



Human Resources Policy

Purpose:

To define strategies and guidelines on how Parents in Partnership, Croydon (PIP) can support organisational objectives, setting out the broad direction HR intends to take. Policies are a written source of guidance on how a wide range of issues should be handled within an employing organisation, incorporating a description of principles, rights and responsibilities for managers and employees.

Relevant to all Trustees, Employees and Volunteers. All amendments to be agreed by Board of Trustees. This policy will be reviewed annually.

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1. Human Resources Strategies

1.1 Recruitment Process

Approval

Any requirement for recruitment of staff is to be approved by the Trustees. Manager/Chair will prepare a job description, personal specification, contract terms, NJC scale, budget/funding source, advertising timescale and cost for approval.

Interview panel and dates for recruitment processes are agreed. Interview room booked.

Advertising

Advert for post will be submitted as appropriate for role and through other voluntary sources. It will also be posted on PIP website with link to download pack. If time appropriate, insert in PIP newsletter and e-bulletins.

Manager will prepare interview questions and task if appropriate and agree with panel.

Application Process

Interested persons will be posted, emailed or directed to our website for an application pack containing:

- Welcome letter with instructions (see appendix 2.1)
- Introduction and overview of PIP (see appendix 2.2)
- Application form (see appendix 2.3)
- Changes to the law on preventing illegal working & guidelines (see appendix 2.4)
- Job Description with personal specification
- Current PIP flyer or newsletter

Interviews

- Short-listing will be completed by the Manager and one Trustee. (In the case of Manager Post, 2 Trustees) on the date agreed.
- Successful shortlisted candidates will be informed by telephone and letter on the date agreed advising time of interview and any task requirements if applicable.
- Arrangements made and agreed for any specific candidate requirements i.e. accessibility.
- Applications and scoring sheets will be distributed to panel at least 3 days before interview date.

- Interview and if appropriate task will be undertaken by Manager, nominated Trustee and/or where possible a relevant external partner, parent or volunteer to the role.
- Proof of identity documents will be examined visually at interview in line with Changes to the law on preventing illegal working guidelines (see appendix 2.4)
- All scoring sheets will be completed by each panel member. Score totalled and then feed back to panel for discussion and decision.
- All paperwork inc applications and score sheets must be retrained by Manager.

Offer of Employment

- Appointment will be confirmed verbally and then offer pack sent, both subject to references and DBS check. Pack includes:
An Offer letter
Reasonable Adjustment questionnaire (see appendix 2.6)
Changes to the law on preventing illegal working guidelines (see appendix 2.4)
Confidential SAE
- Unsuccessful candidates will receive a letter once verbal acceptance received.
- Instructions for DBS check are included in offer letter to ensure the process is started as soon as possible.
- Arrangements to be made for visiting PIP office to provide proof of identify documents where copies are made.
- Only once 2 satisfactory references and a DBS certificate is received will we be able to confirm appointment and allow employment contract to be issued
- Contract is posted and request for return with signature if possible before start date. Contract is signed by Chair and copy given to employee.
- Working days and start date to be agreed with Manager.

Induction

- On first day new employee will be asked to bring P45, bank details and if applicable signed employment contract.
- Emergency contact form, (see appendix 2.7), P46 and payroll form to be completed.
- Induction plan will be devised suitable for post by Manager and will be discussed on first day.
- Plan will include HR forms, building induction, equipment handover and staff handbook and any identified training needs.
- At the end of the induction period, each area is review during supervision and is signed by manager and kept in personnel file

Records

All records of un-successful applications and interview marking sheets are to be retained and held on file minimum of 1 year.

Successful candidate records to be held within their personnel file.

1.2 Staff Handbook

All new employees are issued with a staff handbook which they are required to sign for. This manual assists our Manager and Trustees to establish robust structures and basic set rules that are used to manage our staff on a day to day basis.

Our policies and procedures provide general and practical advice and guidance for managers and Trustees on a range of employment issues .They may give a step-by-step account of specific arrangements that apply in particular circumstances (for example, particular time limits within which meetings must take place).

This handbook, used in conjunction with their employment contract, is important because using a structured approach from day one will help you to ensure:

- that: you meet your basic legal obligations
- that you help your managers to make consistent and reliable decisions – this promotes a culture of fairness
- that you have established a clear understanding of expectations, rules and consequences
- that you welcome and introduce your employees to your business and their new job

This also provides definite long-term benefits as it will minimise the incidence of people reverting to their own set of rules which in turn reduces disputes or grievances caused by confusion, and it adds to the overall professionalism of our business operations.

