



a life of  
opportunity

# employee handbook

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## Where to find information about your employment

This Employee Handbook supplements your Employment Details which contains the key terms of your employment. All the charity's policies can be found on 365's SharePoint.

Please ask your manager if you need any further information about your employment with us, or contact your local HR Lead, or the charity's payroll manager. You might also consider talking with the Employee Representative to the charity's Employee Forum.

We aim to update the Workplace Handbook regularly to keep it up-to-date and relevant. If we propose changes to anything in the handbook that may form part of your terms and conditions of employment we will consult you about the proposed changes but reserve the right to make such changes with one month's notice in writing.

## Getting more support

From time to time, everyone has issues and concerns that impact upon our general well-being. The charity recognises this and as a result has introduced an Employee Assistance Programme (EAP) to help all employees better manage these issues.

The EAP is provided by Health Assured. Their contact details are:

Freephone: **0800 030 5182**

Website: **[www.healthassuredeap.com](http://www.healthassuredeap.com)**

Log in details : **camphill** (user name) **employee** (password)

The EAP can provide support on a wide range of work and personal issues. Although there is no exhaustive list, some examples include:

- relationship problems (personal and at work)
- financial/debt issues
- legal matters
- consumer issues
- pressure/stress
- anxiety/depression
- work overload
- bullying
- bereavement
- child care
- elder/disability care

Through the EAP both practical information and counselling is available. Information is available on-line, and can be provided over the phone or by post. Counselling is offered over the telephone, in a face-to-face setting close to your work or home, via webmail or live connect (instant chat).

The key benefits of the EAP are:

- It is completely free of charge. The service is paid for by the charity.
- It is available 24 hours a day, 7 days a week, 365 days a year. At any time of the day or night, at weekends and over bank holidays,

you will be able to speak with one of Health Assured's professionals.

- It offers unlimited support so you can use it as often as you need to.
- It is confidential. We only receive a report from time to time on the number of people using the EAP and the general nature of the issues raised but no personal identifying information is disclosed. No-one in the charity will know that you have called Health Assured unless you chose to share this with us.
- It offers an independent and impartial source of support. Health Assured is completely independent and does not represent any organisation.

There is also an **Active Care** Mental Health Support Service if you are experiencing stress or anxiety

- An experienced clinician will contact the you via telephone or secure web conferencing facility and undertake a 30-minute structured consultation.
- The clinician will engage with you in a supportive and impartial manner to obtain an understanding of your specific needs, ascertain triggers, treatment already prescribed and offer recommendations for support. Additional resources and further supporting mechanisms will be discussed and signposted appropriately.
- In the case of work related stress or anxiety, we will obtain an understanding of the issues affecting you and identify any barriers preventing a return to work.
- With your consent, a written report will be supplied by email to the employer based on the consultation within two working days. Clinical studies show that early, proactive intervention positively influences and facilitates an earlier return to work by supporting the individual, while also safeguarding the interests of the employer.

You can also get information about your legal rights from [www.direct.gov.uk/employment](http://www.direct.gov.uk/employment) or from the ACAS helpline on 0300 123 1100.

### **Charity Worker Discounts**

We partner with Charity Worker Discounts who offer money saving deals and vouchers on restaurant meals, holiday discounts, shopping, gym memberships, mobile phones and other services...

Have a look and sign up at: <https://www.charityworkerdiscounts.com/>

## **Section 1 - Pay and pension**

### **Pay arrangements**

Your pay will be paid monthly on the 25th of each month, or the working day before if the 25th falls on a non-working day, and earlier at Christmas. Payment is by direct credit transfer to your designated bank account. We are not able to control when during the day payment is received by your bank and so the time of payment may vary.

Details of your pay, working hours and pay arrangements are in your Employment Details.

If any queries arise about your pay, or if it looks as if a mistake has been made, speak to your line manager immediately so that they can take appropriate action.

It is really important that timesheets are submitted each month on time as otherwise we may not be able to pay you properly. We may also take action under our Employer Concerns Procedure if you fail to submit timesheets on time.

We have a separate detailed guide to your pay and payslip available on request from HR, payroll or your manager and also available on SharePoint.

### **Contractual pay**

You are paid your contractual pay for each month. Pay arrangements are different for Taurus Crafts, where contractual hours and additional hours worked in one month are both paid in the following month.

If your actual working hours in any month are less than the contractual hours paid then you will need to make up the shortfall in the following months. Your manager will work with you to enable you to do so.

If you are leaving our employment having worked less than your contractual hours in that month, we will adjust your final payment to seek to avoid an overpayment.

### **Additional hours**

Additional hours are defined as all hours worked over your contracted hours each month after making up for any shortfall in contracted hours in previous months.

