opportunities

Bullying and harassment are not necessarily face to face, they may be by written communications, visual images (for example pictures of a sexual nature or embarrassing photographs of colleagues), in any form of social media, electronic email (so called 'flame-mail'), phone, and automatic supervision methods – such as computer recording of downtime from work, or recording of telephone conversations – if these are not universally applied to all workers.

Bullying and harassment may be carried out by third parties; i.e. people who are not employees of C&D parish but with whom the affected staff member comes into contact as part of their work.

## COMPLAINTS OF BULLYING AND HARASSMENT

Any staff member who wishes to make a complaint relating to alleged bullying or harassment within the framework of this policy should raise it through C&D parish Grievance Procedure.

### HOW COMPLAINTS OF BULLYING AND HARASSMENT WILL BE DEALT WITH BY C&D PARISH

C&D parish has regard for the fact that bullying and harassment are unlawful\*\* and views such acts as constituting extremely serious and unacceptable behaviour. It is committed to taking all complaints of bullying and harassment very seriously and to investigating them thoroughly with fairness, sensitivity and confidentiality.

#### **Where staff members complain of bullying or harassment**

Where a staff member complains of bullying or harassment, the complaint will be taken very seriously and will be thoroughly investigated.

In the course of the investigation the staff member who is accused will be given a reasonable opportunity to answer the allegations made against them and to provide an explanation. Management will consider all the circumstances before reaching a conclusion, considering the perception of the staff member complaining of bullying or harassment.

If it is concluded that there was no bullying or harassment this will be the end of the matter. If it is concluded that a false accusation has been made maliciously against the staff member, the person or persons responsible may be subject to disciplinary action.

If it is concluded that a member of staff has bullied or harassed another staff member, management will consider appropriate action including considering whether other policies have also been breached such as the Diversity Policy, Internet and Communications Policy or the Social Media Policy. This may range from counselling or training to formal disciplinary action, including dismissal in serious cases. Appropriate action will also be considered for the staff member who complained of the bullying or harassment. This might be the provision of counselling support or redeployment if regarded as necessary and reasonably practicable.

#### **Bullying or harassment by third parties**

Where a staff member has been subject to bullying or harassment by a third party; e.g. a visitor, contractor etc, a full investigation will take place and appropriate action will be taken if the complaint is found to be justified.

### RESPONSIBILITIES

The primary responsibility for the implementation of this Bullying and Harassment Policy is that of management. However, all staff members have a

responsibility to show respect to other members of staff and other individuals with whom they have contact in the course of carrying out their duties for C&D parish.

#### STATUS OF THIS POLICY

Whilst C&D parish will fulfil its legal obligations, C&D parish reserves the right to review it and to change it from time to time; it does not form part of individual contracts of employment.

\* The Equality Act 2010 defines protected characteristics as follows:

Age, disability, transgender status, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation

\*\* Under the Equality Act 2010, harassment is unlawful.

Bullying on grounds of a protected characteristic is also unlawful.

Other forms of bullying may also result in a contravention of the law.

# ANTI-BRIBERY AND CORRUPTION POLICY

## GENERAL PRINCIPLES

It is our policy to conduct all of our business in an honest and ethical manner. We take a zero-tolerance approach to bribery and corruption and are committed to acting professionally, fairly and with integrity in all our business dealings and relationships.

Any employee who breaches this policy will face disciplinary action, which could result in dismissal for gross misconduct. Any non-employee who breaches this policy may have their contract terminated with immediate effect.

This policy does not form part of any employee's contract of employment and we may amend it at any time. It will be reviewed regularly.

## WHO MUST COMPLY WITH THIS POLICY?

This policy applies to all persons working for us or on our behalf in any capacity, including employees at all levels, directors, officers, agency workers, seconded workers, volunteers, interns, agents, contractors, external consultants, third-party representatives and business partners.

## WHAT IS BRIBERY?

**Bribe** means a financial or other inducement or reward for action which is illegal, unethical, a breach of trust or improper in any way. Bribes can take the form of money, gifts, loans, fees, hospitality, services, discounts, the award of a contract or any other advantage or benefit.

**Bribery** includes offering, promising, giving, accepting or seeking a bribe.

All forms of bribery are strictly prohibited. If you are unsure about whether a particular act constitutes bribery, raise it with your line manager.

Specifically, you must not:

- give or offer any payment, gift, hospitality or other benefit in the expectation that a business advantage will be received in return, or to reward any business received;
- accept any offer from a third party that you know or suspect is made with the expectation that we will provide a business advantage for them or anyone else;
- give or offer any payment (sometimes called a facilitation payment) to a government official in any country to facilitate or speed up a routine or necessary procedure;



You must not threaten or retaliate against another person who has refused to offer or accept a bribe or who has raised concerns about possible bribery or corruption.

### GIFTS AND HOSPITALITY

This policy does not prohibit the giving or accepting of reasonable and appropriate hospitality for legitimate purposes such as building relationships, thank yous, maintaining our image or reputation, or marketing our products and services.

A gift or hospitality will not be appropriate if it is unduly lavish or extravagant, or could be seen as an inducement or reward for any preferential treatment (for example, during contractual negotiations or a tender process).

Gifts must be of an appropriate type and value (approximately no more than £20) depending on the circumstances and taking account of the reason for the gift. Gifts must not include cash or cash equivalent (such as vouchers) or be given in secret. Gifts must be given in the Church's name, not your name.

Promotional gifts of low value such as branded stationery may be given to or accepted from existing customers, suppliers and business partners.

### RECORD-KEEPING

You must declare and keep a written record of all hospitality or gifts given or received. You must also submit all expenses claims relating to hospitality, gifts or payments to third parties in accordance with our expenses policy and record the reason for expenditure.

All accounts, invoices, and other records relating to dealings with third parties including suppliers and customers should be prepared with strict accuracy and completeness. Accounts must not be kept "off-book" to facilitate or conceal improper payments.

### HOW TO RAISE A CONCERN

If you are offered a bribe, or are asked to make one, or if you suspect that any bribery, corruption or other breach of this policy has occurred or may occur, you must notify your line manager and the leadership team **OR** report it in accordance with our Whistleblowing Policy as soon as possible.

# **WHISTLEBLOWING POLICY**

## GENERAL PRINCIPLES

We are committed to working with honesty and integrity and we expect all staff to maintain high standards. Any suspected wrongdoing should be reported as soon as possible.

This policy covers all employees, officers, consultants, contractors, volunteers, interns, casual workers and agency workers.

This policy does not form part of any employee's contract of employment and we may amend it at any time.

## WHAT IS WHISTLEBLOWING?

Whistleblowing is the reporting of suspected wrongdoing or dangers in relation to our activities. This includes bribery, fraud or other criminal activity, miscarriages of justice, health and safety risks, damage to the environment and any breach of legal or professional obligations.

## HOW TO RAISE A CONCERN

We hope that in many cases you will be able to raise any concerns with your line manager and the leadership team. However, where you prefer not to raise it with management for any reason, you should contact the Church Warden/s.

We will arrange a meeting with you as soon as possible to discuss your concern. You may bring a colleague or union representative to any meetings under this policy. Your companion must respect the confidentiality of your disclosure and any subsequent investigation.

## CONFIDENTIALITY

We hope that staff will feel able to voice whistleblowing concerns openly under this policy. Completely anonymous disclosures are difficult to investigate. If you want to raise your concern confidentially, we will make every effort to keep your identity secret and only reveal it where necessary to those involved in investigating your concern.

## EXTERNAL DISCLOSURES

The aim of this policy is to provide an internal mechanism for reporting, investigating and remedying any wrongdoing in the workplace. In most cases you should not find it necessary to alert anyone externally.

The law recognises that in some circumstances it may be appropriate for you to report your concerns to an external body such as a regulator. We strongly

encourage you to seek advice before reporting a concern to anyone external. Public Concern at Work operates a confidential helpline. Their contact details are at the end of this policy.

## PROTECTION AND SUPPORT FOR WHISTLEBLOWERS

We aim to encourage openness and will support whistleblowers who raise genuine concerns under this policy, even if they turn out to be mistaken.

Whistleblowers must not suffer any detrimental treatment as a result of raising a genuine concern. If you believe that you have suffered any such treatment, you should inform your line manager immediately. If the matter is not remedied, you should raise it formally using our Grievance Procedure.

You must not threaten or retaliate against whistleblowers in any way. If you are involved in such conduct you may be subject to disciplinary action. In some cases, the whistleblower could have a right to sue you personally for compensation in an employment tribunal.

However, if we conclude that a whistleblower has made false allegations maliciously or with a view to personal gain, the whistleblower may be subject to disciplinary action.

Protect operates a confidential helpline. Their contact details are at the end of this policy.

## CONTACTS

<b>Protect</b> (Independent whistleblowing charity)	Helpline: 020 3117 2520 or visit <a href="http://www.protect-advice.org.uk">www.protect-advice.org.uk</a> to complete an online contact form.
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# **COMMUNICATIONS POLICY**

## GENERAL PRINCIPLES

IT and communications systems are intended to promote effective communication and working practices. This policy outlines the standards staff must observe when using these systems, when C&D parish will monitor their use, and the action C&D parish will take if these standards are breached.

Access to the internet and e-mail will be provided to staff as a business resource. It is permissible for staff to use the facilities for their own personal use on occasions. However, such use should occur only during the break times. Personal use is a privilege and not a right. It must not be overused or abused. C&D parish reserves the right to withdraw permission for personal use or restrict access at any time.

The management has overall responsibility for this policy, including keeping it under review.

Breach of this policy may be dealt with under the Disciplinary Procedure and, in serious cases, may be treated as gross misconduct leading to summary dismissal.

This policy does not form part of any employee's contract of employment and it may be amended at any time.

## EQUIPMENT SECURITY AND PASSWORDS

You are responsible for the security of the equipment allocated to or used by you, and you must not allow it to be used by anyone other than in accordance with this policy. You should use passwords on all IT equipment, particularly items that you take out of the office. You should keep your passwords confidential and change them regularly.

If you are away from your desk you should log out or lock your computer. You must log out of your computer at the end of each working day.

## SYSTEMS AND DATA SECURITY

You should not delete, destroy or modify existing systems, programs, information or data (except as authorised in the proper performance of your duties).

You must not download or install software from external sources without authorisation. Downloading unauthorised software may interfere with our systems and may introduce viruses or other malware.

You must not attach any device or equipment including mobile phones, tablet computers or USB storage devices to our systems without authorisation.

You should exercise caution when opening unsolicited e-mails from unknown sources. If an e-mail looks suspicious do not reply to it, open any attachments or click any links in it.

Inform management immediately if you suspect your computer may have a virus.

### E-MAIL

Adopt a professional tone and observe appropriate etiquette when communicating with third parties by e-mail.

Remember that e-mails can be used in legal proceedings and that even deleted e-mails may remain on the system and be capable of being retrieved.

You must not send abusive, obscene, discriminatory, racist, harassing, derogatory, defamatory, pornographic or otherwise inappropriate e-mails.

You should not:

- send or forward private e-mails at work which you would not want a third party to read;
- send or forward chain mail, junk mail, cartoons, jokes or gossip;
- contribute to system congestion by sending trivial messages or unnecessarily copying or forwarding e-mails to others who do not have a real need to receive them; or
- send messages from another person's e-mail address (unless authorised) or under an assumed name.
- send messages outside of acceptable working hours. Exceptions include safeguarding incidents, such as concern for your own or another person's wellbeing, or to inform your line manager of your absence.

### USING THE INTERNET

Internet access is provided primarily for business purposes. Occasional personal use may be permitted as set out previously.

You should not access any web page or download any image or other file from the internet which could be regarded as illegal, offensive, in bad taste or immoral. Even web content that is legal in the UK may be in sufficient bad taste to fall within this prohibition. As a general rule, if any person (whether intended

to view the page or not) might be offended by the contents of a page, or if the fact that our software has accessed the page or file might be a source of embarrassment if made public, then viewing it will be a breach of this policy.

We may block or restrict access to some websites at our discretion.

### PERSONAL USE OF OUR SYSTEMS

We permit occasional use of our systems to send personal e-mail, browse the internet and make personal telephone calls subject to certain conditions. Personal use is a privilege and not a right. It must not be overused or abused. We may withdraw permission for it at any time or restrict access at our discretion.

Personal use must meet the following conditions:

- it must be minimal and it must not affect your work or interfere with the business;
- it must not commit us to any marginal costs; and
- it must comply with our policies including the Equal Opportunities Policy, Anti-harassment and Bullying Policy, Data Protection Policy and Disciplinary Procedure.

### MONITORING

For business reasons, and in order to carry out legal obligations in our role as an employer, your use of our systems including the telephone and computer systems (including any personal use) may be continually monitored by automated software or otherwise.

We reserve the right to retrieve the contents of e-mail messages or check internet usage (including pages visited and searches made) as reasonably necessary in the interests of the business, including for the following purposes (this list is not exhaustive):

- to monitor whether the use of the e-mail system or the internet is legitimate and in accordance with this policy;
- to find lost messages or to retrieve messages lost due to computer failure;
- to assist in the investigation of alleged wrongdoing; or
- to comply with any legal obligation.

## PROHIBITED USE OF OUR SYSTEMS

Misuse or excessive personal use of our telephone or e-mail system or inappropriate internet use will be dealt with under our Disciplinary Procedure. Misuse of the internet can in some cases be a criminal offence.