All policies included are reviewed annually and any changes, additions or deletions are to be approved by the board of Trustees and recorded.

1.3 Supervision Meetings

- All staff will have supervision meetings with their Manager (Manager with Chair or nominated Trustee) at least bi-monthly.
- Set agenda will include staff development.
- Notes will be taken and agreed by employee within 2 weeks of the meeting.
- Copy of notes will be kept on personnel file and a signed copy sent to employee. (see appendix 2.8)
- Any issues which arise around personnel policies, contract or payroll must be reported to Chair/Trustees for information/advice.

1.4 Team Meetings

- Regular, at least bi-monthly, Team meetings will be held and all staff are required to attend.
- Manager will plan and distribute agenda with any papers at least 1 week prior to meeting.

- Notes will be taken and distributed within 2 weeks of the meeting,
- A copy of notes will be kept on file and a copy sent to Trustees.

This Human resources Policy detailed above was agreed and minuted at a meeting of the Board of Trustees on:

Approved by: Julie Newton-Smith Chair of Trustees	Signed:	Date: Review: Annually
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2. APPENDIXES

2.1 Application pack letter

Dear Applicant,

Thank you for responding to our recent advertisement, please find enclosed the following information:-

- PIP's aims and core functions.
- A diagram of the organisational structure of PIP.
- Post Job description and Person Specification
- Identity proof guidelines.
- An application form, including a monitoring form.

How to apply

Please read the job description and person specification carefully, before you begin your application. **Only complete application forms will be accepted**. In your application you should:-

- Show clearly how your skills and experience meet the criteria within the **personal specification**.
- Include relevant skills and experience gained outside work (for example through voluntary work or through your leisure interests).
- Include examples (for instance, if your application says that you work well under pressure, tell us about a time when you had to do this).
- Please do not submit CV's, only apply with our application form.
- Return your application form before the closing date XX allowing for post.
- You will only be contacted on XX if you have been shortlisted for interview.
- Interviews will be held on the afternoon of XX at our office.

Where to send your application

Please send your completed application to Agnieszka Gebka, Chair, Parents in Partnership Croydon, Carers Support Centre, 24 George Street, Croydon, Surrey. CR0 1PB. Electronic applications should be emailed to office@pipcroydon.com (Please state job title clearly in subject heading).

Unfortunately, we are not able to contact applicants who have not been short-listed. If you have not heard from us within two weeks of the closing date, please assume that your application has not been successful. We do not usually acknowledge postal applications, however if you would like us to confirm receipt please enclose a stamped addresses envelope or postcard.

If you need any more information or have any questions, please contact us. You can contact us on 020 8663 5626 or email office@pipcroydon.com.

2.2 Introduction and overview of PIP



What are our aims?

Our Charity's objectives in our Memorandum of Agreement are to relieve the parents and carers of children and young people in Croydon, with disabilities and special needs, by providing appropriate support and information and by representing their views to those who are partners in catering for their families needs.

How do we set out to do this?

Our Trustees employ 7 part time staff to manage the services of PIP and facilitate engagement and representation of parents in strategic partnership boards.

We have three Family Link Workers and an Office Triage who receive referrals and will engage with parents to provide appropriate resources, information and skills to suit their needs. We may signpost to other agencies or organisations. PIP Parent Forum Development Worker is the lead for parent participation activities and represents parent's views in strategic settings. All staff members are supervised by a Partnership Manager who is also responsible for the day to day running of our organisation. Our office Administrator co-ordinates our training and maintains our website, database, records and resources.

We value the views of parents and enable them to share these along with their suggestions for service and policy developments. We meet key people in the borough to respond to the identified needs of the families.

We have a large base of parents and carers; some of these are actively involved in representation for a wide range of areas. We communicate in a variety of ways to inform parents of current developments and resources in the borough this includes our website, emails and newsletters. By providing training sessions for parents they are able to learn new skills, increase their knowledge on a range of topics and may invite speakers relevant to appropriate services available.

We work in partnership with other local organisations and will work with our funders to achieve our desired outcomes for families.

What do we achieve?