All additional hours must have the prior approval of your manager. A timesheet must be submitted by the monthly deadline date to ensure payment. Additional hours are paid in following month.

## Additional payments

Additional payments are sleep in and on call allowances. Additional payments are paid in the following month. A timesheet must be submitted by the monthly deadline date specified on the timesheet. Time spent on sleep in duties must be recorded rather than the 9 hours of the sleep in. If none record 'SO'. Details of the sleep in duties are set out below.

The sleep in duties are:

During a sleep-in, the duties expected of colleagues are as follows:

- on arrival at the start of the sleep-in to:
  - participate in a hand-over from the previous member of colleagues on duty (if any)
  - read the daily record or equivalent systems (if any)
  - initially check in on the presence and wellbeing of people we support present in the house that evening, while respecting their space and choices around their bedtimes.
- before going to sleep to conduct basic night time checks of the house and household, including:
  - check doors and windows are shut (and locked if that is the normal practice for the house) - do a full walk of buildings, checking bathrooms, kitchens and living areas.
- during the night to:
  - respond to the support or care needs of any individuals in the house that arise during the night (if any).
- before departure at the end of the sleep-in to:
  - update the daily record or equivalent systems (if any)
  - conduct a hand-over to the next member of colleagues on duty (if any).

## Breaks

If you are providing support in a house your break will be paid if you are unable to leave the house to take a longer unpaid break. If the break is interrupted, you are expected to try to take the break again later until you have been able to have a break. If you did not get a break, then please discuss this with your manager.

## Your payslip explained

Payslips are sent by email. This can be to a personal email account (which we recommend). If none is provided then If you are a support worker, your pay is often made up of a number of different elements. Details of the entries are given on the back of the payslip.

We have a separate detailed guide to your pay and payslip available on request from HR, payroll or your manager and also available on SharePoint.

## **Change in personal details**

If there are any changes in your personal circumstances which will affect your tax status, you should notify the Inland Revenue, who will automatically inform the charity of any changes to your tax code.

## **Business travel**

If you work involves you driving as part of your work, you may be asked from time to time for a copy of your driving licence and insurance.

If you need to drive as part of providing support to people then you will normally be expected to use one of the charity's vehicles made available for such purpose.

Camphill Village Trust accepts no liability for loss of, or damage to, personal vehicles being used on Camphill Village Trust business. It is your responsibility to make sure your insurance covers your class one business use.

Mileage is based on travel from/to your place of work to your destination. If you travel directly from/to home than you can claim the lower of either the mileage from/to your place of work or from/to your home to the destination.

Business mileage will be reimbursed as follows:

- For private cars - 45p for the first 10,000 miles, and 45p per mile thereafter, 25p of which will be paid tax free and the balance will be subject to tax
- For taking other colleagues as passengers - 5p per mile.

There are separate rates available on request for travel by motorbike or by bicycle. You will need to provide a VAT receipt for petrol purchased in that calendar month with your mileage claim.

## **Subsistence**

Where no overnight stay is involved, you may claim the actual cost of a meal against a VAT receipt to the limit of £7 for breakfast, lunch or supper (including refreshments) provided:

- No catering is being provided
- The meal is not being consumed at home for breakfast, if you have left home before 7am and will be away from your normal workplace for at least 5 hours including travel.
- For lunch, you have been away from your normal workplace for at least 5 hours including travel.

- For supper, you will not return home before 8pm having had a working day including travel of at least 10 hours.

If you are staying overnight, then the amount for an evening meal is £25 and the hotel breakfast.

All the above limits are subject to the discretion of your manager as there may individual circumstances where it is necessary and appropriate to exceed these limits.

Please refer to the current ebis guide to expenses for full details of what you are able to claim and the evidence required to ensure payment.

### **Pension scheme**

You will be automatically enrolled in the charity pension scheme provided by B&CE Peoples Pension, at the statutory contribution levels for both employee and employer, details of which you should receive once your first salary payment has been made (if you do not receive this please speak to your manager).

You may elect to opt out of the scheme if you so wish by following the instructions provided by the charity's pension provider.

Please note that no member of the charity can advise you on whether you should join or not. If you are unsure, you should seek independent financial advice.

The charity follows the government's requirements for pension schemes and in addition has an enhanced scheme where both the employee and the charity make higher contributions to the pension scheme. The contributions required are 10% of gross pay for the employee and 6% by the employer.

Once you have joined the pension scheme, you may adjust your contribution percentage if you wish, by notifying your manager providing the statutory minimum requirements are met.