Creating, viewing, accessing, transmitting or downloading any of the following material will usually amount to gross misconduct (this list is not exhaustive):

- pornographic material (that is, writing, pictures, films and video clips of a sexually explicit or arousing nature);
- offensive, obscene, or criminal material or material which is liable to cause embarrassment to us or to our clients;
- a false and defamatory statement about any person or organisation;
- material which is discriminatory, offensive, derogatory or may cause embarrassment to others (including material which breaches our Equal Opportunities Policy or our Anti-harassment and Bullying Policy);
- confidential information about us or any of our staff or clients (except as authorised in the proper performance of your duties);
- unauthorised software;
- any other statement which is likely to create any criminal or civil liability (for you or us); or
- music or video files or other material in breach of copyright.

## **SOCIAL MEDIA POLICY**

### GENERAL PRINCIPLES

This policy is in place to minimise the risks to the church through use of social media and as such applies to all staff and volunteers.

This policy deals with the use of all forms of social media, including (but not limited to) Facebook, WhatsApp, Instagram, TikTok, LinkedIn, X, Google+, Wikipedia, Whisper, Instagram, Vine, Tumblr and all other social networking sites, internet postings and blogs. It applies to use of social media for business purposes as well as personal use that may affect the church in any way.

This policy does not form part of any employee's contract of employment and we may amend it at any time.

At C&D parish and St Mark's we have lots of ways to keep in touch and support one another. However we have some rules about how we use our phones, tablets and computers to keep in touch. These rules are to make sure everyone feels comfortable with what happens and are part of our commitment to safeguarding.

Remember that the law and Diocesan safeguarding policy apply in your communications with children and young people. Be especially aware that sharing images of children and young people online can put them at risk.

Think about the law. Anything posted online is regarded in law as being published and in the public domain and subject to legislation around libel, defamation, copyright and data protection. The government has published the following useful advice about online copyright issues regarding imagery:  
<https://www.gov.uk/government/publications/copyright-notice-digital-images-photographs-andthe-internet>

### PERSONAL USE OF SOCIAL MEDIA

Occasional personal use of social media during working hours is permitted. so long as it does not involve unprofessional or inappropriate content, does not interfere with your employment responsibilities or productivity and complies with this policy.

This policy applies to staff when they are using social networking sites on parish or other equipment and their use is linked to the church, whether during or outside working hours. Examples of ways in which staff are linked to the church when they are using the internet are:

- using a church email address as their contact email;
- stating in their profile that they work for C&D parish
- stating in a discussion online that they work for C&D parish



- posting comments/information about the church or DCC on social networking sites
- using networking sites from church computers.
- Posting on or setting up social media for C&D parish

This list gives examples of how staff can be linked to the church and is not exhaustive.

### PROHIBITED USE

You must avoid making any social media communications that could damage Church of England interests or reputation, even indirectly.

You must not use social media to defame or disparage us, our staff or any third party; to harass, bully or unlawfully discriminate against staff or third parties; to make false or misleading statements; or to impersonate colleagues or third parties. You must not express opinions on our behalf via social media, unless expressly authorised to do so by your manager. You may be required to undergo training in order to obtain such authorisation.

You must not post comments about sensitive business-related topics, such as our performance, or do anything to jeopardise our trade secrets, confidential information and intellectual property or any information about C&D parish, DCC, its staff, partners or any related third party. You must not include our logos or other trademarks in any social media posting or in your profile on any social media, unless authorised to do so by management,

You must ensure that you continue to abide by all the policies set out in the Staff Handbook if you are using social networking sites and your use is linked to the church. Failure to do so may result in disciplinary action, even if your actions took place outside of your working hours.

Any misuse of social media should be reported to the leadership team.

### **Guidelines for responsible use of social media**

You should make it clear in social media postings, or in your personal profile, that you are speaking on your own behalf. Write in the first person and use a personal e-mail address.

Be respectful to others when making any statement on social media and be aware that you are personally responsible for all communications which will be published on the internet for anyone to see.

If you disclose your affiliation with us on your profile or in any social media postings, you must state that your views do not represent those of your

employer (unless you are authorised to speak on our behalf). You should also ensure that your profile and any content you post are consistent with the professional image you present to clients and colleagues.

If you are uncertain or concerned about the appropriateness of any statement or posting, refrain from posting it until you have discussed it with your manager.

If you see social media content that disparages or reflects poorly on us, you should contact your line manager or the leadership team immediately.

#### BREACH OF THIS POLICY

Breach of this policy may result in disciplinary action under the disciplinary, bullying and harassment policies up to and including dismissal. Any member of staff suspected of committing a breach of this policy will be required to cooperate with our investigation, which may involve handing over relevant passwords and login details.

You may be required to remove any social media content that we consider to constitute a breach of this policy. Failure to comply with such a request may result in disciplinary action.

# **DATA PROTECTION POLICY**

## GENERAL PRINCIPLES

During the course of our activities we, will process personal data (which may be held on paper, electronically, or otherwise) about our staff and we recognise the need to treat it in an appropriate and lawful manner, in accordance with the General Data Protection Regulations (GDPR). The purpose of this policy is to make you aware of how we will handle your personal data.

This policy does not form part of any employee's contract of employment and we may amend it at any time.

## DATA PROTECTION PRINCIPLES

We will comply with the eight data protection principles in the GDPR, which say that personal data must be:

- Processed fairly and lawfully.
- Processed for limited purposes and in an appropriate way.
- Adequate, relevant and not excessive for the purpose.
- Accurate.
- Not kept longer than necessary for the purpose.
- Processed in line with individuals' rights.
- Secure.
- Not transferred to people or organisations situated in countries without adequate protection.

"Personal data" means recorded information we hold about you from which you can be identified. It may include contact details, other personal information, photographs, expressions of opinion about you or indications as to our intentions about you. "Processing" means doing anything with the data, such as accessing, disclosing, destroying or using the data in any way.

## FAIR AND LAWFUL PROCESSING

We will usually only process your personal data where you have given your consent or where the processing is necessary to comply with our legal obligations. In other cases, processing may be necessary for the protection of your vital interests, for our legitimate interests or the legitimate interests of others. The full list of conditions is set out in the GDPR.

## HOW WE ARE LIKELY TO USE YOUR PERSONAL DATA

We will process data about staff for legal, personnel, administrative and management purposes and to enable us to meet our legal obligations as an employer, for example to pay you, monitor your performance and to confer benefits in connection with your employment.

We may process sensitive personal data relating to staff including, as appropriate:

- information about an employee's physical or mental health or condition in order to monitor sick leave and take decisions as to the employee's fitness for work;
- the employee's racial or ethnic origin or religious or similar information in order to monitor compliance with equal opportunities legislation;
- in order to comply with legal requirements and obligations to third parties.

### **Processing for limited purposes**

We will only process your personal data for the specific purpose or purposes notified to you or for any other purposes specifically permitted by the GDPR.

### **Adequate, relevant and non-excessive processing**

Your personal data will only be processed to the extent that it is necessary for the specific purposes notified to you.

### **Accurate data**

We will keep the personal data we store about you accurate and up to date. Data that is inaccurate or out of date will be destroyed. Please notify us if your personal details change or if you become aware of any inaccuracies in the personal data we hold about you.

### **Data retention**

We will not keep your personal data for longer than is necessary for the purpose. This means that data will be destroyed or erased from our systems when it is no longer required.

### **Processing in line with your rights**

You have the right to:

- Request access to any personal data we hold about you.
- Prevent the processing of your data for direct-marketing purposes.
- Ask to have inaccurate data held about you amended.

- Prevent processing that is likely to cause unwarranted substantial damage or distress to you or anyone else.
- Object to any decision that significantly affects you being taken solely by a computer or other automated process.

### **Data security**

We will ensure that appropriate measures are taken against unlawful or unauthorised processing of personal data, and against the accidental loss of, or damage to, personal data.

Maintaining data security means guaranteeing the confidentiality, integrity and availability (for authorised purposes) of the personal data.

### **Providing information to third parties**

We will not disclose your personal data to a third party without your consent unless we are satisfied that they are legally entitled to the data. Where we do disclose your personal data to a third party, we will have regard to the eight data protection principles.

### **Subject access requests**

If you wish to know what personal data we hold about you, you must make the request in writing. Such written requests should be forwarded to your line manager and you will receive a response within one month of receipt of the request. This may be extended by a further two months if the request is complex or you make a number of requests.

### **BREACHES OF THIS POLICY**

If you consider that this policy has not been followed in respect of personal data about yourself or others you should raise the matter with your line manager. Any breach of this policy will be taken seriously and may result in disciplinary action.

## HEALTH AND SAFETY POLICY

### OBJECTIVES

C&D parish understands the effectiveness of target setting objectives to achieve high standards of health and safety. Our objectives consist of the following:

- To provide adequate control of the health and safety risks arising from our work activities
- To consult with our staff members on matters affecting their health and safety
- To provide and maintain safe plant and equipment;
- To ensure safe handling and use of substances;
- To provide information, instruction, training and supervision for staff members;
- To ensure that all staff members are competent to do their tasks, and give them adequate training;
- To prevent accidents and cases of work-related ill health by ensuring a safe system of work;
- To maintain safe and healthy working conditions and to review and revise this policy as necessary at regular intervals;
- To establish emergency procedures in the event of an evacuation.

### GENERAL STATEMENT OF HEALTH AND SAFETY POLICY

C&D parish has a commitment to achieving high standards of health and safety. It is the policy of C&D parish to establish, provide and maintain working conditions that are safe, healthy and conform to the appropriate legislation, in its premises and activities.

C&D parish will provide all necessary information, instruction, training and supervision for all staff members, so their work does not put themselves, their colleagues, contractors, visitors or members of the public, at risk.

The Management of Health and Safety at Work Regulations 1999, require C&D parish to implement such arrangements as are appropriate, taking into account the nature of its activities and size of undertaking, for the effective **planning, organisation, control, monitoring and review** of the preventive and protective measures.

C&D parish will take all reasonably practicable steps to ensure the safe selection, use, maintenance, repair or replacement of machinery and

equipment. A similar standard of care will be taken to cover all substances for use at church, including handling, storage and transport.

C&D parish will take all reasonable and practicable measures to ensure safe access and exit to any place of work is provided and maintained.

All staff members must take reasonable care of themselves and any other persons who may be affected by their actions or failure to comply with safety rules and working practice at work.

Staff members must carry out any necessary duty, which the law requires and cooperate with their employers to allow legal obligations to be met, including completing any necessary training. Anything provided for health and safety purposes must not be misused.

### RESPONSIBILITIES FOR IMPLEMENTING THE POLICY

C&D parish has overall legal responsibility for health and safety and must ensure that all staff members implement the Policy in their areas.

#### **Staff**

Staff are responsible for;

- Giving their full support at all times to C&D parish Health & Safety Policy.
- Ensuring that C&D parish complies with its obligations under The Health & Safety at Work etc Act 1974 and The Management of Health & Safety at Work Regulations 1999.
- Making sure that everyone fully understands their responsibility for the implementation of the Health & Safety Policy.
- Keeping themselves fully informed as to the requirements of legislation, Codes of Practice etc, which could affect C&D parish Health & Safety Policy or the practices of C&D parish
- Ensuring they are fully instructed and trained in the requirements of health & safety legislation and that they are fully conversant with C&D parish practices on health & safety.
- Ensuring volunteers are aware of the correct Health and Safety procedures, giving instructions where necessary.
- Their own acts and omissions and the effect that these may have upon the safety of themselves or any other person;
- Making sure they use safety equipment or clothing in a proper manner and for the purpose intended;

- Making sure they do not intentionally or recklessly misuse anything supplied in the interests of health and safety (those who do so may be subject to disciplinary procedures);

## **Managers**

Managers are responsible for:

- Ensuring compliance with C&D parish Policy for Health and Safety consistent with his or her responsibilities and appropriate delegation of responsibilities to subordinate staff.
- Providing adequate resources to secure compliance with the requirements of the Safety Policy on all of C&D parish undertakings.
- Ensuring staff have appropriate training
- Setting a personal example and acknowledging suggestions for improvements in safety organisation, where appropriate.
- Recognising and implementing training for staff members where necessary.
- Where appropriate, initiating disciplinary action against staff at all levels who have failed to comply with their duties under the Safety Policy or statutory requirements.
- Ensuring before they start work, that all staff members have knowledge of C&D parish requirements for health and safety.
- Working in accordance with any health and safety instruction or training that has been given;
- Not undertaking any task for which they have not been authorised and for which they are not adequately trained;
- Bringing to the attention of a responsible person any perceived shortcoming in our safety arrangements; and
- Familiarising themselves with this policy.

## **Contractors**

C&D parish is responsible for the health and safety of visitors and contractors who come on site and for staff, equipment and material, which may be affected by their operations.



It is C&D parish responsibility to provide sufficient information and instruction to contractors to ensure the safe production, handling, transport and storage of materials, waste and products.

All visitors and contractors will:

- Work on the premises only when the relevant safety rules are understood and accepted;
- Adhere to C&D parish safety rules and instructions;
- Inform C&D parish of all hazards that will result from their work.

### **Policy Monitoring and Review**

In accordance with the Health & Safety at Work etc Act 1974 this Policy will be reviewed regularly. C&D parish is responsible for annual review and updating of the safety policy, responsibilities and arrangements.