We enable parents to be engaged and so reduce the isolation that can be part of having a disabled child. We aim to empower parents to be able to access services locally and will provide appropriate support to meet the needs of individual families.

Our Information sharing activities reach over 2000 parents and we increase skills and knowledge to assist with caring for a child or young person with a disability.

We implement parent's views, developed by experience, into strategic meetings and work towards the improvement in service in the borough. We and our parent forum also take part in local and national consultations relating to current legalisation, issues or service changes.

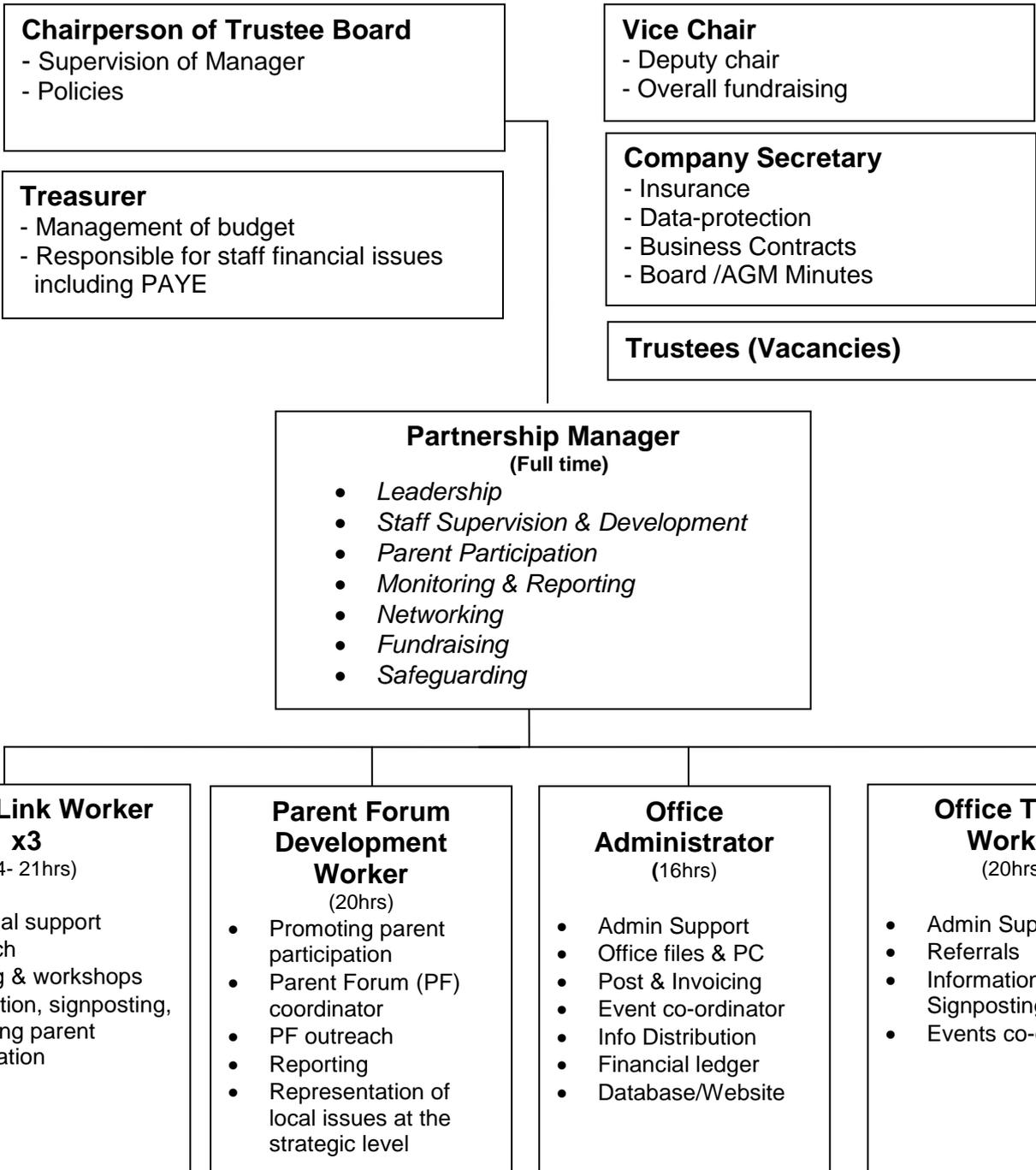


Organisation Chart

Board of Trustees (Directors)

Elected at Annual General meeting

Board meeting every month chaired by Chairperson and Management report received
5 Trustees currently elected to take responsibilities as;



2.3 Application form

For office use only

Job Ref:		Level of 'Disclosure' required for post: (DBS Check):		Applicant Reference Number:	
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Confidential



Application for Employment

Please read through this form and related job papers before completing. Use **black ink/ball** point or typeface so it can be photocopied.