### **Other benefits**

**"Cash In" annual leave** - All employees are able to 'cash in' one week of their annual leave entitlement for payment in January each year. More details are provided in the next section. We are only able to 'cash in' the one week of annual leave entitlement the charity gives above the legal entitlement so this will be available if you have worked less than a year.

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## **Section 2 - Annual paid leave**

### **Your annual paid leave entitlement**

All employees have the same annual paid leave entitlement. We give all employees 6.6 weeks, one week more than your basic legal entitlement.

We use hours to work out your entitlement, even if sometimes for simplicity with people with regular hours we still refer to your annual leave in days.

Your entitlement if you have a full time contract of 37.5 hours each week is 247.5 hours (37.5 hours x 6.6 weeks). If you work five days a week, with the same number of hours each day, this is 33 days in each leave year.

The leave year is 1<sup>st</sup> April to 31<sup>st</sup> March.

### **Public holidays and community holidays**

Your annual leave entitlement includes an allowance for public holidays within the 6.6 weeks.

Including an allowance for public holidays in the annual paid leave entitlement means we can make sure all employees, whatever the day of the week they normally work, receive a similar benefit.

If part of the community's activities (like workshops or offices) close for a public holiday or for a more extended period at Christmas/New Year, Easter or summer and you would normally work on those days, we would normally expect you to use your annual paid leave entitlement for those days. We will automatically take off these days as annual paid leave unless you have agreed a different arrangement with your manager.

If you work on a public holiday, there is no extra pay or time off in lieu.

### **'Cashing in' annual paid leave entitlement**

As a benefit to employees, you can 'cash in' one week of annual paid leave entitlement in January of each leave year. We will pay you for that week with your next pay. You will need to notify your manager during January to arrange this payment. If the payment is to be paid with your January pay this will need to be by 8<sup>th</sup> January. You can only 'cash in' a whole week. A week is based on your normal working week.

If you are salaried we will pay 1/52th of your basic salary (excluding any additional allowances) in payment. If you are paid hourly, we will pay your normal basic weekly pay. If that varies from week to week we will work out your week's pay by taking the average of your last 12 complete working weeks.

This opportunity is not available to casual workers.

## How we work out your entitlement in your Employment Details

We take a total annual paid leave entitlement and we multiply it by the number of hours you normally work each week. We round up the answer to the nearest half or whole hour.

*Example:*

*You work 22.5 hours each week. Your annual paid leave entitlement in hours is:*

*Starting with weeks:*

*6.6 weeks x 22.5 hours = 148.5 hours*

## How we work out your entitlement during your first leave year

We take the date you started working with us and calculate the number of days remaining in the holiday year. Our annual leave year runs from 1<sup>st</sup> April to 31<sup>st</sup> March. We then apportion the full year's paid leave entitlement based on this.

*Example:*

*You started working with us on the 2<sup>nd</sup> September. You work part-time, 22.5 hours each week. Your employment details say you are entitled to 148.5 hours annual paid leave based on your normal working hours.*

*The 2<sup>nd</sup> September is the 155<sup>th</sup> day of our leave year.  
We work out the days left in the leave year taking 155 days from 365 days (the number of days in a year).*

*365 days - 155 days = 210 days left to the end of the leave year*

*(148.5 hours ÷ 365 days) x 210 days = 85.44 hours, rounded up to 85.5 hours*

## Taking leave before it is 'earned'

Your annual paid leave entitlement accrues during the leave year. This means when you leave during a leave year, you are only entitled to have taken the leave you have 'earned' during the leave year to the date you leave.

Taking a significant proportion (a week or more) of annual paid leave entitlement before you have 'earned' it is at the discretion of your manager. Your manager may be concerned that if you were to leave your final pay might not be enough to repay the annual paid leave you have

taken over your entitlement. Usually this is not so much of a concern for monthly paid employees who have worked with us for more than a year.

## **Taking leave**

**You should ask your manager to consider your request for annual paid leave giving enough time for them to arrange cover for your absence.** You should complete a holiday form (which you can get from the Office) and give it to the person you normally report to for them to approve. Managers are expected to respond to requests within 7 days even if it is just to let you know when they will be able to respond to your request.

You should normally give at least twice the period of your proposed leave as notice. For instance, if you want to take one day's leave, you should try and ask at least two days before and for one week's leave you should ask at least two weeks before. Individual managers may have different notice requirements, especially if your work involves supporting people.

You should not make firm plans for your leave until we have agreed you can have the time you want. Please do not assume you will be able to take leave during our busy period. There may be limits in your work area on how many people can have time off at the same time. There may be a way in work areas of making sure people have fair access to leave at particular times of peak interest, like Christmas and New Year and the school holidays.