Following any revision, C&D parish will communicate any changes to staff members in accordance with the Health & Safety at Work Act 1974.

### GENERAL SAFETY RULES

Staff members should observe the following rules at all times;

#### **Slips, trips and falls:**

- All staff members should keep their own work area clean and tidy.
- All areas should be maintained free of tripping and slipping hazards.
- Make sure that spills are cleaned up immediately.
- Tidy trailing cables.
- If you need to gain access to storage areas use step ladders and ask for help where necessary.

#### **Storage:**

- Do not obstruct walkways and emergency escape routes.
- Position heavy items at waist height, wherever possible.
- If you feel there is inadequate storage space in your area, discuss this with your manager.

#### **Furniture:**

- Report furniture that is broken or unsafe to your line manager so as they can take action

- Do not overload filing cabinets. Only open one drawer of a filing cabinet at a time.
- Always close the filing cabinet drawers when not in use.

### HAZARDS & POTENTIAL PROBLEMS

It is the responsibility of ALL staff members that defects are notified without delay to your line manager or church warden. This can be done personally or via email or text message.

### CLEANING, HOUSEKEEPING AND STORAGE

This is considered to be the foundation of our safety programme in which everyone must play a part. Good housekeeping makes the whole work environment safer and reduces the risk of a fire.

All staff members should keep their own work area clean and tidy. All areas should be maintained free of tripping and slipping hazards.

### COMMUNICATION AND CONSULTATION

In accordance with The Health and Safety (Consultation With Employees) Regulations 1996, C&D parish accepts the responsibility of providing clear channels of communication to ensure that staff are kept fully up to date with changing patterns of legislation.

The nature and ethos of this organisation means that all staff members will be consulted individually in such matters as:

- Identifying all areas of health and safety which have policy implications, including health and safety legislation, regarding staff members, visitors, and contractors;
- Evaluating implications of these issues to C&D parish, and their prioritisation regarding resources and implementation;
- Ensuring that the organisation is at one on all matters concerning health and safety.

### **The leadership team will:**

- Communicate policy on all health and safety matters;
- Encourage all staff members to be involved in matters of health and safety;
- Carry out periodic inspections to identify unsafe equipment, working conditions, practices and fire hazards, make reports of findings and recommendations regarding the remedying of any defects;

- Assist with risk assessments;
- Assist with accident investigation;
- Strive to promote a positive health and safety culture in which all staff members are valued, and their concerns heard with a genuine commitment to change

External Health and Safety consultants will be used to provide professional health, safety, and occupational advice, if required.

### RISK ASSESSMENT

C&D parish is responsible for co-ordinating general risk assessments.

The Management of Health and Safety at Work Regulations 1999 and the Health & Safety at Work Act 1974 require that risks to the health and safety of staff members should be identified and assessed. When the risks are considered unacceptable, they must be eliminated or reduced to an acceptable level.

A number of other Regulations have similar specific requirements such as Health and Safety (Display Screen Equipment) Regulations 1992, The Manual Handling Operations Regulations 1992, The Control of Substances Hazardous to Health Regulations 2002.

C&D parish will carry out risk assessments. Written records of assessments will be produced and will include identifying any groups of staff especially at risk. External resources, such as health and safety consultants, may be used to carry out these risk assessments and other work to improve the work environment.

Managers in this context means those members of C&D parish having a directing role in the affairs of the organisation. They are regarded as being cognate with the company directors of a commercial organisation.

C&D parish will carry out risk assessments for:

- Fire
- Display screen equipment
- Manual handling and storage
- The control of substances hazardous to health
- Young persons
- New and expectant mothers

The line manager in consultation with a member of the leadership team will carry out the risk assessments.

All risk assessments will be reviewed normally on an annual basis or when circumstances change e.g.: there is a change in the equipment, a change of location or an accident has occurred.

### ACCIDENT REPORTING

It is C&D parish policy to report all accidents, industrial diseases and dangerous occurrences to comply with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995. C&D parish will also record all injuries in the Accident Book, as required by the Social Security (Claims and Payments) Regulations 1979.

C&D parish is responsible for reporting all notifiable accidents to the enforcing authority.

#### ***Staff members must report all injuries immediately after treatment.***

The Accident Book must be fully completed by the staff members for all injuries incurred at work, either to a staff member, volunteer, guest or member of the public, however minor. An Accident Book will be kept in the office.

If, because of their injury, staff members are incapable of making an immediate entry, then the first-aider, the appointed person, or a nominated person must make that entry.

Following any accident of any severity that requires treatment, the staff member (or his or her representative) will notify their line manager, who will:

- Complete an accident investigation report
- Notify the enforcing authority, if the accident is reportable.

Following any accident of any severity that requires treatment then an investigation will be carried out.

If the injury is of a serious nature or if there is any doubt, the injured person will be sent to the nearest hospital for treatment.

C&D parish will notify the Enforcing Authority of injuries to non-staff members, e.g. contractors, if the injury takes place on our premises and C&D parish becomes aware of it.

Accidents and injuries that are reportable to the Enforcing Authority will also be reported to our employer's liability insurer.

### FIRST AID

Following an accident there may be a need for first aid treatment. C&D parish encourages staff members to become properly trained first aiders.

Names of first aiders and other relevant information are provided on notice boards. Correctly stocked first aid boxes are located around the premises.

In the event of an accident, injury or sudden illness, staff should contact a first aider immediately. He or she will assess the situation and administer first aid as well as deciding on whether further expert attention is required. The first aider should record any treatment given, along with the circumstances of the accident in the Accident Book.

## PERSONAL SAFETY

Where possible you should try to avoid working alone. However, if you must work alone, then you should to develop an awareness of the risks and how to minimize them. Your line manager should be aware that you are working alone, and your location and a system of regular communication should be established. Please see the lone working policy.

Prior to making an appointment with someone you do not know, obtain as much information as possible about the person you are meeting and arrange to meet the person in a suitable, safe location. All home visits should not be done alone, you should have another team member with you.

If visiting, let your colleagues know where you are going, with whom and what time you are expecting to return. If you think that you are going to run over your original timescales, let your colleagues know.

If you are at all concerned that you are being placed in a dangerous situation through your employment, you must discuss this with your line manager.

## TRAINING

### **Induction Training**

C&D parish recognises the importance of suitable and effective induction training in the development and safety of its staff. Induction training will take the format illustrated below:

- C&D parish statement of Health and Safety and Safety Policy and the individual responsibilities of all concerned.
- Procedures for the reporting of hazards and near misses.
- Details of hazards specific to the task, e.g. manual handling, display screen equipment.
- Procedures to follow in the event of a fire, means of escape, assembly areas and the use of fire extinguishers.
- Current first aid arrangements.

- Sources of health and safety information available.
- Correct use of personal protective equipment where provided.

### DISPLAY SCREEN EQUIPMENT

The Health & Safety (Display Screen Equipment) Regulations 1992 place duties on the employer to manage the risks to those members of staff who habitually use display screen equipment as part of their normal work.

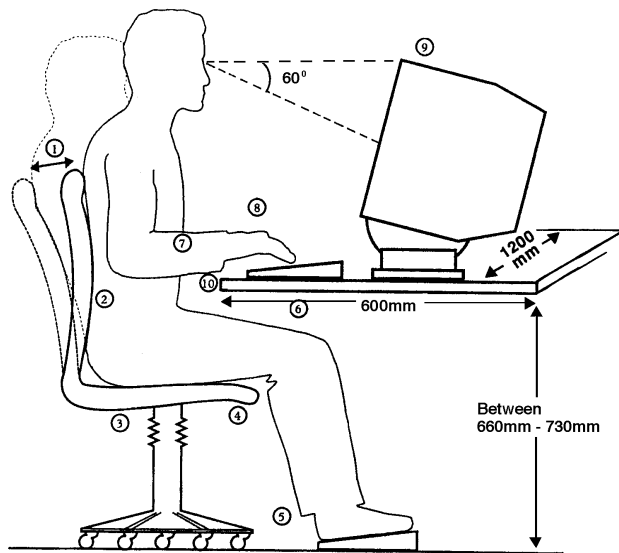
All display screen equipment shall be sited within a safe working environment. Under normal circumstances display screens will be sited as part of a complete workstation. As such the workstation will be designed to reduce the likelihood of injury.

Staff will be provided with adequate opportunities to allow them to take suitable breaks from their display screens. Alternatively, the work activities will be designed, to allow the user a change of activity from the display screen.

Each workstation will be subject to a workstation assessment to assess the hazards and allow C&D parish to put forward appropriate controls. Such an assessment will be repeated when new hazards present themselves or a change in activity occurs.

It is important that all staff maintain the correct posture when working with computers. The following points offer some guidance:-

- Arrange your desk so that you have plenty of space.
- If you do a lot of keyboard work start by placing the keyboard in front of you.
- Adjust the chair height so your arms are about level with the wrists straight and fingers resting on the keyboard.
- If your feet do not rest comfortably on the floor you probably need a footrest.
- Ensure you do not have excessive pressure on the backs of the thighs from the seat base.
- If you are taller do not use a footrest for the sake of it, in these circumstances using one may be damaging to your posture.
- Adjust the chair backrest to give your lower back support. If you do not know how to adjust the different parts of your chair, ask.
- If you do a lot of copy typing use a document holder and, if a touch typist, place this in front of you with the monitor off to one side. Better still place them so they are equal distances each side of the keyboard centreline. This minimises neck movements.



## Recommended Seating Position

### GENERAL FIRE SAFETY

Exposure to fire can result in burns and inhalation of smoke, either of which can be sufficiently serious to be fatal. Fires can cause massive destruction to building structures, services, equipment, goods in storage, also information and records can be destroyed or damaged.

C&D parish is legally obliged to safeguard our staff members against exposure to the hazards associated with fire; therefore it is imperative that all staff members follow C&D parish fire safety policy and procedures.

Detailed instructions on fire prevention and what to do in the event of an emergency are clearly posted on the notice boards and on fire action notices situated at the exit points on each floor.

It is the responsibility of all staff members to ensure they are familiar with these instructions. It is extremely important to familiarise yourself with the general fire instructions below so that you know what to do in the event of a fire. Make sure you know where the nearest fire exit is (see noticeboards).

Project Leaders are responsible for controlling evacuation in the event of a fire. New members of staff will be instructed in fire prevention and evacuation on the first day of employment. The names of the Fire Wardens are displayed on the noticeboards.

Fire drills will be held at least once a year and records kept.

Fire extinguisher are located across the church. These are tested at regular intervals by a contractor.

## **We can all help to prevent fires by:**

- Maintaining a neat and clean work area and preventing the accumulation of rubbish, particularly along fire escape routes and areas where electrical sockets are located;
- Keeping fire doors, exits, stairs, passages and fire fighting equipment clear of obstruction;
- Keeping all flammable materials away from sources of ignition;
- Reporting any fire hazards that are beyond your control, especially electrical hazards, which are the source of many fires.

## **Remember three basic rules;**

1. **Prevention:** Prevent fires by good housekeeping and proper handling of flammables and liquids
2. **Action:** In case of fire, make people aware immediately by shouting 'fire'.
3. **Precaution:** Know your means of escape, and your evacuation signal

## **Action in event of fire**

- Project Leaders are responsible for ensuring a quick, orderly and complete evacuation. They are responsible for ensuring that the building has been fully evacuated, where possible closing doors and windows.

In the event of discovering a fire, take the following action:

- If the fire is small and you feel there is no danger to yourself, then use the nearest correct fire extinguisher, shut the doors and windows and call 999 as a further precaution.
- If the fire is larger, do not put yourself at risk by trying to tackle the fire yourself. Shut doors and windows if possible and call 999.

In the event of a fire, take the following action:

- Leave the building immediately - do not stop to collect your personal belongings;
- Leave the building by the nearest fire exit quickly and quietly;
- Make your way to the assembly point: staff and guests must congregate together and not wander off;



- A roll call will be taken using the signing in sheet to determine whether all people in the building at the time of the alarm are safely outside;
- Make sure that you sign out of the signing in sheet if you will be out of the building at any time during working hours;
- Do not obstruct the entrance and pavement outside the church; the emergency services will need a clear passage;
- Staff members are responsible for any visitors they might have;
- Do not re-enter the building until the Project Leader or an officer of the emergency services indicates that it is safe to do so.

**REMEMBER! ALL FIRE EXITS MUST BE KEPT CLEAR AND FREE TO OPEN AT ALL TIMES**

ELECTRICAL EQUIPMENT

Electrical equipment can pose serious risks of injury (even death) and cause fires. In accordance with the Electricity at Work Regulations 1989 electrical equipment will be regularly checked in accordance with the schedule set out below.

Every staff member should check plugs and cables for obvious damage, loose connections and faults. If in any doubt about the safety of electrical equipment it should be switched off if safe to do so and reported to your line manager immediately.

Extension leads can be a potential cause of tripping accidents and if damaged can cause fires; their use should be avoided as far as is possible. Any trailing cables should be housed in rubber cable curb.

Portable equipment should be inspected visually before use for obvious damage or defects as above. Portable electrical tools used by contractors should be low voltage (110volts) or battery operated.

Portable appliances will be subject to regular electrical safety tests. The fixed installation will be tested in accordance with HSE guidance. An electrical contractor will carry out these checks.

HAZARDOUS SUBSTANCES

C&D parish will ensure the safe storage, handling, use and disposal of all substances and materials on site. This will be achieved through compliance with the Control of Substances Hazardous to Health Regulations 2002, other Regulations and relevant guidance.

Cleaner's materials tend to be more hazardous and are normally available only for use by the cleaners. Use of cleaning materials by staff should be agreed with the line manager.

## CONTRACTORS

C&D parish could be liable for the action of any contractors, which affect safety on our premises. They must accept and follow our procedures.

Contractors should adhere to all relevant statutory requirements applying to the work they are carrying out. They must also:

- Ensure that work is adequately discussed with the line manager to identify potential hazards and risks to the health and safety of the contractor employees, or to staff, due to the work being undertaken.
- Provide suitably skilled supervision to ensure the work is carried out correctly and in compliance with C&D parish rules and the above-mentioned legal requirements.
- Liaise with a nominated contact at the start, during, and on completion of the work unless otherwise organised. Liaise with the line manager (or a nominated representative) at the start and on completion of work.

### **Contractors must obey the following general rules:**

- Alcoholic beverages and drugs other than those correctly prescribed must not be brought onto site or consumed on site;
- Smoking is prohibited unless in designated areas outside
- All equipment brought onto and/or used on site must be to an appropriate standard, correctly maintained and in good and safe condition;
- All health and safety and other relevant signs must be obeyed;
- Children are not permitted on site;
- Church equipment may only be used after specific permission has been obtained;
- Clothing worn should be appropriate to the work being undertaken whilst being sensitive to colleagues, building occupants and visitors

## MANUAL HANDLING

The Manual Handling Operations Regulations 1992 apply to work activities in C&D parish.

Manual handling operations will be assessed for all activities for any loads, which pose a significant risk to health. Manual handling operations in areas or under conditions that may alter the risk will be assessed.

Training in lifting techniques can significantly reduce the risk of injury and will be provided for staff involved in all operations identified as having a significant risk.

All manual handling operations identified, as having a significant risk will have the results of the assessment recorded.

Staff members should take note of the advice given below;

- Work areas will be kept in good condition, free from slipping and tripping hazards with clear access to the load.
- Wherever straightforward, loads will be split into smaller loads to reduce the likelihood of injury.
- For the lifting of heavy or awkward shaped materials, equipment or loads, mechanical assistance (including trolleys) will be provided wherever reasonably practicable.
- Gloves and safety footwear will be provided at the expense of the organisation, where identified as necessary in the risk assessment.
- The distance loads have to be carried must be reduced to the minimum, including taking the work activity, e.g. unpacking, to the load if necessary.
- Wherever reasonably practicable, manual-handling tasks will be automated or mechanised.
- Loads of any weight that are large enough to obscure vision, e.g. empty boxes, must not be carried manually. They should be placed onto a trolley, as necessary, and pulled so that the operator has a clear view of the route.
- Loads must not be stacked above chest level by hand. A suitable, stable platform must be used to stand on.
- Staff members who are engaged in manual handling operations will be trained in the correct techniques, including team lifting and kinetic handling, and any additional techniques for special loads.
- Staff members who are not employed for manual handling operations will not be allowed to carry them out without suitable and sufficient training.

## ROAD SAFETY

The Health and Safety at Work etc. Act 1974 and the Management of Health and Safety at Work Regulations 1999 require C&D parish to assess any risks to employees and others, including the public, from work activities. Significant risks should be reduced as far as reasonably practicable. This legal requirement applies to occupational road use.

It is C&D parish policy to ensure the health and safety of our staff members while they are in vehicles on church business.

Staff members are not entitled to drive on church business until they have written confirmation that they are entitled to do so, from their line manager. Staff members using their own vehicles for church business must ensure they have the appropriate insurance cover.

Co-workers may make their own arrangements to offer lifts but should not offer lifts to clients.

## VISITORS

The Health and Safety at Work, etc. Act 1974, Management of Health and Safety at Work Regulations 1999 and Occupiers' Liability Acts 1957 and 1984 apply to visitors on church premises.

The policy regarding the control of visitors on our premises is as follows:

- We must be aware that the visitor is on our premises.
- Our Health & Safety Policy should be explained to our visitors on their arrival.
- As far as possible, a staff member will accompany visitors. Visitors will not be permitted to wander freely around working areas. This is important for safety and security reasons.

Should a fire occur the person who is accompanying the visitor will take him/her to the fire assembly point.

Should an incident occur involving the visitor, which results in injury, this will be recorded in the Accident Book and a thorough investigation carried out as soon as possible.

If the injury is of a serious nature or is fatal, the incident must be reported to the enforcing authority and C&D parish accident reporting system must be followed.

## PREGNANT WORKERS

The Management of Health and Safety at Work Regulations 1999 and the Maternity (Compulsory Leave) Regulations 1994 apply to any of our staff members who are pregnant, breast feeding or who have given birth within

the last six months. The Workplace (Health, Safety and Welfare) Regulations 1992 require us to provide rest facilities for new or expectant mothers.

Risk assessments cover new and expectant mothers. Female workers will be informed of any additional risks they may face if they become pregnant or are breast-feeding.

C&D parish recognises the extra vulnerability of pregnant and nursing mothers and additional risk assessments will be made when a woman notifies her manager that she is pregnant. Additional measures will be applied for six months after the birth.

C&D parish is required by law to take extra precautions for pregnant or nursing mothers only if we are notified of their conditions. If pregnant members of staff do not provide confirmation from their medical practitioner, we will request medical confirmation.

Our display screen equipment workstations, e.g. computer terminals, are properly assessed and controlled and there is no additional risk to pregnant women or nursing mothers.

As required by law, if additional risks to pregnant women and nursing mothers cannot reasonably be reduced, we will find alternative work (with no loss of terms or conditions) or authorise paid leave if alternative work is not available.

## YOUNG PERSONS

C&D parish will carry out a suitable and sufficient risk assessment for all work involving young persons (16 to 18 years old) prior to their employment and will communicate the result of this to them on their commencement of work.

Where young persons or school age children (on work or other experience schemes) may be exposed to risk, their parent or guardian will be advised of the identified risks.

## WORK EQUIPMENT

C&D parish is responsible for ensuring that all work equipment meets the requirements of the Provision and Use of Work Regulations 1998.

Only work equipment that achieves recognised safety standards should be used. Reference is commonly given to the CE mark as a standard of compliance.

The use of work equipment must be in accordance with manufacturer's instructions.

All work equipment must be subject to on-going inspection as indicated by the manufacturer or supplier and maintenance procedures implemented where necessary.

Defective equipment must be reported in the same way with a view to removing it from operation without delay. Instruction must be given by the line manager to ensure any defective equipment is no longer in operation by any staff member.

The line manager is responsible for ensuring that staff receive training in the use of work equipment and have health and safety information and written manufacturer's instructions available where appropriate.

## **LONE WORKING POLICY**

It is recognised that by the nature of the roles at C&D parish you may be required to work alone on occasions or find yourself in such circumstances.

Lone working can be described as work that is specifically intended to be carried out by unaccompanied persons, without direct supervision or immediate access to another person for assistance.

Lone working may expose employers/others to additional health and safety risks which do not present themselves in other circumstances.

The policy aims to ensure:

- The lone worker has full knowledge of the hazards and risks to which they are being exposed.
- The lone worker knows what to do if something goes wrong.
- Someone knows the whereabouts of the lone worker, what they are doing and when they are due to leave C&D parish or be back on site if working alone away from site.

C&D parish is committed to ensuring, so far as is reasonably practicable, that employees who are required to work alone or unsupervised for any periods of time are protected from risks to their health and safety.

If employees hold a post where the nature of the job involves working alone a risk assessment must be carried out with appropriate arrangements put in place to ensure health and safety.

Employees must:

- Ensure they have all the necessary information, instructions and training to recognise the hazards and risks involved with working alone.
- Take reasonable care of their own health and safety and that of others.
- Advise line management of any concerns or risks.
- Follow safe working procedures, including the use of equipment.
- Know what to do if something goes wrong.
- Share your schedule so line management/colleagues are aware of where you are.
- Report any incidents, concerns about working alone, or faulty equipment to line management.

- Ensure the door is locked if you will be in C&D parish alone and leave the key on inside of the lock for emergency escape.
- Contact your line manager if you feel threatened or at risk, or in an emergency call the police.

## **HOME VISITING**

C&D parish employees may from time to time or in emergency circumstances visit people at home for church endorsed purposes, e.g. Parish Nursing, Front Room or other pastoral reasons.

In all circumstances where home visits occur C&D parish aims to ensure the safety and security of those who undertake such visits on behalf of C&D parish. This policy applies to all employees, volunteers or others who may be required to make a home visit.

A confidential review form should be completed following each home visit, recording at a minimum the name address, phone number, reason for home visit and other details relating to the home visit including, at the least, a brief record of the conversation that took place. These review forms should be kept in accordance with GDPR regulations.

All home visits should be approved by line management prior to the visit.

Before carrying out any home visit consider if the visit is necessary or is the person able to visit you.

Ensure, where possible, that you have a colleague with you for any home visit. It is important to have someone with you to protect your own safety and for safeguarding issues. Where possible, the colleague should take notes during the visit.

On your return to C&D parish complete the Home Visit Review Form. These forms are available from the vestry office.



## **SAFEGUARDING IN THE WORKPLACE POLICY**

The welfare of any child, young person and vulnerable adult is at all times paramount and takes precedence over all considerations.

The House of Bishops' Safeguarding Policy states that the Church 'will train and equip church officers to have the confidence and skills they need to care and support children, young people and vulnerable adults and to recognise and respond to abuse.'

All staff and volunteers with people facing roles are required to undertake the appropriate level of safeguarding training.

The Church of England Parish Safeguarding Handbook - Training and Development Framework outlines the core safeguarding training that is available from the diocese.

### **Responding promptly to a safeguarding concern or allegation**

If you suspect or witness any safeguarding issue, or someone discloses to you information about a safeguarding concern or allegation, you should report to your line manager or the Safeguarding Officer as soon as possible.

### **Emergency Situations**

In an emergency situation if a child or adult is in immediate danger, or a danger to others, or requires urgent medical attention, call the emergency service immediately on 999.

### **Safeguarding Reporting Process**

1. Write down any details shared with you, especially names and dates, what happened and where.
2. Explain that you will be sharing the information, who with and that you will do this to make sure people are as safe as possible.
3. You should report your concern as soon as possible to either the safeguarding officer, vicar or church warden.
4. Don't try to investigate the issue yourself. Focus on reassuring the person informing you and recording the details.
5. If the person or someone else is in immediate danger, you should call the police straight away. If you are unsure about this you can get advice from the Diocesan Safeguarding team on 0207 939 9426 (office hours) or 0303 003 1111 (out of hours).
6. As soon as possible, report the issue. The ideal person to report to is the safeguarding officer. If this is not possible because they can't be reached or because they have a personal involvement, your report can be made to anyone else on the list below.

Safeguarding officer – Lucie Walsh  
Vicar – Rev. Nick Walsh  
Director – Jo Cannon  
Church Wardens – Norman Fleming or Dave Mcklow  
Other local vicars – Rev. Peter Organ, Rev Stuart Leck  
Diocese safeguarding team – Pamela Chisholm

### **Working with Outside Agencies Policy**

#### **This policy applies to all staff**

Before working with any outside agencies please ensure you have discussed with your line manager or the leadership team.

When working with outside agencies you should have a main contact at the organisation you are working with.

You should have a written agreement in place with the organisation regarding what each organisation will be responsible for:  
e.g. Equipment and Supervision

There should be a written statement of responsibility especially if the organisation will be working with vulnerable adults and children.

The other organisation must agree to our safeguarding procedures, including reporting any safeguarding concerns to us. One organisation should agree to take the lead in safeguarding.

## **CHILDREN AT WORK POLICY**

This policy applies to all employees and volunteers at C&D parish.

### **Purpose**

This policy sets out C&D parish guidelines with regard to the bringing of children into the workplace. C&D parish understands that some employees and volunteers may have a responsibility to care for children. Children may only be brought into C&D parish with the permission of line management and only those children over the age of 8 years old.

Circumstances where children may come into C&D parish may include no other alternative childcare arrangements, open days or other social visits. Parents/carers must ensure that health and safety and safeguarding laws are followed at all times when bringing children into C&D parish. Children under the age of 8 years old should not be brought to work unless there is an emergency situation and you should ask your line manager's permission before hand.

Parents/carers must be sensitive to the needs of others in the church and should not expect others to care for their children. Parents/carers must be aware that the ultimate responsibility for the safety of their children rests with them.

### **Direct Supervision**

Any child in C&D parish must be supervised at all times. This is because:

- a.) Children do not have the same capacities, skills, training and experience as adults. They are unlikely to have knowledge or judgement about workplace hazards and lack the maturity to respond appropriately in unexpected or dangerous situations. As such their ability to assess risks to health and safety is limited. Hazards will therefore pose a higher risk to children, and situations which are not hazardous to competent adults can be hazardous to children (e.g. power cords).
- b.) Depending on the hazard children may not know they if they are being exposed to health and safety risks and
- c.) Children's behaviour increases the risk of harm. They may for example play near equipment, machinery etc without realising the risks involved.

If you are supervising a child at C&D parish please ensure that you

- a.) Inform line management before bringing the child/children on site and once you have brought the child/children on site.
- b.) Follow any directions from line management in relation to the child/children being on site.

- c.) Monitor the child/children at all times.
- d.) Provide adequate activities for your child to keep them occupied.

## **Emergency Situation**

In an emergency situation where children may be at risk please escort them away from the hazard, either outside or to the downstairs rooms and remain with them where possible.

## **Family at Work Policy**

This policy applies to all staff and volunteers at C&D parish.

### **Purpose**

This policy sets out C&D parish guidelines with regard to the bringing of family into the workplace

Immediate and extended family members may be attending groups you are working at.

- a.) This should not interfere with your work
- b.) Children under the age of 8 years should not be left unattended; they should have an appropriate adult looking after them who is not a member of staff on duty.
- c.) Family members should not gain additional benefits e.g., extra food, being allowed to go before others, being let off subs
- d.) They should not share info which is not in public domain e.g., upcoming job opportunities which haven't been published
- e.) If a problem arises involving the family member the line manager or another team member should deal with the situation and not the relation of the person involved
- f.) The family member on site should be within the client group or a registered volunteer
- g.) Family members should not be involved In confidential info e.g. session review
- h.) Family members should follow safeguarding procedures and the Children at Work policy and behave appropriately
- i.) If small children are attending groups not appropriate for their age group they should be looked after in a separate area of the building by an appropriate adult who is not a member of staff on duty.

## **CODE OF CONDUCT**

### **For the avoidance of doubt, this Code applies to all staff**

The Code of Conduct set out below is designed to cover the main areas of the required standards of behaviour and performance. It is not exhaustive, and it is not contractual but failure to maintain satisfactory standards of conduct may result in action being taken under the Disciplinary Procedure.

While working for C&D parish staff members should at all times maintain professional and responsible standards of conduct. In particular all staff should:

1. observe the terms and conditions of their contract, particularly with regard to:
  - hours of work;
  - confidentiality;
  - to be aware of and observe in particular the Anti-bribery and corruption policy regarding the giving or receiving of anything of value to avoid any perception that favourable treatment was sought, received or given as the result of furnishing or receiving gift, favours, hospitality, entertainment or other similar gratuity.
  - to be aware of and observe the diversity policy and bullying and harassment policy.
2. observe all policies, procedures and regulations which are included in this Staff Handbook or notified to them from time to time by means of notice boards, e-mail, the intranet or otherwise;
3. take reasonable care in respect of the health and safety of colleagues and third parties and comply with the Health and Safety Policy;
4. take reasonable security precautions to protect their own personal work passwords. Passwords must not be shared, unless specifically authorized to do so by the line manager.
5. when sending email members of staff should ensure that their actions or messages cannot in any way be construed as defamatory, abusive, discriminatory or a breach copyright legislation or in any way bring C&D parish into disrepute.
6. be aware that C&D parish reserves the right to monitor any communications made via C&D parish e-mail, Internet, or telephone systems.
7. comply with all reasonable instructions given by managers; and
8. act at all times in good faith

9. dress in an appropriate manner to do their job well and to convey a professional image in a working environment.
10. be aware that smoking is not permitted on church premises, unless in designated outside areas.
11. ensure that they take all necessary steps required to safeguard C&D parish image and preserve positive relationships with its employees, clergy and to anyone else who comes into contact with C&D parish.
12. not communicate with or answer any queries from the media. No names, telephone numbers or email addresses should be given out other than those in the public domain.
13. ensure that C&D parish property and equipment is treated with reasonable care whether on church premises or during authorised business where church property is temporarily removed from church premises.
14. be aware that C&D parish cannot accept responsibility for loss or damage to any personal property.
15. ensure that they observe the relevant security instructions and practices that are issued from time to time in relation to monies, data (including personal data) C&D parish property and passwords.

**C&D parish reserves the right to add to, delete or amend this Code of Conduct, as it deems appropriate.**

## **DISCIPLINARY GUIDE & PROCEDURE**

### POLICY STATEMENT

This disciplinary guide should be read in conjunction with the code of conduct and the disciplinary procedure below. The aim of the disciplinary guide and disciplinary procedure is to set out the standards of conduct expected of all staff and to provide a framework within which managers can work with staff to maintain those standards and encourage improvement where necessary.

It is C&D parish policy to ensure that any disciplinary matter is dealt with fairly and in accordance with the disciplinary procedure.

If the member of staff is in any doubt as to their responsibilities or the standards of conduct expected of them, they should speak to their line manager.

### GROSS MISCONDUCT

Gross misconduct is a serious breach of contract and includes misconduct which, is likely to prejudice C&D parish or the reputation of the church or irreparably damage the working relationship and trust between C&D parish and the member of staff. Gross misconduct will be dealt with under the disciplinary procedure and will normally lead to dismissal without notice or pay in lieu of notice (summary dismissal).

The following are examples of matters that are normally regarded as gross misconduct:

- Theft or fraud - theft, or unauthorised removal of church/DCC property or the property of a colleague, contractor, [customer] or member of the public; or fraud, forgery or other dishonesty, including fabrication of expense claims and time sheets;
- Physical violence or bullying; or actual or threatened violence, or behaviour which provokes violence or any serious aggressive behaviour;
- Unacceptable use of obscene or abusive language;
- Breach of the Diocese of Southwark Safeguarding policy
- For roles where there is a Genuine Occupational Requirement to be a practicing Christian any conduct or promotion of views which is in opposition to the CEEC Basis of Faith, or expressing views which are contrary to that Basis of Faith.
- Deliberate and serious damage to property; or deliberate damage to church buildings, fittings, property or equipment, or the property of a colleague, contractor, [customer] or member of the public;
- Serious misuse of church property or name;

- Serious breach of C&D parish security procedures.
- Deliberately accessing internet sites containing pornographic, offensive or obscene material;
- Serious insubordination; or repeated or serious refusal to obey instructions, or any other serious act of insubordination;
- Unlawful discrimination or harassment;
- Conduct either at work or away from work that is likely to damage the reputation or operation C&D parish or acting in such a way as to bring the church into serious disrepute;
- Serious incapability at work brought on by alcohol or illegal drugs; or being under the influence of alcohol, illegal drugs or other substances during working hours;
- Causing loss, damage or injury through serious negligence;
- Serious breach of health and safety rules and safety rules [or serious misuse of safety equipment];
- Serious breach of confidence; or unauthorised use or disclosure of confidential information or failure to ensure that confidential information in your possession is kept secure concerning the affairs of C&D parish, church or staff to the media or any other third party connected to the church;
- Gambling or accepting or offering a bribe or other secret payment or other breach of the Anti-corruption and bribery policy;
- Accepting a gift above the value of £50 from a supplier, contractor or other third party in connection with your employment without prior consent from your line manager;
- Conviction for a criminal offence that in the opinion of C&D parish may affect their reputation or their relationships with the staff, customers or the public, or otherwise affects the suitability of the member of staff to continue to work at the church;
- Possession, use, supply or attempted supply of illegal drugs;
- Serious neglect of duties, or a serious or deliberate breach of contract or operating procedures;
- Unauthorised use, processing or disclosure of personal data contrary to the GDPR.
- Any act of indecency or harassment of, or discrimination against, employees, contractors, clients or members of the public, related to gender, marital or civil partner status, transgender status, race, colour,



nationality, ethnic or national origin, disability, religion or belief or age contrary to the Diversity Policy and Bullying and Harassment Policy;

- Refusal to disclose any of the information required by the C&D parish or any other information that may have a bearing on the performance of the member of staff's duties;
- Giving false information as to qualifications or entitlement to work (including immigration status) in order to gain employment or other benefits;
- Knowingly taking parental, paternity or adoption leave when not eligible to do so or for a purpose other than supporting a child;
- Making a disclosure of false or misleading information under the Whistleblowing Policy maliciously, for personal gain, or otherwise in bad faith;
- Making untrue allegations in bad faith against a colleague;
- Victimising a colleague who has raised concerns, made a complaint or given evidence or information under our Whistleblowing Policy, Anti-corruption and bribery policy, Grievance Procedure, Disciplinary Procedure or otherwise;
- Serious misuse of the information technology systems (including serious breaches of copyright legislation and unauthorised access to or misuse of developed or licensed software, use of unauthorised software and misuse of e-mail and the internet) contrary to the Information and Communications Systems Policy;
- Undertaking unauthorised paid or unpaid employment during working hours;
- Unauthorised entry into an area of the premises to which access is prohibited.

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

## DISCIPLINARY PROCEDURE

### POLICY STATEMENT

#### **Objective of the Disciplinary Procedure:**

1. To help the individual, whose conduct gives cause for dissatisfaction, to improve to the required standard.
2. To clarify the responsibilities of managers and staff regarding disciplinary action.
3. To ensure fairness and consistency in the handling of disciplinary issues.

4. To ensure that disciplinary matters are dealt with speedily.

### **Status of the Disciplinary Procedure**

Whilst C&D parish will fulfil its legal obligations relating to disciplinary issues and does not form part of individual contracts of employment. C&D parish reserves the right to depart from the procedure and/or skip stages or increase/decrease the duration of a warning where appropriate in line with the seriousness of the alleged conduct and the member of staff to whom it relates.

### **Scope of the Disciplinary Procedure**

This procedure applies to all staff employed by C&D parish and is concerned solely with disciplinary issues relating to conduct. A distinction is made between conduct and capability issues as follows.

Capability issues are those which relate to a staff member's inability to achieve an acceptable level of performance because of incompetence, lack of qualifications or ill health, for example and they are handled separately through the Capability Procedure.

Conduct issues are defined as those which relate to behaviour of a more deliberate or negligent nature, for example, where an employee breaks C&D parish rules or fails to observe health and safety procedures.

For staff with less than 2 years' service this policy will be applied in a discretionary manner, the Disciplinary Procedure may be shortened and can begin at stage 3, final written warning.

### **General principles of operation of the Disciplinary Procedure:**

1. **Investigation:** Management will ensure that all alleged offences are properly investigated to establish the facts. If required, it may be appropriate to suspend staff from duty prior to or after the investigation.
2. **The complaint:** Management will ensure that a member of staff is informed in writing of the complaint against them.
3. **Opportunity to state case:** At each stage of the procedure the staff member will be given the opportunity of stating their case at a disciplinary hearing before any decision is reached about action to be taken.
4. **Adjournment of hearings:** It may be necessary for a disciplinary hearing to be adjourned in order to enable management to fully consider the issues prior to making a decision.
5. **Confirmation of disciplinary action:** Management will ensure that any resulting formal disciplinary action and the reasons for it are confirmed in writing to the individual and that requirements for improvement are clarified where appropriate.

6. **The right to be accompanied:** Staff members have the right to be accompanied at any stage of this procedure by a colleague or an appropriate trade union official and will be informed of that right before every hearing.
7. **The right to appeal:** Staff members have a right of appeal in accordance with the appeals procedure set out below. Where possible, the level of management hearing the appeal will be more senior than the manager who took the disciplinary decision which is the subject of appeal.

### PRELIMINARY ACTION

As part of normal day-to-day management, the staff member's immediate manager will monitor all aspects of their performance and behaviour, pointing out where they are meeting the required individual and C&D parish rules, standards and objectives, and where they are failing to achieve them, giving direction, advice and guidance as appropriate. Where this informal action is unsuccessful or where there is an act of alleged misconduct, which is considered to be too serious than can be regarded as minor, the matter will be considered within the framework of the disciplinary procedure under the section headed 'THE PROCEDURE'. The formal procedure for handling disciplinary issues is set out below.

### THE PROCEDURE

#### **Stage 1 First Written Warning**

##### **Type of offence**

Offences other than alleged gross misconduct will normally be dealt with at this stage on the first occasion. First offences may, however, be dealt with at Stage 2 if they are considered to be too serious for a verbal warning.

##### **Manager hearing the case**

The line manager will conduct the meeting with another manager.

##### **Timing of meeting**

Where possible, the meeting will take place within five working days of the alleged offence or notification of the alleged offence to management.

##### **Arrangement of hearing**

A letter will be sent to the staff member calling them to the hearing, which is to be held under Stage 1 of the Disciplinary Procedure. It will advise them of their right to be accompanied, state the reasons for calling them to the meeting and the possibility that the outcome might be a written warning.

## **Decision**

At the end of the meeting line manager will decide whether a written warning is warranted. An adjournment may be needed before a decision is made. If a verbal warning is given the line manager will advise the staff member that they have a right of appeal.

## **Record of action**

Any first written warning given will remain in operation for six months after which it will expire. A note of the warning will be placed on the staff member's personal file as a record.

## **Stage 2 Second Written warning**

### **Type of offence**

Further alleged misconduct (other than alleged gross misconduct) committed within six months of a verbal warning will be dealt with at this stage. More serious first offences may also be considered at this stage first.

### **Manager hearing the case**

The line manager will conduct a hearing with another manager.

### **Timing of hearing**

Where possible, the hearing will take place within five working days of the alleged offence or notification of the alleged offence to management.

### **Arrangement of hearing**

A letter will be sent to the staff member calling them to the hearing, which is to be held under Stage 2 of the Disciplinary Procedure. It will advise them of their right to be accompanied, state the reasons for calling them to the meeting (with any evidence from investigations) and the possibility that the outcome might be a second written warning.

## **Decision**

The line manager will decide whether a second written warning is warranted. The decision will be confirmed in writing and given to the staff member as soon as possible, but within three working days of the hearing. If a warning is given, the line manager will advise the staff member that they have a right of appeal.

## **Record of action**

Any second written warning given will remain in operation for six months after which it will expire. A copy of the written warning will be placed on the staff member's personal file.

## **Stage 3 Final written warning**

## **Type of offence**

This stage will apply in the following circumstances:

- further alleged misconduct within six months of a second written warning; or
- where there has been an alleged offence that is too serious to be dealt with at the first written warning stage; or
- where the member of staff has been employed for less than 2 years.

## **Manager hearing the case**

The line manager will conduct the hearing with another manager.

## **Timing of the hearing**

Where possible, the hearing will be arranged to take place within five working days of the alleged offence or notification of the offence to management.

## **Arrangement of hearing**

A letter will be sent to the staff member calling them to the hearing, which is to be held under Stage 3 of the Disciplinary Procedure. It will advise them of their right to be accompanied, state the reasons for calling them to the meeting (with any evidence from investigations) and the possibility that the outcome might be a final written warning.

## **Decision**

The line manager will decide whether a final written warning is warranted. The decision will be confirmed in writing and given to the staff member as soon as possible, but within three working days of the hearing. If a final written warning is given, the line manager will advise the staff member that they have a right of appeal.

## **Record of action**

Any warning given will remain in operation for 12 months after which it will expire. A copy of the final written warning will be placed on the staff member's personal file.

## **Stage 4 Dismissal**

### **Type of offence**

This stage will apply in the following circumstances:

- further alleged misconduct within 12 months of a stage 3 final written warning; or

- alleged gross misconduct, which will be dealt with, in the first instance at this stage.

### **Suspension of the member of staff**

In most cases of alleged gross misconduct, it will be inappropriate for the member of staff concerned to remain at work after the alleged offence. Furthermore, management may need time to carry out a proper investigation. The line manager has the authority to suspend them from duty with full pay pending the disciplinary hearing.

### **Arrangement of hearing**

A letter will be sent to the staff member calling them to the hearing, which is to be held under Stage 4 of the Disciplinary Procedure. It will advise them of their right to be accompanied, set out the staff member's alleged conduct or characteristic or other circumstances which represent the reason for calling them to the hearing, (along with any evidence from the investigation) and the possibility that the outcome might be their dismissal.

### **Staff member's opportunity to respond**

The staff member will be given a reasonable opportunity to consider their response to the information contained in the above letter.

### **Timing of the hearing**

The hearing will be arranged to take place if possible and reasonable within five working days of the alleged offence or notification of the offence to management.

### **Staff member's responsibility**

The staff member should take all reasonable steps to attend the hearing.

### **Manager hearing the case**

The line manager will conduct the hearing.

### **Decision**

Cases dealt with at this stage which fall into category (a) above will, if proven, result in dismissal with notice or payment in lieu of notice.

Cases that fall into category (b) above will, if proven to be gross misconduct, result in summary dismissal (i.e. dismissal without notice). However, it may be decided that the offence, though proven, does not constitute gross misconduct, but is misconduct or serious misconduct. In such instances, an appropriate warning will be given in accordance with this procedure.

### **Confirmation and record of decision**

The decision will be confirmed in writing to the staff member within three working days of the hearing. They will be advised of their right of appeal. A copy of the written confirmation of the decision will be placed on the staff member's personal file.

## APPEALS PROCEDURE

### GENERAL PRINCIPLES

#### **Scope**

Staff members have the right to appeal against any disciplinary action and will be advised of their rights of appeal at all appropriate stages of the disciplinary procedure.

#### **The objective of the Appeals Procedure**

The procedure aims to ensure that appeals are dealt with speedily, effectively and fairly.

#### **The right to be accompanied**

Staff members have the right to be accompanied at any stage of this procedure by another employee of C&D parish or DCC member or an appropriate trade union official and will be informed of that right before every hearing.

#### **Evidence**

The member of staff appealing will have the opportunity to comment on any evidence discussed during the appeal hearing.

## PROCEDURE

### **Stage 1: Appeals against decisions made at Stages 1, 2 and 3 of the Disciplinary Procedure**

#### **How the appeal is to be made and the time limit**

The appeal is to be made in writing by the staff member to the line manager within 5 working days of receipt of written confirmation of the disciplinary action. The staff member should state clearly the grounds of their appeal.

#### **Arrangement of Appeal Hearing**

A letter will be sent to the staff member calling them to the hearing which will take place within 5 working days of receipt of the appeal. It will advise them of their right to be accompanied.

#### **Manager hearing the appeal**

Where possible, the appeal should be heard by the level above that which made the decision. Where this is not possible the appeal should be heard by an

alternative line manager and they will conduct the hearing and consider the appeal at this stage. It may be necessary for an adjournment to take place to allow for full consideration of the appeal.

### **The decision**

The manager hearing the appeal may uphold or reject the appeal after consideration of all the issues. The level of disciplinary action can be reduced but not increased. The decision will be confirmed in writing normally within 5 days of the hearing.

### **Rejected appeals**

There will be no further right of appeal against a warning once the appeal decision has been made.

### **Upheld appeals**

If the appeal is upheld, the warning letter will be removed from the staff member's personnel file.

## **Stage 2: Appeals against decisions made at Stage 4 of the Disciplinary Procedure, i.e. dismissal**

### **How the appeal is to be made and the time limit**

The appeal is to be made by the staff member in writing to the line manager within 5 working days of receipt of written confirmation of the dismissal decision. The staff member should state clearly the grounds of their appeal.

### **Arrangement of the Appeal Hearing**

A letter will be sent to the staff member calling them to the hearing, which will take place, where practical within 5 working days of receipt of the appeal. It will advise them of their right to be accompanied.

### **Manager hearing the appeal**

The appeal will be heard by a manager senior to the one who conducted the disciplinary, who may be advised by a human resources professional. This is the highest level of appeal within C&D parish. It may be necessary for an adjournment to take place to allow for full consideration of the appeal.

### **The decision**

Following full consideration of all the issues, the manager hearing the appeal may uphold or reject the appeal. The decision will be confirmed in writing normally within 3 working days of the hearing.

### **Unsuccessful appeals**



There will be no further right of appeal against dismissal once a decision has been made.

### **Successful appeals**

If the appeal is upheld the staff member will be re-instated without loss of salary and with continuity of service. However, in appeals against dismissal for gross misconduct, the manager hearing the appeal may decide that the alleged offence, although proven, is not gross misconduct, but misconduct of a less serious nature. In such cases, the manager hearing the appeal may re-instate the employee but issue an appropriate warning in accordance with the disciplinary procedure.

# CAPABILITY PROCEDURE

## INTRODUCTION

### **Objective of the procedure**

The objective of the Capability Procedure is:

- To take reasonable steps to help a member of staff to improve their performance.
- To ensure that issues relating to a staff member's capability are dealt with in a manner which meets the needs of the business through a process, which is clear, fair and consistent.
- To ensure as far as is reasonably practicable that capability issues are addressed sensitively and with compassion.

### **Status of the procedure**

Whilst C&D parish will fulfil its legal obligations relating to capability issues, this procedure does not form part of individual contracts of employment. C&D parish reserves the right to depart from the procedure and/or skip stages or increase or decrease the duration of any warnings, when deemed appropriate to do so.

### **The scope of the Capability Procedure**

This procedure applies to all staff employed by C&D parish and is concerned solely with capability issues. A distinction is made between capability and conduct issues as follows.

Conduct issues are defined as those which relate to deliberate behaviour and they are handled separately through the Disciplinary Procedure.

Capability issues are those which relate to a staff member's inability to achieve an acceptable level of performance because of incompetence, lack of qualifications or ill health, for example.

For staff with less than 2 years' service this policy will be applied in a discretionary manner.

### **General principles of operation of the procedure**

1. **Establishing the facts:** Management will ensure that it has collected sufficient information to back up their judgements about a staff member's performance and capability.
2. **Staff member's opportunity to respond to management assessment:** At each stage of the procedure the staff member will be given the opportunity to explain their position and respond to the points made by management before a decision is reached.

3. **Adjournment of meetings:** It may be necessary for meetings held under this procedure to be adjourned in order to enable management to consider fully the issues prior to making a decision.
4. **The right to be accompanied:** Staff members have the right to be accompanied at any stage of this procedure by a colleague or an appropriate trade union official and will be informed of that right before every hearing.
5. **The right of appeal:** Staff members have a right of appeal in accordance with the appeals procedure set out below. Where possible, the level of management hearing the appeal will be more senior than the manager who took the decision which is the subject of appeal.
6. **The communication of the required standards:** C&D parish is committed to taking all reasonable steps to ensure that staff members are clear about the required standards of performance associated with their job on an ongoing basis and through the performance management process. Staff members also have a responsibility to take reasonable steps to ensure that they are clear about the performance standards, which they are expected to achieve.
7. **Discrimination:** C&D parish recognises its responsibility under the Equality Act 2010 not to discriminate against a member of staff due to any protected characteristic as defined by the Act.
8. **Problems relating to ill health:** Where the principle reason for the failure to achieve the required standard is related to ill health, C&D parish will seek a report from a medical practitioner and/or make reasonable adjustments where possible and appropriate.

#### PRELIMINARY ACTION

As part of normal day-to-day management, the staff member's immediate manager will monitor all aspects of their performance and behaviour, pointing out where they are meeting the required C&D parish and individual rules, standards and objectives, and where they are failing to achieve them, giving direction, advice and guidance as appropriate. Where there is insufficient improvement or the failure continues and it is thought to relate to capability rather than conduct, the matter will be considered within the framework of the Capability Procedure under the section headed 'THE PROCEDURE' set out below.

#### THE PROCEDURE

##### **Stage 1**

##### **Manager holding the meeting**

The line manager will conduct the meeting.

## **Arrangement of the meeting**

A letter will be sent to the staff member calling them to the meeting which is to be held under Stage 1 of the Capability Procedure. It will advise them of their right to be accompanied, state the reasons for calling them to the meeting (together with any written evidence) and the possibility that the outcome might be a first written warning.

## **Meeting to address a staff member's unsatisfactory performance**

The line manager will bring to their attention in a clear and constructive manner the way in which the staff member's performance fails to reach the required standard.

## **Staff member's opportunity to respond**

The member of staff will be given the opportunity to comment and to explain the reasons for the unsatisfactory performance.

## **Shared understanding of reasons for unsatisfactory performance**

The line manager will seek to establish, as far as possible, a shared understanding of the reasons for the staff member's unsatisfactory performance.

## **Action**

### **1. Where a need for direct supervision/coaching or training and development is identified**

In some cases, improvement in capability can be achieved by a period of direct supervision/coaching by the line manager or some other appropriate person. This will be arranged where reasonably practicable. If a training and development need is identified, arrangements will be made to meet it where reasonably practicable. The prime focus must be the needs of the operation of C&D parish.

### **2. Where external factors are affecting performance**

It may be established that a member of staff may be experiencing personal problems such as bereavement, marital problems or some other factor that is affecting their performance significantly at work. In such cases it may be appropriate to consider arranging some support, such as short-term counselling. The nature of any action taken will be determined by what is appropriate, affordable and reasonable, taking into account the primary needs of C&D parish operation and the circumstances of the member of staff concerned.

### **3. Clarifying the required improvements, confirming the review period and first written warning**

The line manager will:

- clearly define the improvements which the staff member needs to achieve in order to reach the required standard
- clarify the agreed course of action to encourage such an improvement. The staff member should be given as much assistance as is reasonably possible in all the circumstances to achieve the required improvement
- clarify and agree the length of time to be given to the staff member to achieve the improvement. This will be based upon the needs of the business, the nature of the job and the nature of the performance problem. It will also be made clear that the staff member is being given **a first written warning under the Capability Procedure**
- Provide a written summary of the action plan and warning to the staff member within 3 working days of the meeting. The line manager will advise the staff member of their right of appeal. The warning will remain in operation for six months after which it will expire. A copy will be placed on the individual's personnel file.
- Advise the staff member that they have a right of appeal

### **Review of outcome of action plan**

1. The line manager will hold a meeting with the staff member during or at the end of the review period.
2. The line manager should inform the staff member if their performance has reached the required standard.
3. The staff member should be given written confirmation that their performance is now satisfactory.
4. If the required standard has not been achieved, stage 2 of this procedure will be implemented as set out below.

### **Stage 2**

#### **Reason for the meeting at Stage 2**

This stage will be invoked where a staff member's performance continues to be unsatisfactory at the end of the agreed review period.

#### **Manager holding the meeting**

The line manager will conduct the meeting.

#### **Arrangement of the meeting**

A letter will be sent to the staff member calling them to the meeting, which is to be held under Stage 2 of the Capability Procedure. It will advise them of their

right to be accompanied, state the reasons for calling them to the meeting (together with any evidence) and the possibility that the outcome might be a final warning.

### **Meeting to address a staff member's continued unsatisfactory performance**

The line manager will explain the ways in which the required performance standard continues to be unmet.

### **Staff member's opportunity to respond**

The staff member will be given the opportunity to comment and to explain the reasons for the unsatisfactory performance.

### **Shared understanding of reasons for the continued unsatisfactory performance**

The line manager will seek to establish, as far as possible, a shared understanding of the reasons for the staff member's continued unsatisfactory performance.

### **Action**

#### **1. Exploration of further assistance**

The line manager will explore with the staff member further remedial action, support and training, which is appropriate in encouraging the required performance improvement. If appropriate, redeployment to another job (if available) could be considered at this stage.

#### **2. Clarifying the required improvements, confirming the review period and the final warning**

The line manager will:

- clearly redefine the improvements which the staff member needs to achieve in order to reach the required standard
- clarify the agreed course of action to encourage such an improvement. The staff member should be given as much assistance as is reasonably possible in all the circumstances to achieve the required improvement
- clarify and agree the length of time (normally 3 months) to be given to the staff member to achieve the improvement. This will be based upon the needs of the business, the nature of the job and the nature of the performance problem
- Make clear that the staff member is being given **a final warning under the Capability procedure**, and they will be advised that failure to achieve the required standard during the agreed period will result in dismissal or redeployment to an alternative job, if suitable and available

- Provide a written summary of the action plan, the final warning and the possible outcomes of failure to reach the required standard to the staff member within 3 working days of the meeting. The line manager will advise the staff member of their right of appeal. A copy of the written summary will be placed on the staff member's personnel file. Any warning given will remain in operation for twelve months after which it will expire, and the written warning removed from the file.
- the line manager will advise the staff member that they have a right of appeal
- alternatively, where redeployment to a different job is agreed, this will be confirmed in writing and implemented

### **Review of outcome of action plan**

1. The line manager will hold a meeting with the staff member at the end of the review period.
2. The line manager should inform the staff member if their performance has reached the required standard.
3. The staff member should be given written confirmation that their performance is now satisfactory.
4. If the required standard has not been achieved, Stage 3 of this procedure will be implemented as set out below.

### **Stage 3**

#### **Reason for the meeting at Stage 3**

This stage will be invoked in the following circumstances:

#### **1. Continued unsatisfactory performance**

Where the staff member's performance has failed to reach the required standard, despite the assistance given.

#### **2. Loss of essential qualification**

Where loss of qualification (e.g. disqualification from driving) causes immediate incapability, the matter will be dealt with in the first instance at this stage of the procedure.

#### **3. Incapacity due to ill health**

Where medical problems are identified and a medical practitioner, designated by C&D parish, advises that the staff member is incapable of carrying out their duties due to ill health. This includes cases of long-term sickness absence.

#### **Manager holding the meeting**

The line manager will conduct the meeting.

### **Arrangement of the meeting**

A letter will be sent to the staff member calling them to the meeting, which is to be held under Stage 3 of the Capability Procedure. It will advise them of their right to be accompanied, set out the ways in which the staff member is failing to fulfil the job requirements which represent the reasons for calling them to the meeting and the possibility that the outcome might be their dismissal.

### **Staff member's opportunity to respond**

The staff member will be given a reasonable opportunity to consider their response to the information contained in the above letter.

Their rights regarding access to any medical report are governed by the Access to Medical Reports Act 1988 and they will be advised of this where appropriate.

### **Staff member's responsibility**

The staff member should take all reasonable steps to attend the meeting.

### **Meeting to discuss the problem**

The line manager will explain the ways in which the required performance standards continue to be unmet, or the impact that the staff member's sickness absence or loss of qualification is having on the business.

### **Staff member's opportunity to respond**

The member of staff will be given the opportunity to comment and to explain the reasons for the continued failure to achieve the required standard of performance, or the other circumstances under which they have become incapable of performing their duties.

### **Consideration**

The line manager will give careful consideration to the explanation given to the staff member, having regard for all the circumstances including the needs of C&D parish. Where the issue is related to ill health the opinion of the medical practitioner will be considered together with any reasonable adjustments that may have been made.

### **Action**

The line manager will take a decision, choosing one of the following options:

1. **An offer of an alternative job** (giving contractual notice of the end of the contract in the old job and giving an offer of the new job). The staff member will be given a period of 5 working days within which to accept the offer, and stating that if the offer is declined, the staff member will be dismissed on the grounds of incapability; **or**



2. Where ill-health is the reason for the incapability, and where this has been confirmed by a medical practitioner appointed by the DCC, and no suitable alternative job is available, the staff member will be **dismissed on grounds of ill-health; or**
3. Where there are reasons other than ill health and there is no suitable alternative job available, the staff member will be **dismissed on the grounds of incapability.**

### **Confirmation and record of decision**

The decision will be confirmed to the staff member in writing within three working days of the hearing. They will be advised of their right of appeal. A copy of the confirmation of the decision will be placed on the staff member's personal file.

## APPEALS PROCEDURE

### GENERAL PRINCIPLES

#### **Scope**

Staff have the right to appeal against any action taken under the Capability Procedure and will be advised of their rights of appeal at all appropriate stages.

#### **The objective of the Appeals Procedure**

The procedure aims to ensure that appeals are dealt with speedily, effectively and fairly.

#### **The right to be accompanied**

Staff members have the right to be accompanied at any stage of this procedure by another employee of C&D parish or an appropriate trade union official and will be informed of that right before every hearing.

#### **Evidence**

The staff member appealing will have the opportunity to comment on any evidence discussed during the appeal hearing. Their rights regarding access to any medical report may be governed by the Access to Medical Reports Act 1988 and if so, they will be advised of that fact.

## PROCEDURE

### **Stage 1: Appeals against decisions made at stages 1 and 2 of the Capability Procedure**

#### **How the appeal is to be made and the time limit**

The appeal is to be made in writing by the staff member to the line manager within 5 working days of receipt of written confirmation of the action plan and warning. The staff member should state clearly the grounds of their appeal.

### **Manager hearing the appeal**

Where possible, the appeal should be heard by the level above that which made the decision. Where this is not possible the appeal should be heard by an alternative line manager and they will conduct the hearing and consider the appeal at this stage. Otherwise It may be necessary for an adjournment to take place to allow for full consideration of the appeal.

### **Arrangement of the Appeal Hearing**

A letter will be sent to the staff member calling them to the meeting, which is to be held under Stage 1 of the Appeals Procedure, within 5 working days of receipt of an appeal against an action plan and warning. It will advise them of their right to be accompanied.

### **Confirmation of decision**

It may be necessary to adjourn the meeting to allow full consideration of all the issues. The person hearing the appeal may uphold or reject the appeal. The decision will be confirmed in writing normally within 5 days of the hearing.

### **Rejected appeals**

There will be no further right of appeal against an action plan and warning given under this procedure once the appeal decision has been made.

### **Upheld appeals**

If the appeal is upheld, the action plan and warning letter will be removed from the staff member's personnel file. If appropriate, the manager hearing the appeal will need to clarify the position regarding the staff member's performance and the standards required, with the aim of resolving any misunderstandings.

## **Stage 2: Appeals against decisions made at Stage 3 of the Capability Procedure, i.e. redeployment or dismissal**

### **How the appeal is to be made and the time limit**

The appeal is to be made in writing by the staff member to the line manager within 5 working days of receipt of written confirmation of the redeployment or dismissal decision.

### **Manager hearing the appeal**

The appeal will be heard by a senior manager who may be advised by a human resources professional. This is the highest level of appeal within C&D parish.

## **Arrangement of the Appeal Hearing**

A letter will be sent to the staff member calling them to the Appeal Hearing, which is to be held under Stage 3 of the Capability Procedure, wherever practical, within 5 working days of receipt of an appeal against redeployment or dismissal. It will advise them of their right to be accompanied.

## **Confirmation of the decision**

It may be necessary to adjourn the meeting to allow for full consideration of all the issues. The senior manager may uphold or reject the appeal. The decision will be confirmed in writing normally within 3 working days of the hearing.

## **Unsuccessful appeals**

There will be no further right of appeal against dismissal once a decision has been made.

## **Successful appeals**

If the appeal is upheld the staff member will be re-instated without loss of salary and with continuity of service. If appropriate, the manager hearing the appeal will need to clarify the position regarding the staff member's performance and the standards required, with the aim of resolving any misunderstandings.

# GRIEVANCE PROCEDURE

## INTRODUCTION

### **Objective of the Grievance Procedure**

The objective of the Grievance Procedure is:

1. To provide a framework that will enable a fair and consistent resolution of grievances raised by staff
2. To resolve issues at the earliest stage and as speedily as possible whilst having regard for the needs of the operation of C&D parish.

### **Status of the procedure**

Whilst C&D parish will fulfil its legal obligations, this procedure does not form part of individual contracts of employment. C&D parish reserves the right to change it or amend timescales as appropriate.

### **Scope**

This procedure applies to all staff employed by C&D parish. It does not apply to issues arising from action under the Disciplinary and Capability Procedures. These should be handled within the framework of the appeals procedures, which form the last sections of the Disciplinary and Capability Procedures respectively.

### **General principles of operation of the procedure**

1. **Opportunity to state case:** At each stage of the procedure the individual will be given the opportunity of stating the case relating to their grievance. Management will consider the points raised and will respond.
2. **Adjournment of hearings:** It may be necessary for the grievance hearing to be adjourned in order to enable management to fully consider the issues prior to making a decision.
3. **The right to be accompanied:** Staff members have the right to be accompanied at any stage of this procedure by an employee of C&D parish or an appropriate trade union official and will be informed of that right before every meeting.
4. **Time limits:** Whilst every effort will be made by C&D parish to resolve issues raised within the time limits indicated in the procedure, this may not be possible on some occasions. In these circumstances, an extension of time may be arranged.

### **Step to be taken before using the procedure**

Where a member of staff has a grievance relating to any aspects of their employment with C&D parish they should raise the matter informally in the first

instance with their line manager. The aim should be to resolve issues without resort to the formal procedure. However, if it is not possible to do so, the staff member may use the Grievance Procedure set out below.

## THE PROCEDURE

### **Stage 1**

#### **Manager with whom the issue should be raised**

The staff member will raise the issue with their line manager, setting out in writing the grounds of their grievance.

#### **Management's response**

The line manager must have reasonable time to consider their response to the grievance before the meeting takes place.

#### **The meeting to discuss the grievance**

The line manager will arrange for a meeting to take place as soon as possible, but within 5 days of receipt of the written statement. If the matter cannot be resolved at the meeting, the line manager will respond within 5 days of the meeting.

#### **Staff member's responsibility**

The staff member should take all reasonable steps to attend the meeting.

#### **What happens if agreement is reached?**

If agreement is reached, the basis of that agreement will be recorded in writing, given to both parties, and a copy will be placed on the staff member's personnel file.

#### **What happens if the matter is not resolved?**

If the matter is not resolved, the staff member may refer it to the next stage of the procedure. The line manager will advise the staff member of this procedure.

### **Stage 2**

#### **Member of management with whom the issue should be raised**

The staff member will refer the grievance in writing to a senior manager within 5 working days, explaining the grounds of the grievance and why it has not been possible to resolve the issue at Stage 1 of the procedure.

## **Management's response**

Management must have reasonable time to consider its response to the grievance before the meeting takes place.

## **The meeting to discuss the grievance**

The line manager will arrange for a meeting to take place as soon as possible, but within 5 working days of receipt of the written statement. If the matter cannot be resolved at the meeting, the line manager will respond within 5 working days of the meeting. The decision will be confirmed in writing

## **What happens if agreement is reached**

If agreement is reached, the basis of that agreement will be recorded in writing, given to both parties, and a copy will be placed on the staff member's personnel file.

## **What happens if the matter is not resolved**

If the matter is not resolved, the staff member may refer it to the next stage of the procedure. The line manager will advise the staff member of this right.

## **Stage 3 – Appeal against the decision**

### **Member of management with whom the issue should be raised**

The staff member will refer the grievance in writing to the senior line manager within 5 working days, explaining the grounds of their appeal and why it has not been possible for it to be resolved at the earlier stages of the procedure.

## **Management's response**

The senior line manager must have reasonable time to consider its response to the appeal before the meeting takes place.

## **The meeting to discuss the grievance**

The senior line manager will arrange for a meeting to take place as soon as possible, but within 10 working days of receipt of the written statement. If the matter cannot be resolved at the meeting, the senior line manager will respond within 5 working days of the meeting. The decision will be confirmed in writing.

## **Staff member's responsibility**

The staff member should take all reasonable steps to attend the meeting. If agreement is reached, the basis of that agreement will be recorded in writing, given to both parties, and a copy will be placed on the staff member's personnel file.

## **What happens if the matter is not resolved**

The decision of the senior line manager will be final. The decision will be set out in writing. Stage 3 is the **final** stage of the Grievance Procedure.

## **HOW TO RAISE A GRIEVANCE AGAINST A MEMBER OF CLERGY**

Where a member of staff has a grievance regarding a member of clergy they should raise the matter informally in the first instance with their line manager. The aim should be to resolve issues without resort to the formal procedure. However, if it is not possible to do so, the staff member may use the Grievance Procedure set out below.

### **Person/s with whom the grievance should be raised.**

State the reasons for the grievance, in writing, to the C&D parish Church Wardens.

### **Response**

The Church Wardens must have reasonable time to consider their response to the grievance before the meeting takes place.

### **The meeting to discuss the grievance**

The Church Wardens will arrange for a meeting to take place as soon as possible, but within 5 days of receipt of the written statement. If the matter cannot be resolved at the meeting, the Church Wardens will respond within 5 days of the meeting.

### **Staff member's responsibility**

The staff member should take all reasonable steps to attend the meeting.

### **What happens if agreement is reached?**

If agreement is reached, the basis of that agreement will be recorded in writing, given to both parties, and a copy will be placed on the staff member's personnel file.

### **What happens if the matter is not resolved?**

If the matter is not resolved, the staff member may refer it to the next stage of the procedure. The line manager will advise the staff member of this procedure.

## **Stage 2**

### **Person/s with whom the issue should be raised**

The staff member will refer the grievance in writing to the team rector and/or PCC within 5 working days, explaining the grounds of the grievance and why it has not been possible to resolve the issue at Stage 1 of the procedure.

### **Response**

The Team Rector/PCC must have reasonable time to consider its response to the grievance before the meeting takes place.

### **The meeting to discuss the grievance**

The Team Rector/PCC will arrange for a meeting to take place as soon as possible, but within 5 working days of receipt of the written statement. If the matter cannot be resolved at the meeting, the Team Rector/PCC will respond within 5 working days of the meeting. The decision will be confirmed in writing.

### **What happens if agreement is reached**

If agreement is reached, the basis of that agreement will be recorded in writing, given to both parties, and a copy will be placed on the staff member's personnel file.

### **What happens if the matter is not resolved**

If the matter is not resolved, the staff member may refer it to the next stage of the procedure. The Team Rector/PCC will advise the staff member of this right.

## **Stage 3 – Appeal against the decision**

### **Person with whom the issue should be raised**

The staff member will refer the grievance in writing to the Archdeacon of Lewisham and Greenwich within 5 working days, explaining the grounds of their appeal and why it has not been possible for it to be resolved at the earlier stages of the procedure.

### **Archdeacon's response**

The Archdeacon must have reasonable time to consider its response to the appeal before the meeting takes place.

### **The meeting to discuss the grievance**

The Archdeacon will arrange for a meeting to take place as soon as possible, but within 10 working days of receipt of the written statement. If the matter cannot be resolved at the meeting, the Archdeacon will respond within 5 working days of the meeting. The decision will be confirmed in writing.

### **Staff member's responsibility**



The staff member should take all reasonable steps to attend the meeting. If agreement is reached, the basis of that agreement will be recorded in writing, given to both parties, and a copy will be placed on the staff member's personnel file.

### **What happens if the matter is not resolved**

The decision of the Archdeacon will be final. The decision will be set out in writing. Stage 3 is the **final** stage of the grievance process.

## **LEAVING C&D PARISH**

### NOTICE OF TERMINATION OF EMPLOYMENT

Information about the notice periods to be given by both sides on termination of the contract is set out in your individual Contract of Employment.

### RESIGNATIONS

In a close-knit organisation, it is advantageous, both to staff and to C&D parish, to discuss any thoughts they may have concerning leaving with their manager prior to doing so. But if a staff member does finally take the decision to resign from C&D parish, they should address a resignation letter to their line manager and hand it to them. The staff member will receive an acknowledgement of this letter. Staff members are expected to give and to work the relevant notice period as set out in their individual Contract of Employment.

### RETURN OF PROPERTY

Information regarding the return of property by staff on leaving C&D parish is set out in the individual Contract of Employment. The member of staff may be required to sign a statement to confirm that all property has been returned at time of termination. All equipment including any laptop, phone and keys should be returned on your last day of employment.

If you do not return any equipment as requested this may result in the cost of the equipment being deducted from your final salary payment.

### LOGINS AND PASSWORDS

Please inform your line manager of any logins and passwords used for your laptop, phone or any website/app that you access for work purposes. Please also ensure you remove yourself from team WhatsApp groups on your last day.

## EXPENSES

### **This applies to employees only**

#### OVERVIEW AND OBJECTIVES

This document provides guidelines and establishes procedures for employees, paid for out of church funds and volunteers incurring travel and related expenses whilst on church business.

C&D parish is fully prepared to reimburse all approved and reasonable expenditure incurred while undertaking parish duties. These guidelines enable controlled reimbursement to take place and indicate the evidence and the authorisation required.

The objectives of the policy are to

- Provide regular reimbursements to employees, other funded personnel and volunteers
- Control costs
- Prevent fraud
- Ensure that C&D parish complies with any tax and legal obligations
- Mitigate the likelihood of queries from HMRC should there be a compliance audit

#### WHAT CAN BE CLAIMED

It is the policy of C&D parish that all personnel are reimbursed the costs of any expenses **wholly, exclusively and necessarily incurred** in the performance of their duties. This complies with HMRC regulations and will ensure no further Income Tax or National Insurance liability will arise.

As C&D parish is a charity, staff and volunteers are expected to minimise costs wherever possible and to avoid any unnecessary expense. Consideration must be given to using the most cost-effective method of travel. Normally reimbursement will be made **only on the production of original receipts or invoices** (wherever possible).

The main categories of expenses that will be reimbursed are:

- Travel Expenses for all modes of transport
- Personal Incidental Expenses to cover small items of expenditure
- Postage and stationery

Expense claims will only be paid when the expenditure is legitimate and the budget against which it is to be booked has provision for that expenditure. Where there is doubt as to whether an item may be claimed, permission must be obtained in advance. Expenses will be paid back as soon as possible after a claim has been made.

Employees are not expected to be out of pocket and if needed can arrange for expenses to be brought on their behalf so as they do not need to pay from their own money and be reimbursed.

#### WHAT CANNOT BE CLAIMED – SPECIFIC EXCLUSIONS

C&D parish will not pay 'flat rate' expenses or round sum allowances unsupported by actual expenditure receipts, nor will C&D parish provide 'cash advances' as these would always become liable to Income Tax and/or National Insurance.

Any speeding tickets, parking fines, any other traffic violations or motoring offences will be a personal expense of the individual concerned, IRRESPECTIVE of whether incurred on church business. C&D parish does not condone the breaking of any transport legislation or local authority acts or bylaws.

No payments should be claimed for costs deemed as pay. Payments to any individual for the provision of employment services, such as for provision of secretarial fees, must be processed through the payroll and not treated as an expense. This is to allow for the correct treatment of tax and National Insurance.

#### EXPENSE CLAIMS PROCEDURE

All expense claims should be made using the Expenses Plus system. Expenditure has been incurred in a foreign currency a suitable exchange rate should be used to convert the claim to Sterling.

If necessary, the expenditure should be broken down into different categories on the claim form.

Wherever possible, ORIGINAL receipts and invoices relating to an expense claim should be attached and submitted with the online claim form. If necessary, the receipts should be cross referenced. If receipts are not submitted this could affect the payment of the claim.

Expense claims should be submitted as soon as possible after the expense has been incurred. This enables the expeditious processing of the claim and the accurate monitoring of budgets. All claims must be submitted within three months of the expenditure being incurred.

All expense claims will be verified for accuracy and authorised by the relevant manager prior to payment. No expense claims will be paid without proper authorisation.

## RECEIPTS

A receipt is an official acknowledgement in writing that an expense has been incurred.

All original receipts in support of an expense claim should be attached to the claim form.

Photocopies and other supporting documents (eg credit card vouchers) are not normally acceptable in lieu of original receipts. The requiring of original receipts acts as a security check to ensure expenses are not paid more than once.

If possible, receipts should not normally include any personal items. If there is a mix of business and personal items all business-related items should be clearly identified and added up to provide the total of the amount being claimed.

It is NOT acceptable to claim for personal items for the claimant to repay at a later stage.

## PAYMENT OF EXPENSE CLAIMS

Expense claims will be paid directly into the recipient's bank account as soon as possible. Payments are made by BACS transfer and any new claimant will need to submit bank details with the claim form.

## USE OF PRIVATE VEHICLE FOR WORK PURPOSES

Any individual using a vehicle for work purposes and wishing to submit expense claims for mileage must ensure that their vehicle is:

- Regularly maintained and roadworthy
- Holds a valid MOT certificate if required (for vehicles over 3 years old)
- Is taxed and insured
- And the insurance allows the individual to use the vehicle for business purposes

The individual must also have a current, full driving licence, not be banned from driving, have no other restrictions on driving for work and be entitled to drive the vehicle concerned.

## TRAVEL EXPENSES

Claimants will be reimbursed necessary business travel and associated expenses as detailed below. All claims for travel expenses, apart from private mileage allowance, must be supported by receipts.

C&D parish will NOT pay the cost of any travel expenditure for partners, spouses or other family members of the claimant. C&D parish will NOT bear the cost of any private travel undertaken before, after or in the middle of a business trip.

### **Mileage Allowance for use of Own Vehicle**

A mileage allowance is payable for authorized use of private vehicles on parish business. The rate of the allowance is as per the maximum approved level by the HMRC. Details can be obtained from the office.

The mileage allowance is paid for travel on church business for journeys including round trips of up to 150 miles. Beyond 150 miles the public transport rate is payable. If more than one individual is travelling in the same vehicle an additional amount is payable.

To comply with HMRC regulations FULL details of each journey should be completed on the back of the form including:

- Date
- Starting point and ending
- Reason for trip (and 'visit' is insufficient – a description should be included)
- Mileage

### **Public Transport**

Full details of the journeys undertaken must be made on the expense form including:

- Date
- Starting point
- Ending point
- Reason for trip ('visit' is insufficient – a description should be included, although if there are reasons of confidentiality can be excluded – site visit or pastoral visit would be acceptable)

- Cost of transport fare paid

The cost of each ticket claimed should be shown.

When purchasing a rail ticket, a receipt should be obtained and attached to the claim form.

Rail fares will be authorised at the standard rate. First class rail fares are not deemed to be appropriate. Cheap rail fares, off peak tickets, advance purchase options and other savers should be used wherever possible.

For any other form of public transport, the actual expenditure may be claimed. Advantage of cheaper options such as saver fares should be used whenever possible.

### **Zip Car**

Anyone who has a current, full driving licence, and is not be banned from driving, has no other restrictions on driving for work and is entitled to drive the vehicle concerned can be added to the Zip Car policy in agreement with line management.

### **Other Travel Expenses**

Where it is more economical (for instance if there is a group of individuals going to the same destination), where it is the only form of transport available, or where the journey occurs at a time or place that might compromise the safety of an individual, a taxi **may** be used. If a taxi is used a properly dated and signed receipt should be obtained from the taxi driver. Travel by taxi should be kept to a minimum.

Car parking costs incurred in the course of travelling for business uses may be reclaimed. The parking voucher should be submitted with the expenses form. As stated above, this EXCLUDES any costs incurred by the individual on parking fines which are not reclaimable.

Any unavoidable toll fees or congestion charges incurred in the course of travelling on business will be reimbursed. However, surcharges or penalty charges imposed are not reclaimable.

### SUBSISTENCE EXPENSES

When business travel is undertaken, some costs relating to meals and accommodation may be incurred and may be reclaimed as detailed below. Any request for reclaim **must be agreed in advance** by line management prior to incurring the expense. Any expenses incurred without prior authorisation may not be reclaimable.

## **Accommodation**

Wherever possible it will be expected that employees have a common sense approach when making bookings and should stay in reasonable quality hotels. Many hotel chains offer reasonable prices for overnight stays (e.g. Travelodge, Premier Inn).

The line manager may specify a lower amount as applicable to the constraints of the budget. The cost of accommodation must be agreed in advance prior to booking.

C&D parish will not reimburse items of a personal nature or costs unrelated to the business purpose such as health club memberships.

## **Meals and Refreshments**

Employees/representatives travelling on business may reclaim the cost of meals and other refreshments. All claims for reimbursement must include relevant receipts.

The relevant manager may specify a lower amount as applicable to the constraints of the budget.

## **Subsistence Expenses**

Only subsistence expenses that are incurred necessarily in the performance of the duties of employment will be reimbursed. Receipts should support all claims. Any personal expenses including costs relating to a spouse or partner accompanying an employee do not constitute subsistence expenses.

If there is any confusion as to the acceptability of an expense, this should be agreed with the relevant line manager prior to incurring the expense.

## **Entertaining and Hospitality**

Generally, those who have donated to the church or have funded church projects expect the money to be spent wisely and not unnecessarily. However, in some circumstances hospitality is good to provide, perhaps to thank someone for some service they have provided. In cases where this would be appropriate permission must be sought in advance from the relevant line manager prior to incurring the expense.

Every claim for entertaining must show the purpose of the event, the names and status of all individuals attending; all relevant receipts must be provided. If hospitality is provided directly by an individual from personal resources (such as when entertaining at home) then a fair assessment of the costs incurred should be declared, with specific receipts attached if appropriate.

Occasions where only church employees are present are not hospitality but are designated as subsistence expenditure. Reasonable subsistence expenses for staff gatherings may be reclaimed where there is a valid business purpose



for the gathering, and the budget against which the expense is to be booked has provision for that expenditure. Examples of acceptable staff gatherings may include welcome lunches for new members, retirement parties, team building functions and in-house training or development events.

### **Other Expenses**

Staff and volunteers may reclaim other expenses not listed above provided that the expense was incurred wholly, exclusively and necessarily in the performance of the duties of employment. Claims for any such expenses will only be paid when the expenditure is legitimate and the budget against which it will be booked has provision for that expenditure. All claims must be supported by a receipt.

### **Gifts**

On some occasions it may be appropriate to provide simple 'gifts' to some people, such as a bottle of wine or box of chocolates for a new priest, or a bunch of flowers for someone who is unwell. It is perfectly acceptable to provide these provided the cost is not seen as excessive or overindulgent.

Where there might be any doubt as to whether an item may be claimed, permission must be obtained in advance from the relevant line manager prior to incurring the expense.