Post for which you are applying:

Post:
Where did you see it advertised?

Personal Details

Title:	Home address and postcode:	
Surname:		
First name:		
National Insurance No:		
Home Telephone number:	Mobile telephone number:	Email address:
	Work telephone number:	

For office use only

Job Number:		Level of 'Disclosure' required for post (DBS Check):		Applicant Reference Number:	
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CONFIDENTIAL APPLICATION FORM

Current or most recent employment

(This may be a voluntary role)

Job title:	
Start date:	Leaving date or notice required:
Current salary:	Grade (if applicable):
Employer's name and address:	
Duties and responsibilities:	
Reason for leaving:	

Employment History

Please state the most recent after that shown under 'Current or most recent employment'. Please copy and attach additional pages as necessary, providing the same information outlined below.

Job title:	
Start date:	Leaving date:
Final salary:	Grade (if applicable):
Employer's name and address:	
Duties and responsibilities:	
Reason for leaving:	

Job title:	
Start date:	Leaving date:
Final salary:	Grade (if applicable):
Employer's name and address:	
Duties and responsibilities:	
Reason for leaving:	

Employment Gaps

Please give details below of all time not already accounted for above including periods out of work.

Dates		Details
From:	To:	

Education

Please state qualifications (for which you may later need to provide evidence.) Please attach additional pages as necessary, providing the same information outlined below.

Schools, Colleges, Universities or Institute of Further Education attended (including part-time)	Dates		Qualifications gained including subjects, grades or results expected
	From:	To:	

Any other relevant qualifications, voluntary and community work or records of achievement (e.g. courses attended), including membership and status of any relevant Professional or Technical Association.

	Dates		
	From:	To:	

General experience and further information

(Please attach additional sheets as necessary)

Please use this section to tell us how you meet the requirements of the Person Specification and the Job Description. Give as much information as necessary to demonstrate the skills, experience and knowledge you have gained. This could include voluntary work, leisure interests and any other activities that you consider relevant to this position. Please note that Parents in Partnership, Croydon is committed to making reasonable adjustments to allow candidates with a disability to meet the requirements of the role.

(list each requirement of the posts personnel specification)

Additional information:

Have you a full clean driving license? (if applicable to the post)	Yes / No
Do you have use of a vehicle? (if applicable to the post)	Yes / No
How would you describe your health? How many days off sick have you had in the past year?	
Have you lived outside the UK?	Yes / No
Do you require a work permit? In line with Section 8 of the Asylum & Immigration Act 1996, Parents in Partnership will require all successful candidates, (regardless of nationality or ethnicity) to provide original evidence of their identity and/or entitlement to work in the UK on receipt of an offer of employment. Parents in Partnership are entitled under the Act to refuse employment to any person unable to establish their right to work in the UK.	Yes / No

References

Applicants are requested to supply below, the names of two people, excluding relatives and personal friends and one whom must be your previous or current employer who can be approached for references. By providing the names you are giving permission for us to approach the referee.

Referee 1: May we approach before Interview? Yes / No	Referee 2: May we approach before Interview? Yes / No
Name:	Name:
Position held:	Position held:
Address:	Address:
E-mail address (if applicable):	E-mail address (if applicable):
Telephone number	Telephone number:

Signature

I declare that the information given in this Application Form and Criminal Record Declaration is true and complete. I understand that any false statement may be sufficient cause for rejection, or if employed, dismissal.

Signed: _____ Date: _____

For all applicants Criminal Records Declaration

It is Parents in Partnership's policy to carry out a DBS check on all staff. Under the Rehabilitation of Offenders Act 1974, you are required to give details of any current convictions which are not classed as 'spent'. Failure to disclose relevant information may lead to the withdrawal of an offer of appointment or if employed, dismissal.