You can take annual paid leave in whole or half days only. A half days leave is half your normal working hours for that particular day.

## **Your pay during annual paid leave**

We base your pay during annual paid leave on your normal day's pay. Normal pay includes regular payments like payments for additional hours and allowances for sleep in's and on call. It does not include one-off payments, such as "cashed in" annual leave or exceptional payments paid in recognition of exceptional hours, effort or performance.

If your pay is based on a salary we work out a day's pay by dividing your annual salary by 52 weeks, and then by the number of hours per week you normally work in each week, we then multiply this by your normal daily hours. If you normally receive any additional payments then we would include those payments in our calculation.

If your hours of work or your pay vary from day to day or from month to month then we work out a day's pay during annual paid leave, by taking the total number of hours recorded on your timesheet and multiplying this by your hourly rate of pay.

To ensure that you are paid the correct amount of holiday pay for regular additional payments, like additional hours and allowances for sleep in's and on calls, we will calculate this additional holiday pay based on the 4

week period of annual leave required by European law. This represents as a percentage of annual pay 8.3%. If you are employed on a zero hours contract, 8.4% will be applied to allowances for sleep ins or on call.

Top-up payments will be paid on a monthly basis when additional payments are made.

### **Carrying forward leave into the next leave year**

It is important to take your paid annual leave entitlement during the leave year as you cannot normally carry it forward into the next leave year or be paid instead of leave.

If this is likely to be a problem for you, please contact your manager and we will arrange to talk about this with you. Please try to discuss any concerns you may have before the end of the leave year if possible.

In exceptional circumstances where your work has made it impractical to take leave we may allow you to carry forward entitlement or exceptionally pay you instead. However, it is unlawful for us to let you carry forward or to pay you for the four weeks annual paid leave entitlement which the working time regulations requires for health and safety reasons.

### **When you leave**

When you leave, we will pay you for any annual paid leave that you have not taken. This is subject to tax and national insurance in the usual way.

However, we will normally require you to take unused annual leave during your notice period.

If you have taken more annual paid leave than you are entitled to when you leave, it is a term of your contract that we can make a deduction from your final pay to correct this. In exceptional circumstances, your final pay may not be enough to repay the annual paid leave you have taken over your entitlement. When this happens, we will seek to recover the overpayment.

### **How we work out your unused entitlement when you leave**

We take the date you finished working with us and calculate the number of days you were employed in the holiday year. Our annual leave year runs from 1<sup>st</sup> April to 31<sup>st</sup> March. We then apportion the full years paid leave entitlement based on this.

#### *Example:*

*You leave on the 6<sup>th</sup> December. You are entitled to 247.5 hours annual paid leave in a leave year. You have already taken 135 hours leave.*

*The 6<sup>th</sup> December is the 249<sup>th</sup> day of our leave year.*

*(247.5 hours ÷ 365 days) x 249 days = 168.84 hours, rounded up to 169 hours*

*Taken 135 hours, so:*

*169hrs - 135 hours taken = 34 hours not taken*

## **Casual Workers**

As a casual worker you will not have continuity of employment as your employment with us will end at the end of each period of casual work. There is a simple letter about the 'bank' arrangements rather than any Employment Details. Casual workers do not include those employees with a zero hours contracts.

You are entitled to annual paid leave only for the period we employ you to work with us. However, your leave is still based on what a permanent employee receives. We will work out your annual paid leave entitlement by taking 14.5% of your total pay at the end of each period of your casual employment with us. We will show your pay for annual paid leave as a separate item on your payslip.

The 14.5% has been calculated by taking the total number of weeks in the year and taking away our total weekly entitlement of 6.6 weeks. This gives the number of weeks that need to be worked to 'earn' this entitlement. We divide the entitlement by the number of weeks that need to be worked and turn the answer into a percentage.

*Example:*

*52 weeks - 6.6 weeks = 45.4 weeks*

*(6.6 weeks ÷ 45.4 weeks) x 100 = 14.5%*

This means for every 100 hours you work, you earn 14.5 hours of annual paid leave entitlement.

If your manager has agreed that you can take paid leave during the period you are working for us, you will be paid for the number of hours you would have worked on that day. Your final pay will take into account the annual paid leave you have taken.

## Section 3 - Sickness absence

Details of how to report your sickness absence and your sick pay entitlement are in your Employment Details. Please also refer to our Sickness Absence Policy for more information.

### Sick pay entitlement

You may have a legal right to statutory sick pay (SSP). In addition, we will top up your SSP to full pay as follows:

Duration of employment at start of sickness absence	Number of weeks of entitlement
More than one month but less than three years	4 weeks
Three to five years	8 weeks
Five years or more	12 weeks

Your occupational sick pay is calculated using a rolling year, this being the period of 12 months before the first date of the start of your most current sickness absence.

### Reporting sickness absence

If you work directly with people we support, you should contact the on-call manager by telephone at the earliest opportunity but at least one hour before you would normally start work, so that appropriate arrangements can be made to cover your absence. All employees are expected to speak with their manager about their absence at the start of their working day.

If your manager is not available to speak to directly, you should contact their manager or another senior manager on duty. If they are not expected at work on that day, then you should ask to speak to another manager. You should not leave a message with another member of colleagues unless you have made every effort to contact your manager or the nominated person.

You are expected to keep the manager informed of your absence and when you might be ready to return so appropriate arrangements can be made to cover your absence.

If your absence lasts for more than a week (this means 7 calendar days rather than 7 working days), your manager may phone or write to you at home at regular intervals or ask to meet you for a welfare meeting.

You should follow this procedure or we may not be able to pay you sick pay or SSP and we may consider the matter under our Employer Concerns Procedure.

### **Forms you need to provide**

You will need to fill in a self-certification form for **all** periods of absence of up to 7 days when you return to work and give it to your manager. **You should record all the days of sickness from the start of your sickness absence even the days on which you do not normally work.**

Once you are off for more than a week, you will be required to provide your manager with a medical certificate (now called a 'fit note') from your doctor covering the period of your absence that is not covered by your self-certification form. For long periods of absence, you will need to provide regular medical certificates.

You should follow this procedure or we may not be able to pay you sick pay or SSP and we may consider the matter under our concerns procedure.

### **Upon return to work**

Upon return to work you will need to complete the self-certification form if you have not already done so.

Your manager may conduct a return to work interview with you. This is to check with you that you are back to full health and able to return to work. The meeting is also an opportunity to explore with you what we might be able to do to help you with your return to work. We may ask occupational Health may be consulted to assist with this process.

### **Pay during sickness absence**

For your occupational sick pay (sick pay), for the first 7 days of a sickness period we base your sick pay on the hours you are rostered to work during this period. If your sickness period exceeds 7 days, we base your sick pay for each day of sickness absence on your normal working hours and pay set out in your Employment Details.

For the purpose of sick pay where you exceed a 7 day period, normal pay does not include pay for any additional hours worked (sometimes called overtime) or any additional allowances (for instance for sleep ins or on call).

*Example:*

*If you work shifts between Monday - Sunday each week and you have an hourly rate of £7.50 per hour and your Employment Details say you normally work 20 hours each week or a minimum of 20 hours each week. After the first 7 day period your sick pay will worked out:*

*£7.50 x 20 = £150 each week*

*£225 ÷ 7 = £21.42 for each day of sickness absence*

If you have a zero or minimum hours contract and therefore have no normal working hours set out in your Employment Details, if your sickness period exceeds 7 days, we will use your average pay (excluding any additional allowances) over the previous 8 weeks of working to work out both your average number of working days in a week and your average daily pay.

*Example:*

*Week 1 - Monday, Tuesday, Friday worked = £225*

*Week 2 - Monday, Wednesday, Thursday, Friday = £300*

*Week 3 - Wednesday, Thursday, Saturday = £225*

*Week 4 - Tuesday, Wednesday = £150*

*Week 5 - no days worked*

*Week 6 - Sunday, Monday, Tuesday, Wednesday = £300*

*Week 7 - no days worked*

*Week 8 - Monday, Tuesday, Thursday, Friday, Sunday = £375*

*Total days worked = 21 days*

*Average days each week = 2.6 days*

*Total earnings = £1,575*

*Average weekly earnings = £196.88*

*Average daily pay =  $196.88 \div 2.6 = £75.72$  a day*

If you fall sick during your working day and have to go home, you will be paid for the remainder of the day or your shift usually if you have worked at least one third of the day.

### **Sickness during or after annual paid leave**

If you are sick or injured while on your paid annual leave, we at our discretion occasionally count that period as sick leave. Usually, we only count some or all of the period as sick leave when you supply a medical certificate and we are satisfied that your sickness prevented you from benefiting from a proper break from work.

If you are unable to return to work after annual leave because you are sick or injured, at our discretion, we may ask you to obtain a medical certificate even though you have not had more than seven days of sickness absence.

### **Annual paid leave entitlement during sickness absence**

Your annual paid leave entitlement will continue to build up while you are off sick as normal. However, if you are off sick for a continuous period of more than one year then your annual paid leave entitlement will reduce to 4 weeks in each leave year and annual paid leave must be taken within 18 months of the annual leave year in which it was earned.

You can elect to take your annual paid leave entitlement during your sickness absence, however it may affect your statutory sick pay or benefits if you do so.

### **Medical examination**

We may ask for your consent to your doctor providing us with information about your health and fitness to carry out your work with us. We may also ask you to go for a medical examination with a doctor we have chosen. We will provide you with full written details if we do decide to ask for your consent to consult a doctor.

### **Long term sickness absence**

We will seek to stay in touch with you during your sickness absence. After at least four weeks of sickness absence, your manager may want to arrange a welfare visit with you, which can be at your place of work or with your agreement, we will visit you at home.

When your SSP is coming to an end we will send you an SSP1 form (usually after 22 weeks) to enable you to claim any available benefits.

If you are sick for a long time, we may, after speaking to you and consulting a doctor, decide to end your employment with us. In these circumstances, we will pay you for your notice period and for any unused annual paid leave entitlement for the leave year. We will give you your P45 and an SSP1 form (if we haven't given it to you earlier).

### **Frequent sickness absence**

We may use the Employer Concerns Procedure if we become concerned about the frequency or pattern of your sickness absence.

For instance, where an employee has 3 or more separate incidents of sickness absence or 10 or more days of sickness absence in a 12 month this may be a cause for concern. This is given for indication only as a manager may become concerned about a person's sickness absence and raise the issue with them at an earlier stage.

Where we are concerned about your sickness absence, we may require you to report daily to your manager during sickness absence, ask for a report from your doctor and ask for medical certificates for all sickness absences regardless of length.

## **Accidents and successful claims for loss of earnings**

Where your absence is caused by an event for which you successfully claim damages for loss of earnings, it is a condition for your employment that you repay any sick pay received from us.

## **Statutory sick pay (SSP)**

If you earn more than the lower earnings limit for National Insurance Contributions (NIC's) purposes then you are eligible for SSP.

SSP is payable for twenty eight weeks.

It is not payable for the first three days of sickness absence ('waiting days') or for any period of sickness absence from work that is three days or less. Having been absent for four days or more and SSP paid, if you are absent again for at least four days within 8 weeks, the periods 'link' and there will not need to be any waiting days before payment.

The weekly rate for SSP increases each year and is set by the government. It is paid for days that you usually work each week - called 'qualifying days'. If you do not have agreed working days, your qualifying days will be based either on the days you were on the rota to work or if not on rota, 7 days each week (Monday - Sunday). For example, if you are on the rota for Monday, Wednesday, Friday, Saturday, they will be your qualifying days and you will be paid SSP from the fourth day which is Saturday. If you were not on the rota, your qualifying days are Monday - Sunday and you will be paid SSP from the fourth day, which is Thursday.

Your SSP will be shown on your payslip while we are topping it up to full pay.

When you have received 22 weeks of SSP, we will give you an SSP1 form to enable you to claim any available benefit.

The website [www.gov.uk/statutory-sick-pay](http://www.gov.uk/statutory-sick-pay) has information about SSP.

## **Sick pay for casual workers**

A casual does not have a contract of employment with the charity but is on a 'bank' and contacted from time to time for short periods of work. As a casual worker are unlikely to receive occupational sick pay from us unless you worked for over one month with no breaks bringing your employment to an end. This is because our employees only receive sick pay entitlement after one month of employment. You may still be eligible for statutory sick pay. If you are eligible for occupational sick pay, we will top up your SSP during your sickness absence. Sick pay will only be for the period your employment with us was expected to continue.

## **Section 4 - Parents and carers**

This is a complex area and one where the government makes frequent changes. Please ask your local HR Lead to look at [www.direct.gov.uk/employment](http://www.direct.gov.uk/employment).

### **Maternity, paternity, and adoption leave and pay**

Please let us know as soon as possible if you are pregnant or adopting, or if your partner is pregnant, and we will then send you a detailed letter explaining your legal rights and if applicable so that we can organise a risk assessment for you.

There is a legal requirement for you to provide a MatB1 (or equivalent) to be provided to the charity (your local finance person who will inform payroll and place a copy in your personnel file) in order for you to receive your statutory payment.

### **Antenatal care**

Pregnant women have a legal right to reasonable paid time off for antenatal care. The father or pregnant woman's partner has the right to unpaid time off work to go to 2 antenatal appointments. 'Antenatal care' isn't just medical appointments - it can also include antenatal or parenting classes if they've been recommended by a doctor or midwife.

### **Shared Parental Leave and Pay**

You may be entitled to Shared Parental Leave and Pay. You can use it to take leave in blocks separated by periods of work, instead of taking it all in one go. The mother must first end her maternity leave. If she doesn't get maternity leave her partner might still get it. If you are eligible you can take the remaining leave as Shared Parental Leave (52 weeks less any weeks of maternity or adoption leave) and the remaining pay - 39 weeks less any weeks of maternity pay, maternity allowance or adoption pay. You can share Shared Parental Leave and Pay between you if you're both eligible.

### **Parental leave**

You may have a legal right to 18 weeks unpaid parental leave, for each child and adopted child up to their 18<sup>th</sup> birthday. Please ask us for more details. Leave must be taken as whole weeks (7 days blocks), up to 4 weeks each year, unless otherwise agreed otherwise at the discretion of the charity.

### **Right to request flexible working arrangements**

All employees have a legal right to make a statutory application for flexible working. We will consider all reasonable requests carefully. To be eligible you must have worked for us for at least 26 weeks and must

make your request in writing. We will consider your request and make a decision within 3 months - or longer if agreed with the employee.

If we agree to your request, we will change your Employment Details. If we disagree, we will write to you giving the business reasons for the refusal.

Types of flexible working that may be considered:

- part time working
- working from home
- flexi hours
- compressed, annualised or staggered hours
- phased retirement.

### **Time off for family and dependents**

As an employee you're allowed unpaid time off to deal with an emergency involving a dependent. You're allowed a reasonable amount of unpaid time off to deal with the emergency (unexpected or sudden problem) and to make any necessary longer-term arrangements.

A dependent could be a spouse, partner, child, grandchild, parent, or someone who depends on you for care.

You can't have time off if you knew about a situation beforehand. For example, you wouldn't be covered if you wanted to take your child to hospital for an appointment.

## **Section 5 - Other leave**

### **Time off in lieu**

When you work additional hours your manager will tell you whether you will be paid for those additional hours or if you will get time off in lieu instead (sometimes called 'Toil'). All additional hours must be authorised in advance by your manager. Toil will normally need to be taken within an agreed period.

People with managerial or equivalent responsibilities would not normally receive pay for additional hours or Toil unless agreed otherwise with their manager, as they are expected to work the hours necessary to fulfil their responsibilities and have a degree of flexibility about their working hours.

### **Exceptional circumstances (e.g. extreme weather conditions)**

Many of our communities have contingency plans for such circumstances to make sure we are still able to support people.

We also understand that sometimes the weather conditions are such that it may be safer for you to leave work early. This should be discussed with your manager and is at their discretion. If you are salaried, you would normally be asked to make up the time at a later date, if you are hourly paid on a rota, those hours will be treated as unpaid and there may be opportunities to work additional hours at a later date.

We understand that occasional extreme weather conditions (e.g. heavy snow or dense fog) and other exceptional circumstances (e.g. severe flight delays) may sometimes make it difficult or even impossible for you to come into work, return to work from holiday, or to arrive on time. You should keep your manager informed of your situation.

If you are delayed, you would normally be asked to make up the time at a later date, if you are hourly paid on a rota, those hours will be treated as unpaid and there may be opportunities to work additional hours at a later date.

If you are unable to make it into work, you will normally be asked to use annual leave or with our agreement take unpaid leave.

Depending upon the nature of your work, with agreement of your manager in liaison with HR, it may be possible for you to work from home.

### **Funeral leave**

We will give paid leave to enable you to attend the funeral of your partner, parents, children, siblings, grandchildren and grandparents and your partner's children, parents, siblings, grandchildren and grandparents.

For the funerals of others we would expect you to use your annual paid leave entitlement.

If this is a problem for you (because, for example, you have not enough paid leave left) you may wish to seek agreement from your manager in liaison with HR to unpaid leave.

### **Compassionate leave**

Where you are unable to work due to a particularly distressing circumstance, for instance following a miscarriage, the death or serious injury or sickness of a partner or child you should let your manager know.

In some exceptional circumstances, we may consider unpaid or paid compassionate leave. All paid compassionate leave requires the approval of the HR Lead.

If the absence continues for more than a week we would normally expect you to take annual leave or, if your health is affected, to visit your doctor for a medical certificate. In some circumstances, you may wish to seek agreement from your manager in liaison with HR to unpaid leave or flexible working.

### **Religious holidays**

You may take unpaid leave, or use your annual paid leave entitlement, to take time off work for your religious festivals that fall on days when you would normally work.

### **Medical appointments**

We expect you to try to make your medical or dental appointments outside working hours. We normally expect you to take annual paid leave if it is not possible to arrange the appointment outside of working hours.

If this is likely to be a problem for you, for instance because you expect to have a significant number of medical appointments as a result of a serious long-term illness or condition, please contact your manager so in liaison with HR we can arrange for us to talk about this with you.

### **Public duties**

If you hold certain public offices (for instance, justice of the peace, member of a local authority, member of the governing body of a state school) by law you can have reasonable unpaid time off to carry out your public duties.

### **Jury service**

If you are called for jury service, please immediately tell both your manager and your local HR Lead. We will usually expect you to claim for loss of earnings.

## **Section 6 - Key additional information**

### **Changes in your personal circumstances**

You are expected as a term of your employment to promptly tell your manager in writing of any changes in your personal circumstances that may affect your employment.

Failure to inform us of the following changes in circumstances will be treated as a serious concern under the Camphill Village Trust Concerns Procedure and you may be dismissed as a result.

- being arrested, being charged, , accepting a caution or reprimand, being prosecuted, being convicted or being sentenced for a criminal offence. We renew DBS checks at least every three years but it is a term of your employment that you notify us at the time.
- changes to your driving licence, where your work involves driving.
- changes to your UKVI status (leave to remain in the UK).

Please also let us know in writing of:

- changes to your physical or mental health that might affect your fitness to work, so we can arrange an occupational health assessment and consider reasonable adjustments.
- obtaining additional employment, so we can be mindful of your total working hours.

### **Confidentiality**

You have a legal duty to respect the confidentiality of personal and other information you have access to while you are working with the charity. This expectation of confidentiality continues to apply after your involvement with the charity ends.

**This legal duty is a common law requirement arising from employment and is a term of your engagement with the charity. A failure to respect confidentiality and the law on data protection may be considered formally under our Concerns Procedure and may result in a warning or the termination of your relationship with the charity.**

This legal duty is expressed in our Data Protection Policy which you are expected to follow in your practice and actions

The confidentiality of the following personal information obtained in the course of your work with the charity needs to be respected and only used in the course of your work responsibilities and in accordance with the

principles of data protection and health and social care data sharing principles and good practice:

- any personal information relating to someone we support or have supported in the past or have considered for a placement, or their family, and includes their contact details and photographic images
- any personal information relating to a supporter, tenant, customer or supplier or any other person with whom the charity has a relationship
- any personal information relating to anyone who works or has worked with Camphill Village Trust, including volunteers and trustees
- any information about a donation to the charity or a donor / perspective donor who has given / is considering giving / has been approached to make a donation to the charity.

In particular, you are reminded that it is a requirement of the law on data protection that personal information is only used for the purposes intended and is held and shared in a manner that protects its confidentiality.

There is also an expectation of confidentiality to protect the business interests of the charity in relation to the practice, dealings or affairs of the charity, particularly but not limited to information marked "confidential".

There is an exception if you need to share this information as part of your job or if you are made to by law.

### **Data breaches**

Please **immediately** notify your line manager and email [dpo@cvt.org.uk](mailto:dpo@cvt.org.uk) of any data breach.

**A data breach is the accidental loss or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to, personal data transmitted, stored or otherwise processed.**

### **Health and safety**

Camphill Village Trust has a duty to ensure that systems of work, premises and the working environment are safe and do not present any risks to the health and safety of any employee or person affected by our activities. To this end, Camphill Village Trust will comply with the provisions of the Health and Safety at Work Act 1974 and associated legislation.

Our policy is to provide and maintain a safe and healthy workplace and working environment for all employees, people we support and others on our premises, including visitors, contract workers and temporary workers. This will be achieved through training and the provision of

information to employees on all relevant aspects of Health and Safety at Work.

It is our duty as an employer to:

- undertake periodic risk assessments, safety audits and inspections in relation to plant, machinery, equipment and working practices
- ensure that all employees receive adequate information, instruction and training for the evacuation of premises in the event of fire or other emergency
- provide all employees with the necessary information, instruction, training and supervision to work safely and effectively
- make arrangements for ensuring safety and absence of risks to health in connection with the use, handling, storage and transport of articles and substances
- ensure that adequate first aid facilities are available

It is your duty to:

- take reasonable care for the health and safety of yourself and all other persons who may be affected by any acts or omissions at work
- use and/or wear any protective equipment provided and observe safe methods of working and statutory obligations
- report incidents that have led, or may lead, to injury and co-operate in the investigation of accidents with the aim of introducing measures to prevent a recurrence.

### **Safeguarding adults at risk**

Camphill Village Trust, as a social care provider, has a duty to promote the well-being of the people we support and to prevent and stop both the risks and experience of abuse or neglect.

To this end, you are expected to:

- make sure you have read the Camphill Village Trust safeguarding policy and understand your responsibilities under this policy
- empower the people we support to raise concerns
- report, at the earliest opportunity, anything that might be abuse or poor practice to the relevant person in Camphill Village Trust (usually the safeguarding manager in your community).