(this document is not included in the short-listing process)

Name: _____

Do you have any current/previous criminal convictions or any pending cases? (Do not include any convictions that are now 'spent' under the Rehabilitation of Offenders Act 1974)

NO Please indicate in box		YES Please indicate in box	
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If 'Yes', please give details, including dates, in the space below (continue on a separate sheet if necessary):

Signature: _____ Date: _____

Completed forms to be returned to:

**Parents in Partnership
The Carers Centre
24 George Street
Croydon
Surrey
CR0 1PB**

Please mark the envelope with the name of

the post

Email to:

office@pipcroydon.com

EQUAL OPPORTUNITIES MONITORING FORM

We would be grateful if you would complete this form.

This information will be used solely to monitor the effectiveness of our recruitment policies and procedures. The information will not be used in assessing candidates and will not be seen by the recruitment panel.

If you are shortlisted for interview and you have a disability, please inform us separately of any requirements you may have, e.g. Car parking, access, signers, etc., and we will endeavour to provide them.

Please tick the appropriate boxes below.

For Office Use Only Applicant Number:	
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POST APPLIED FOR:

JOB REFERENCE:

DATE OF BIRTH:

Day:

Month:

Year:

GENDER

Male

Female

DISABILITY: The Disability Discrimination Act (DDA), 1995 defines a disabled person as 'anyone who has or has had a physical or mental impairment, which has a substantial and long term adverse effect on their ability to carry out normal day to day activities'. On this basis, please answer the following:

I describe myself as a disabled person as defined in the DDA: Yes No

I describe myself as a disabled person but do not feel I meet the DDA definition:
Yes No

ETHNIC ORIGIN :

How would you describe your ethnic origin?

WHITE If YES, please tick one box below.

British Irish European

White Other - please specify:

BLACK If YES, please tick one box below.

African Caribbean Asian British

Black Other - please specify:

ASIAN If YES, please tick one box below.

Indian Pakistani Bangladeshi Chinese British

Asian Other - please specify:

OTHER please specify:

2.4 Changes to the law on preventing illegal working & guidelines

At your interview, we will need to see verification of your identity, which we are required to carry out by law to prevent illegal working. If you are successful and an offer of employment is made we will require taking copies of these proofs prior to issue of a contract.

In accordance with the amendment to the Immigration, Asylum, and Nationality Act 2006, effective from 29 February 2008, you are required to provide proof of the Right to Work in the UK. For your information below is a list showing the documents that we can accept for identity purposes. If you require a work permit for the UK please bring with you.

The two lists below detail the documents which provide evidence of this right.

List 1 – Documents which provide the defence if produced alone

Any **one** of the documents listed below will provide the necessary evidence of the right to work in the UK. The document provided must be the **original**.

- A passport showing that the holder is a British citizen, or has the right of abode in the United Kingdom.
- A document showing that the holder is a national of a European Economic Area country* or Switzerland. This must be a national passport or national identity card.
- A residence permit issued by the United Kingdom to a national from the European Economic Area country or Switzerland.
- A passport or other document issued by the Home Office which has an endorsement stating that the holder has a current right of residence in the United Kingdom as the family member of a national from a European Economic Area country or Switzerland.
- A passport or other travel document endorsed to show that the holder can stay indefinitely in the United Kingdom, or has no time limit on their stay.
- A passport or other travel document endorsed to show that the holder can stay in the United Kingdom; and that this endorsement allows the holder to do the type of work the employer is offering if they do not have a work permit.
- An Application Registration Card issued by the Home Office to an asylum seeker stating that the holder is permitted to take employment.

List 2 – Documents which provide the defence is produced in combination

Two of the documents in the combinations listed below will provide evidence of the right to work in the UK. The documents provided must be the **originals**.

First Combination

- A document giving a person's permanent National Insurance number and name. This could be a: P45, P60, National Insurance card, or a letter from a Government agency

AND one of the following documents

- A full birth certificate issued in the United Kingdom, which includes the names of the holder's parents **or**
- A birth certificate issued in the Channel Islands, the Isle of Man or Ireland **or**

- A certificate of registration or naturalisation stating that the holder is a British citizen **or**
- A letter issued by the Home Office which indicates that the person named in it can stay indefinitely in the United Kingdom or has no time limit on their stay **or**
- An Immigration Status Document issued by the Home Office with an endorsement indicating that the person named in it can stay indefinitely in the United Kingdom or has no time limit on their stay **or**
- A letter issued by the Home Office which indicates that the person named in it can stay in the United Kingdom; and this allows them to do the type of work that the employer is offering **or**
- An Immigration Status Document issued by the Home Office with an endorsement indicating that the person named in it can stay in the United Kingdom; and this allows them to do the type of work that the employer is offering.

Second combination

- A work permit or other approval to take employment that has been issued by Work Permits UK

AND one of the following documents

- A passport or other travel document endorsed to show that the holder is able to stay in the United Kingdom and can take the work permit employment in question **or**
- A letter issued by the Home Office confirming that the person named in it is able to stay in the United Kingdom and can take the work permit employment in question.

2.5 Reference Request



PRIVATE AND CONFIDENTIAL

Date xx

Address

Dear xx

Applicant: xx

The above named person has applied to us for the post of with and has given us your name as a referee.

We would be most grateful if you could complete the enclosed reference questionnaire and return it to us in the envelope enclosed by xx
If you would like to include any further supporting comments for your reference please include these with the questionnaire.

When completing the enclosed questionnaire please be aware that you have a legal liability for the reference you provide and therefore the reference should not contain false information. The reference you provide may also be discussed with the applicant.

We would also like the opportunity to telephone you, should we require any further detail or clarification on any part of the reference you provide.

Thank you for taking the time to complete this reference request. Should you wish to discuss the request further please contact Agnieszka Gebka, Partnership Manager, on the above number.

Yours faithfully,

Julie Newton - Smith
Chair of Trustees

Enclosed:
Reference questionnaire
Job Description
Return envelope



Name: xx	Date of Birth: XX
Address: XX	
Post applied for: XX	
Dates of Employment with you:	
Position Held with you:	
In what capacity did you work with/know the candidate:	
Main duties and Responsibilities held:	
Please give details on their work performance during their employment with you:	
Please give details on their conduct during their employment with you:	
How was there attendance and timekeeping?	
Please comment on their ability to manage or supervise staff.	
Has this individual ever been subject to a formal disciplinary/capability procedure during their employment with you?	
Why did this applicant leave your employment?	

Would you re-employ the individual? (please circle) Yes No
If no, please give your reasons below:

Having read the job description and person specification do you feel this candidate is suitable for the post? (please circle) Yes No

If yes, please give details on how you feel their skills and attributes would suit the role:

Declaration

I confirm that all the information supplied is a true and a correct record of the above named individual's performance with our organisation.

Signature:

Date:

Name:

Position:

Company Name:

Telephone number:

2.6 Reasonable Adjustments Questionnaire – Confidential

Name: _____

Date of Birth: _____

Address: _____

Post Code: _____

Purpose

PIP is an Equal Opportunities Employer and aims to ensure all employees are supported wherever possible in performing their role.

Confidentiality

This form will only be available to those directly involved with recruitment process and only where appropriate, will any information in this form be made available to other members of the Management Committee.

Please complete and return in the sealed envelope marked “CONFIDENTIAL”.

1.	Are there any work place adjustments which you require or would aid you in performing your role as defined in the job description? E.g. Specialist equipment, rest break requirements etc. Comments:	YES/NO
2.	Are you presently receiving any medical treatment which may affect your work? Comments:	YES/NO
3.	Are you taking any medication which might affect your work? Comments:	YES/NO
4.	Are you taking anything else which we should be aware of in relation to your health or anything else which would support you in performing your role? Comments:	YES/NO

Signature Date.....

2.7 Emergency Contact Form

Employee Details

Name: _____
Address: _____
_____ Post Code _____
Home Tel : _____ Mobile: _____
Home email: _____

Emergency Contacts

1st Emergency Contact

Name: _____
Address _____
_____ Post Code _____
Home Tel : _____ Mobile: _____
Home email: _____
Relationship _____

2nd Emergency Contact

Name: _____
Address _____
_____ Post Code _____
Home Tel : _____ Mobile: _____
Home email: _____
Relationship _____

Are there any medical conditions we need to be aware of in case of an emergency at work?
i.e. Epilepsy

YES/NO

If yes please give details:

Signed _____ Date _____

To be reviewed annually

2.8 Supervision Template

Supervisee:

Supervisor:

Date:

Item	Action	Responsible	Date
General Health/Introduction			
Hours			
Admin/DB			
Clients			
Training			
AOB			

Signed:

Date:

Signed:

Date: