

Staff Handbook



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Welcome

Welcome to Age UK Exeter, we hope that your time with us will be a happy and rewarding one.

This handbook is to help you find your way around the organisation and understand our policies, procedures, guidelines and a million and one other things. If you have any queries please speak to your line manager in the first instance.

An induction will be planned for you during which you will learn more about how the charity operates, what is expected of you, and how to do your job.

We take a lot of pride in making sure our services are really responsive to the needs of our clients, and that everything we do is high quality and protects the health and wellbeing of the people we come into contact with. To do this, we need excellent staff, like you! In return, we do our best to be supportive of all our people, staff and volunteers. **Your wellbeing and enjoyment of your role is also very important to us.**

This handbook aims to act as an aide memoire about the things discussed with you during your induction. If you would like clarification on any point please speak to your line manager.

We wish you every success in your new role.



Martyn Rogers
Chief Executive





ABOUT AGE UK EXETER

Established in 1987, Age UK Exeter is an independent charity with its own locally elected board of trustees and part of the Age UK network. We are responsible for raising our own money and for planning and delivering services to meet local needs. As members of the Age UK network we have relationships with other Age UKs particularly across the South West, and link to the national body for information resources, access to HR, and legal advice. We also sometimes work together on funding bids or research projects.

The Charity makes a positive contribution to the lives of over 1,200 older people in Exeter every week. Based at its main centre in Cowick Street, Age UK Exeter actively designs services that meet the wants and needs of local older people and their families by:

- tackling loneliness and isolation
- promoting health, wellbeing and independence
- supporting families and carers
- helping people access services and financial benefit entitlements
- enabling people to get the most out of life.

The Charity's services include:

- day services for older people who are physically frail or have a dementia, available at both our Cowick Street and Sycamores Centres
- information and advice on all issues of relevance to older people (62+) plus help to claim the benefits to which people may be entitled
- befriending, telephone support, social groups and activities that build friendships and social networks
- community connecting - linking people to sources of activity support and involvement in their local community

- one-to-one support to help people stay independent at home and access local shops and services
- providing time off to carers of older people
- working as part of a multi-disciplinary team on the acute medical unit of the RD&E hospital to support people being discharged home
- a 'Men in Sheds' project providing meaningful activity for older men with a range of needs
- Activity based support services for people with dementia and their partners/ carers.
- building and strengthening people's 'circles of support'

Age UK Exeter employs a team of over 120 paid staff and its work is supported by approximately 270 wonderful volunteers. The culture of the organisation is one that puts people first and the charity enjoys high staff morale and good staff retention.

Age UK Exeter has a strong board of trustees who, as well as providing good governance, work closely with the senior management team on matters of strategy and direction. They also help to ensure the quality of our services through a Service Quality Review Group made up of appropriately experienced trustees.

Age UK Exeter is externally assessed on its quality through Age UK Charity Quality Standards (CQS) framework.

Please take the time to look at our Guide to Services which gives a summary of all of our services. Depending on your role, during your induction you will have the opportunity to speak to different Service Co-ordinators to find out more about each service. It is really important to maintain a good overview of what's on offer, so you can provide information about what's available to the people you are in contact with.



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ABSENCE

If you are sick and unable to come in to work you must telephone as soon as possible and speak to your line manager. If (s)he is unavailable you should speak to a senior manager (Martyn or Caroline). A text or email or voice message is not enough. If you are too unwell to call, someone else should speak to us on your behalf. If you think you will still be unfit for work the following day you should let your line manager (or senior management team) know by **2pm**.

You will be asked to complete a self-certificate for any periods of sickness for up to one week. If you are off for more than one week you should provide a doctor's 'fit note' which should be sent to your line manager who you should keep informed about the situation and your anticipated date of return.

Upon return to work your manager will normally check with you that you are ready to return to work, that the notification process has been complied with and that there were no work related causes for the absence.

Where the sickness absence is of eight days or more, or where a manager has particular concerns about your sickness, the line manager and/or a senior manager will arrange to meet privately with you within three days of the return to work to conduct a formal return to work interview which will be recorded on a Return to Work Meeting form and placed on your personnel file. A copy of the form will be given to you. In the case of variable hours community staff the return to work interview may be undertaken over the phone.

AGE POSITIVE

Rather than talk about 'the elderly', 'pensioners' or 'OAPs', which can be excluding or have negative connotations, we use the term 'older people'. Age UK Exeter is committed to responding to people as the individuals they are rather than labelling them or putting them in a certain box.

ANNUAL LEAVE AND TIME OFF IN LIEU (TOIL)

The leave year runs from 1 April to 31 March. A maximum of one week's leave and one week's TOIL can be carried over into the next annual leave year. TOIL accrued should not amount to more than the equivalent of one week's normal hours at any time without the prior consent of your line manager.

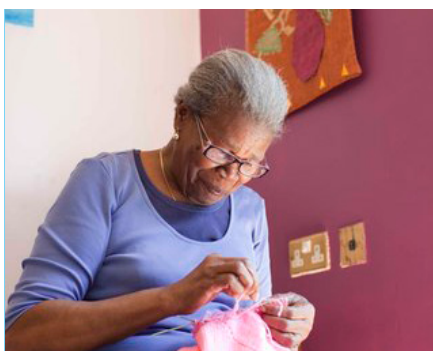
Annual leave should be booked with as much notice as possible. We will always look to grant leave and/or TOIL where we can but reserve the right to refuse requested dates if we do not have sufficient cover to manage operations, as such please do not book flights, holidays etc. until your request has been approved.

We will do all we can to ensure all staff take their annual leave entitlements but other than the week of leave which may be carried over, any leave not used, unless extenuating circumstances are involved, will be lost without pay at the year end. Such extenuating circumstances are taken on a case by case basis and must be approved by a member of the Senior Management Team before they are granted. This may mean a delay in paying balances due.

How to request Annual Leave

Community staff on variable hours contracts: Annual leave request slips (form Staff 6) to be completed with required dates which is approved by your service co-ordinator and a copy returned to you once authorised. Your leave is based on the number of hours you have actually worked and a statement of the amount of annual leave you have accrued will be sent to you regularly.

Other staff: Your annual leave form will be held in a designated place (check with your line manager where this is). You should fill it out with your requested dates and pass to your line manager for approval. The form will show your leave entitlement for the year and a running balance of the amount remaining.



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BLUE BADGES

A very limited number of Blue Badges are held at reception if you need one when taking a client out. These are available on a first come, first served basis and should be returned as soon as you have finished with it. You will be asked to sign for the badge.

If you find that your client needs the Blue Badge regularly we would urge you to apply for one for them. The Information and Advice department will be able to help you with this.

BUILDINGS

Age UK Exeter operates from three main premises plus many satellite venues around the city.

138 Cowick Street, St Thomas

This is our main building which is open Monday to Friday 9am - 5pm (and also on Sundays for the café) and houses:

- Senior Management Team
- Service Co-ordinators for the majority of our services
- Admin team
- Finance team
- Fundraising and marketing team
- Café
- Information and Advice service
- Hairdressing, complementary therapies, foot care
- Park Club Day Service (for people with a mild to moderate dementia)
- West Exe Day Service. (for people who are physically frail)

Sycamores Centre, Mount Pleasant Road

Situated behind Mount Pleasant Health Centre this centre is not open as a 'drop-in' or café but currently hosts:

- The East Exe Day Service (for people who are physically frail), Monday-Thursday
- The Lane Club Day Service (for people with moderate to severe dementia), Monday-Thursday
- Soundbase (group for those with hearing impairment), Tuesday morning
- Our monthly carers' groups, for carers of people with a dementia
- LPA form-filling service
- a variety of hotdesks for some of our service co-ordinators

The Shed, Wardrew Road

The Shed is a workshop for Men in Sheds (Wednesday and Thursday) and Tools Company (Monday and Tuesday) and is open between 10am and 4pm on those days. The project also has a shop where the guys sell the recycled tools at 29 Paris Street next to the bus station open Tuesday -Saturday 10am - 4.30pm

BOUNDARIES

During your induction you will have been given clear guidance on professional boundaries for your service/department. These boundaries should be respected and adhered to at all times for the safety and protection of yourself, clients, other staff and volunteers and of Age UK Exeter. If you are unclear on the boundaries expected of you please speak to your line manager.

CAFÉ

The café in Cowick Street is open for coffee and lunch on Monday to Friday (10.30am to 2pm (last orders taken 1:15pm) and Sundays (12 to 2pm).

Staff can order food from the café – either the meal of the day or other snacks for a minimum price of £3 per course. Orders should be placed by 11am.



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COMMUNICATION

In addition to the usual methods of communication such as phone calls, emails and text messages, there are various other ways in which communication is made throughout the organisation:

- Staff/team meetings which you should make a priority to attend
- In the Loop – a weekly newsletter to all staff
- Volunteers' Voice – a monthly newsletter to all volunteers
- Occasional optional 'tea and cake' gatherings for staff and trustees

COMPASSIONATE LEAVE

Paid compassionate leave in instances of bereavement of close relatives is considered on a case by case basis and you should discuss this with your line manager. Typically between one day and one week is granted although in exceptional circumstances this may be extended. In all other situations you should request unpaid leave.

COMPUTERS

During induction you will receive information on how to log in to your computer and of safe practices. Things to remember are:

- security – you are responsible for the security of your login details and other passwords which should not be shared with others. If using your computer in an area accessible by the public, e.g. reception, please lock your computer screen (press the windows key and L key together) when moving away from your desk.
- please be wary of any documents that you need to download and do not open or download items, or follow email links, if you are unsure of their authenticity.
- using the internet – the internet is an essential tool in our work and some of our systems are cloud based. As such please be aware of the sites you are accessing.

CONFLICTS OF INTEREST

A Conflict of Interest is any situation in which your personal interests or loyalties could, or could be seen to, prevent you from making a decision that is only in the best interests of the client.

You should not use your position to:

- Further your own financial interests, e.g. by taking on private work with a client
- Benefit you or a third party with whom you are associated, e.g. your client asks if you know of a good plumber and you reply, 'my brother is a plumber, he'll do it for you'
- Unfairly benefit a client to whom you are related, e.g. by applying a reduced charge for a service.

This list is indicative of types of conflicts and is not exhaustive. Other types of conflict could include:

- You or a close relative is linked to another organisation Age UK Exeter may have dealings with e.g. a member of staff who is also on the board of a Housing Association which has been the subject of a complaint being pursued by our Information & Advise service on behalf of a client.
- Your partner or family work for another charity.

Any conflict of interest should be declared as soon as you become aware of it, e.g. if you become aware that your partner's company/business is involved in a dispute with an Age UK Exeter client, or if a client is a friend or a family member.

Depending upon your role you may be asked to complete a Conflicts of Interest Declaration when you start and in the January of each subsequent year. Other staff are asked to be mindful and to discuss with their line manager if they think they may have a conflict of interest, and, if appropriate, to complete such a Declaration.

Please refer to the Conflicts of Interest Policy.



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CONCERNS ABOUT CLIENTS

If at any point you have concerns about the safety, health or wellbeing of one of our clients, please don't ignore them. Speak to your line manager or another colleague so that you can decide how to act on those concerns.

Make sure you read our Safeguarding Policy (see below).

CONFIDENTIALITY

The confidentiality policy sets out Age UK Exeter's practices and procedures on the disclosure of personal information relating to service users. This policy is there to protect the interests of our service users and to ensure that they can have trust and confidence in the Charity and that their dignity is respected. It also protects the Charity, its trustees, staff and volunteers and complies with data protection law.

All aspects of a client's affairs are strictly confidential, and no member of staff should disclose any detail to a third party. This does not prohibit a member of staff from appropriately raising any concern or query with their line manager or a member of the Senior Management Team. Breaches of confidentiality will be dealt with through the staff disciplinary procedures.

Please bear in mind that confidentiality also applies to staff and volunteers, not just clients; and that it isn't always helpful to divulge a member of staff's whereabouts to a client. Please do not pass on a volunteer or staff member's private phone numbers without their permission.

Please refer to the Confidentiality Policy and the Data Protection Policy.

DATA PROTECTION

Age UK Exeter's Data Protection Policy sets out how we, as an organisation, implement the requirements of the General Data Protection Regulations and which ensures the security of personal data. Please read the Date Protection Policy.

DEPENDENTS LEAVE

Staff have the right to take a reasonable amount of unpaid time off work to deal with emergencies or disruption to schooling involving a dependent, having first consulted with their line manager.



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DRIVING

If you are required to drive as part of your role you will be provided with a Driving Handbook that will give you guidance on how to look after the clients in your care. Driving includes travelling between sites or to meetings, not just driving clients.

You will also be asked to bring in a current driving licence, current MOT certificate and current insurance certificate that must state you are insured to drive in connection with your employer's business. Checks of these documents are made when you first take up your job and then each year around October or November time. If you occasionally drive an alternative car(s) we will need to check details of those as well.

Please refer to the Driving Handbook for Staff and Volunteers.

ENABLING AND HOME HELP SERVICE'S HANDBOOK

If you are working for our Enabling service you will be given a handbook which explains how to complete the paperwork associated with your role. The handbook also provides essential guidance about roles and responsibilities, and what to do in a crisis. It is very important to familiarise yourself with the content!

ENVIRONMENT

Age UK Exeter seeks to undertake its activities in an environmentally responsible manner and to do all it can to minimise any detrimental impact on the environment.

The Environment Policy outlines the various ways we do this including recycling paper, cardboard, plastics etc – you will see collection tubes for these items at various points around our buildings. Please also turn off computer screens at the end of the day, switch off lights in empty rooms and think twice before you print to help conserve energy, resources and management costs.

Please refer to the Environment Policy for more ways to help.

EQUALITY & DIVERSITY

Age UK Exeter aims to achieve genuine equality of opportunity in all aspects of our activities as an employer and applicants, staff and volunteers will not be excluded from working with us because of their age, race, ethnicity, faith, marital status, sexual orientation, gender, physical or mental health.

ETHICAL POLICY

The purpose of the Ethical Policy is to guide our decision-making process in a manner appropriate for a charity dedicated to the welfare of older people. Maintaining the charity's reputation is paramount to its continued existence. In addition, we have an obligation to protect the Age UK brand.

Ethically correct decisions will often involve dilemmas and invariably there will be divergence of views in some areas depending on the ethical and moral viewpoint of individuals. An example would be whether we should accept donations from an organisation that promotes gambling, or smoking. Some judgements will be almost universally supported but there will be less well defined situations where a consensus must be achieved and advice sought.

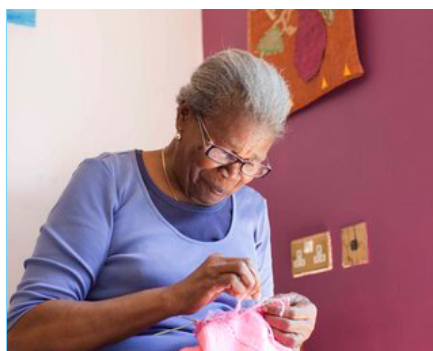
Whenever an individual in the organisation is making a decision where there is a possibility of diversity of judgement about the correctness, they are required to discuss the issue with senior members of the organisation before making that decision.

A grid is detailed in the Ethical Policy outlining situations where Board approval is required.

Please refer to the Ethical Policy for more information.

EQUIPMENT

Any equipment issued to you to help you in the course of your work remains the property of Age UK Exeter and should be returned when you cease employment with us. You should advise your line manager if it is in any way faulty.



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EXPENSES AND MILEAGE

Mileage and expenses for office based staff should be claimed on an expenses claim form (fin5), which should be authorised by your line manager before passing to finance for payment. Please indicate clearly at the top of the form if you wish to receive payment by BACs or cheque. If this is not filled in, payment will be issued by cheque.

Expenses claims should be submitted regularly either monthly or quarterly, but please don't leave this for a whole year at a time. Mileage is paid at agreed rates. Cycling can be claimed at 20p per mile where applicable. If claiming mileage please be specific about the journeys concerned 'miles done for Age UK' is not enough detail.

All other expenses will be paid at the discretion of your line manager. If spending significant amounts of money (as a guideline, over £30) please discuss with him/her before making a purchase.

Mileage and expenses for Enabling & Home Help service staff are paid via your weekly paperwork returns.

Please refer to the Expenses Policy.

FIRE

Fire notices are displayed around the building telling you what you should do if the alarms are activated when you are in that part of the building.

Regular drills will be held to make sure that we are all familiar with what to do in the event of a fire and these are led by a team of Fire Marshals made up from our staff.

If you are working in any of our buildings alone, or are responsible for a meeting or training session out of hours, please refer to the lone worker fire procedures.

FIRST AID

Lists of first aiders, with their extension number, are displayed around the building. Alternatively you can use the tannoy broadcast system to call for help by dialling 41 on the nearest telephone and speaking into the handset (applies to Cowick Street only).

FUNDRAISING

Age UK Exeter is responsible for all its own funding and our fundraising events form an important part of our income generation.

We ask all staff, wherever possible, to:

- volunteer time to help with at least one event per year
- display flyers/posters in cars, house windows and local shops
- spread the word on social media by sharing our posts
- act as ambassadors, encouraging people to choose us as the charity they support
- let us know about friends and family who work in local businesses or who have connections that could be approached for support (we promise not to do this without discussing it with you first!)
- letting us know your fundraising ideas.

By working together we can make a real difference to the long term sustainability of the service you work in and to Age UK Exeter, we really value everyone's

HEALTH AND SAFETY

Health & Safety is everyone's responsibility. If you see something which you consider to be unsafe, e.g. a box forming a trip hazard in the middle of the floor, please do your best to rectify the situation if appropriate and safe to do so (i.e. move the box bearing in mind your manual handling training). If it is not something which you can deal with there and then please inform either your line manager or reception who will alert the appropriate person.

Please refer to the Health & Safety Policy.



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INDUCTION

When you start working for Age UK Exeter an induction programme will be arranged for you which will vary depending upon your role. You will be given an Organisation Passport which will detail the different aspects of your induction. You should take this with you to your various appointments as it will need to be signed off by yourself and other key people.

Your line manager will arrange an end of induction meeting to sign off the process. The Organisational Passport will then be kept in your personnel file.

LONE WORKING

The Lone Working Guidelines set out good practice and health and safety practices if you are working on your own. The general rules for if you find yourself in a situation that you are uncomfortable with are:

- put your own safety first
- call emergency services if necessary
- report to Age UK Exeter as quickly as possible.

Please refer to:

- Home Visits & Lone Working Guidelines
- Lone Working Guidelines for Sunday Cook and Cleaning Staff
- Lone Working Guidelines for Cleaning Staff at Sycamores.
- Fire procedures for Lone Working Staff

MANUAL HANDLING

During your induction a manual handling assessment will be carried out with you to determine whether you are required to undertake a manual handling training course. The assessment is based upon your tasks and the frequency you carry them out. If you are required to undertake a training session this will be mandatory, as are the regular updates. You will be sent a letter inviting you to attend the next available session. Refresher sessions will be required either annually or two-yearly depending upon your role.

MONEY

If you are taking up a post in the Finance or Admin departments there are firm financial management procedures in place which will be explained to you in detail.

If you are working in the café you will be taking payment from diners which should be rung through the till – full instructions for its operation will be given.

If you are working in the community, you should follow the procedures set out in the Handling Clients' Money Policy.

Please refer to:

- the Enabling Handbook
- the Handling Clients Money Policy.

MONITORING AT WORK

Age UK Exeter doesn't routinely monitor its staff at work although there may be occasions when this is necessary to monitor the quality of work for example.

We reserve the right to monitor emails, internet or phone calls carried out on work's devices or during staff's working hours.



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OFFERS OF GIFTS AND LEGACIES

It is not permissible for any reason to:

- accept or seek a loan from a service user
- be involved in the making of wills on behalf of a service user
- accept money or any other gift or advantage, including a gift or legacy under a will (save as stated below) from a service user.

However, a modest gift (including a gift voucher) other than money, under the value of £25, may be accepted where refusal would cause needless offence to the service user and he/she is not seeking favour, but merely wishing to express thanks.

It is essential that all such gifts received are reported immediately to your line manager so that they can be recorded on the service user's file. Frequent offers of such gifts by service users should be discouraged.

Please refer to the Offers of Gifts and Legacies Policy

OUT OF HOURS EMERGENCIES

If you have an emergency outside of office hours, i.e. after 5pm, weekends or on Bank Holidays, please telephone 07990397946 to be forwarded to a senior manager who will be able to help you (Enablers should ring the Enabling Mobile on 07717179493).

PARKING

The parking restrictions in Cowick Street are very strict and the traffic warden regularly checks outside our building. Parking is only permitted in the lay-by directly outside the building when dropping off/collecting an older person with limited mobility. A valid Blue Badge **must** be displayed, you can use one from Reception but this must be returned as soon as you leave.

Parking on the white zig zag road lines on the pedestrian crossing is strictly forbidden and will incur a parking penalty ticket.

Please avoid parking outside between the hours of 8.45-10.15 and 3.30-4.30 as this is the dropping off/collection times for our day guests.

Safe alternative parking is in the residential areas such as Old Vicarage Road or Wardrew Road.

There is a small carpark at the Sycamores Centre. Please be aware that the gates are normally locked by 6pm, sometimes earlier.

All staff are also asked to be mindful of parking restrictions when visiting clients. Enablers will receive a 'parking permit' for use when visiting clients' homes.

PENSION

Staff aged between 22 and state retirement age earning above the threshold for income tax will be automatically enrolled into the Zurich Age UK pension scheme based on a 5% contribution by both employer and employee. Staff may opt out of the scheme within 40 days of receiving the scheme's joiner's pack for a full refund of any contribution made. Other staff may opt to join the scheme upon request.





PETTY CASH

Petty cash is available for small incidental items (items over £25 should be claimed for via an expenses claim form). Please see finance office for reimbursement.

PERSONNEL RECORDS

Personnel records will be maintained in paper format by the Finance Department. Brief details are also held on Charitylog, our data management system. Legally we are required to retain your records for a period of six years after you have left, at which point they will be destroyed.

Under the General Data Protection Regulations you have a right to see the records held about you, and if you wish to do so, please write/email your request to the CEO.

POLICIES AND GUIDELINES

During your induction you will have received a copy of our Policies Handbook. Please take the time to read this as this gives you information about the way that Age UK Exeter operates and its expectations of its staff as well as the 'Dos and Don'ts'.

Please make sure that you have signed and returned the slip to say that you have read and understood the booklet. Your induction can't be signed off until that has happened. Our policies are reviewed on a two year rolling programme and you will be kept informed, via your line manager, of any changes made.

All our policies and guidelines can be found on our website under About Us/Work for Us/Policies and Guidelines). The policies are reviewed on a two year rolling programme and amendments to policies will be notified via In the Loop.

Reference copies of policies are kept on Reception and a paper copy is available from the Admin Office upon request.

PROTECTIVE CLOTHING

A supply of personal protective clothing (disposable gloves and aprons) is held at reception should you need it.

RISK ASSESSMENTS

A risk assessment will have been carried out for the area and/or activity you are working in. This will be talked through with you during your induction.

If you are pregnant or have given birth within the last six months you should let your line manager know so that a personal risk assessment can be carried out and steps taken to look after the wellbeing of both yourself and your baby.

SAFEGUARDING

Age UK Exeter is committed to safeguarding the people we work with and their families. If appropriate to the tasks that you will be undertaking, you will be asked to apply for a DBS (Disclosure and Barring Service) check before you start work. The cost of this is covered by the Charity.

Sadly the abuse or neglect of older people does occur, and it is essential that you are aware of the signs and symptoms of the various kinds of abuse, and that you know how to respond. This is detailed in our Safeguarding Policy, but the key message is - do not keep concerns to yourself, discuss them with your line manager or another senior manager. Do not discuss them with anyone else.

You will be invited to attend a basic 'Safeguarding Awareness' session after you have started. For most roles this is mandatory and you must attend. Depending on your role you may also be required to attend local authority training.

It is essential that you read and understand our Safeguarding Policy.



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SHARED PARENTAL LEAVE

Shared parental leave (SPL) is a form of leave that may be available if your child is born, or an adoption agency places a child with you and/or your partner on or after 5 April 2015. It gives you and your partner more flexibility in how to share the care of your child in the first year, other than simply taking maternity and paternity leave. The Shared Parental Leave Policy explains in detail eligibility, what leave is available, time scales, pay and how to apply. Copies of the policy are available upon request.

SMOKING AND VAPING

All our premises are non-smoking/non-vaping. You are also not permitted to smoke/vape in your car if you are transporting clients. If you are making a home visit to a client, you should politely request that they do not smoke/vape while you are there. It is not permitted to smoke/vape in the homes of service users even if they give permission for you to do so.

SOCIAL MEDIA

Age UK Exeter encourages employees to make reasonable and appropriate use of social media websites as part of their work, and it is recognised that it is an important part of how we communicate with our audience and allows communication and networking between staff and organisations, supporters and the local community.

Employees who have this remit will be advised at their induction and/or by their line manager. Before you undertake communication via social media on behalf of or about Age UK Exeter, it is really important that you have a good look at our Social Media policy and follow the guidance it contains; so that the good reputation of the organisation and the confidentiality of the people we work with is respected at all times. Care should be taken to not express your personal opinions which may not reflect the position of the Charity.

Even if your role does not formally include social media communications, please be very alert to potential 'content' that the organisation could use. Ensure you have consent before taking any photos. Photos etc should be shared with our Marketing Co-ordinator. Please refer to the Social Media Policy.

STAFF BENEFITS

From time to time other organisations offer employees of Age UK Exeter discounts. Current offers, which may be subject to change, are:

- discounted gym membership (further details from Jacqui Cornish)
- cycle to Work Scheme (further details from Simon Gay)
- Tai' Chi sessions for staff (further details from Jess Cohen)

Staff can also benefit from discounts on some of our insurance products. Please speak to someone from our trading office for the current offers.

If you work with display screen equipment (computer screens) as a significant part of your normal day to day work you are entitled to ask for an eye test.

STRESS MANAGEMENT

Age UK Exeter is committed to protecting the health, safety and welfare of our employees. We recognise that workplace stress is a health and safety issue and acknowledge the importance of identifying and reducing workplace stressors.

The Health & Safety Executive define stress as 'the adverse reaction people have to excessive pressure or other types of demand placed on them'. This makes an important distinction between pressure, which can be a positive state if managed correctly, and stress which can be detrimental to health.

The key to managing stress is to identify it early, before it becomes a full blown problem. At Age UK Exeter, stress levels are monitored through supervision (one-to-ones, see above) and annual appraisals/reviews. We also have an 'open door' policy, (including by telephone, email or text) whereby staff can talk to their line manager, or a member of the Senior Management Team if more appropriate, about issues that concern them. Other indicators of stress may be sickness absence data, staff turnover rates and other interactions with staff.

If you have any concerns about stress please discuss them with your line manager. If stress is identified as a potential cause for concern, your line manager will work through the Stress Risk Assessment with you to identify the stressors and control measures to tackle them.





SUPERVISION AND ANNUAL APPRAISALS/REVIEWS

Regular opportunities will be made for you to discuss your work with your line manager so that appropriate support can be given. These two way discussions help us to protect the wellbeing of our staff and as such you should share with your line manager any concerns you have about your workload or work/life balance. You should also talk to your line manager if you are regularly accruing TOIL.

Age UK Exeter also holds annual appraisals (for Co-ordinator level and above) or annual reviews (for all other staff). These are an opportunity to reflect back on the last year's work, highlights and challenges, relationships with colleagues etc. and to plan ahead. You and your manager will agree some objectives (aims) for the coming year's work, which you will review during your one-to-ones and at the next appraisal.

Please refer to the Staff Development Policy.

TELEPHONES

Dial 9 for an outside line on all telephones. If you use the telephone for personal calls there is an honesty box in the admin office. If telephoning clients from your own phone you may want to dial 141 first to block your number to your clients. The main switchboard at Cowick Street is staffed 8.30am-5pm Mon to Fri; and Sycamores is staffed 9am-4.30pm Monday-Thursday. There is an answerphone outside these of hours.

TIMESHEET/OVERTIME SHEET

These run from 15th of the current month to 14th of the next month. Completed timesheets should be passed to your line manager as soon as possible after the 14th so that payment can be authorised and the form sent to finance office as soon as possible.

Taking TOIL is usually the preferred option over payment of overtime for additional hours but in certain work settings where it is necessary for someone to cover your work, paid overtime may be more appropriate. Please discuss with your line manager prior to working the extra time - if dealt with retrospectively then the hours will be dealt with as TOIL.

TIME OFF FOR PUBLIC DUTIES

Employees can ask for time off for certain public duties.

Please refer to the Absence Policy for full details.

TRADING

Age UK Exeter is part of Devonwide Enterprises Limited, a not-for-profit trading company established by five Age UKs in Devon – Exeter, Devon, Plymouth, Torbay and Mid-Devon. Two of the company's staff are based at our Cowick Street centre and they sell a range of Age UK insurance, funeral plans and other products to the public. All commissions received as a result of this activity are gifted back to the Charity to support its charitable work. Discounts on some products are available to staff.

TRAINING

Training, some of which is mandatory, will be provided to help you carry out your job role. All new staff and volunteers attend the 'Introduction to Age UK Exeter' session. These are held every 2-3 months and you should book yourself on at the earliest opportunity. Other training could include:

- food hygiene
- first aid
- safeguarding
- manual handling
- dementia awareness

Other training sessions are provided on an ad-hoc basis

If there are other aspects of training which you feel would be useful to you in your job please discuss it with your line manager.



Staff
Handbook



TRUSTEES

We have a strong and committed board of trustees who as well as providing good governance, work closely with the senior management team on matters of strategy and direction.

Our trustees are currently:

- Vaughan Pearce (Chair)(Consultant Physician for older people)
- Tim Borton (Treasurer) (Partner in local accountancy firm specialising in charity work)
- Peter Brew (Retired Senior Executive)
- John Cartridge (Vice Chair) (Retired local solicitor)
- Gill Fenwick (Retired Associate Specialist in Medicine for Older People)
- Richard Halstead (Retired chartered surveyor)
- Ailsa McGregor (HR Consultant)
- Norman Shiel (Chair of Exeter Senior Voice).
- Rachael Whitson (Managing Director of local PR and Marketing firm)
- Lesley Robson (Community Champion and previous City Councillor)
- Laura Hobbs (Head of CQC Compliance, Equality, Diversity and Inclusion and Directorate Development at Devon Partnership NHS Trust)

VALUES, VISION AND MISSION

Age UK Exeter believes that ageism is unacceptable, that everyone has the right to make decisions about their lives, and that diversity should be valued in all that we do.

We believe that people who are less able should be offered support and that everyone should be treated with respect and dignity, recognising that people are not the same, but are all of equal worth. We believe in developing the skills, knowledge and experience necessary to enable the delivery of high quality services, and in working in partnership with others where it benefits local older people to do so.

Our vision is for a city in which all older people can love later life.

Our mission is to enable older people in Exeter to get the most out of life.

VOLUNTEERS

Volunteers are essential to our work, and support us across our services, in the office, with fundraising and with events. Our trustees are also volunteers. It is really important that all staff working with volunteers give them every support and encouragement. If you are responsible for managing volunteers, you will need to become familiar with our volunteer recruitment and induction process; and make sure you have an induction discussion with our Volunteer Co-ordinator.

WHISTLEBLOWING

Age UK Exeter is committed to maintain high standards of openness, honesty, probity and accountability. In line with this commitment it encourages employees and volunteers with concerns about any aspect of the Charity's work to come forward and voice those concerns.

This policy makes it clear that such concerns can be raised without fear of reprisal and reflects the requirements of the Public Interest Disclosure Act 1998. A copy of the Whistleblowing policy can be downloaded from the website or is available from the Admin Office upon request. Please refer to the Whistleblowing Policy.

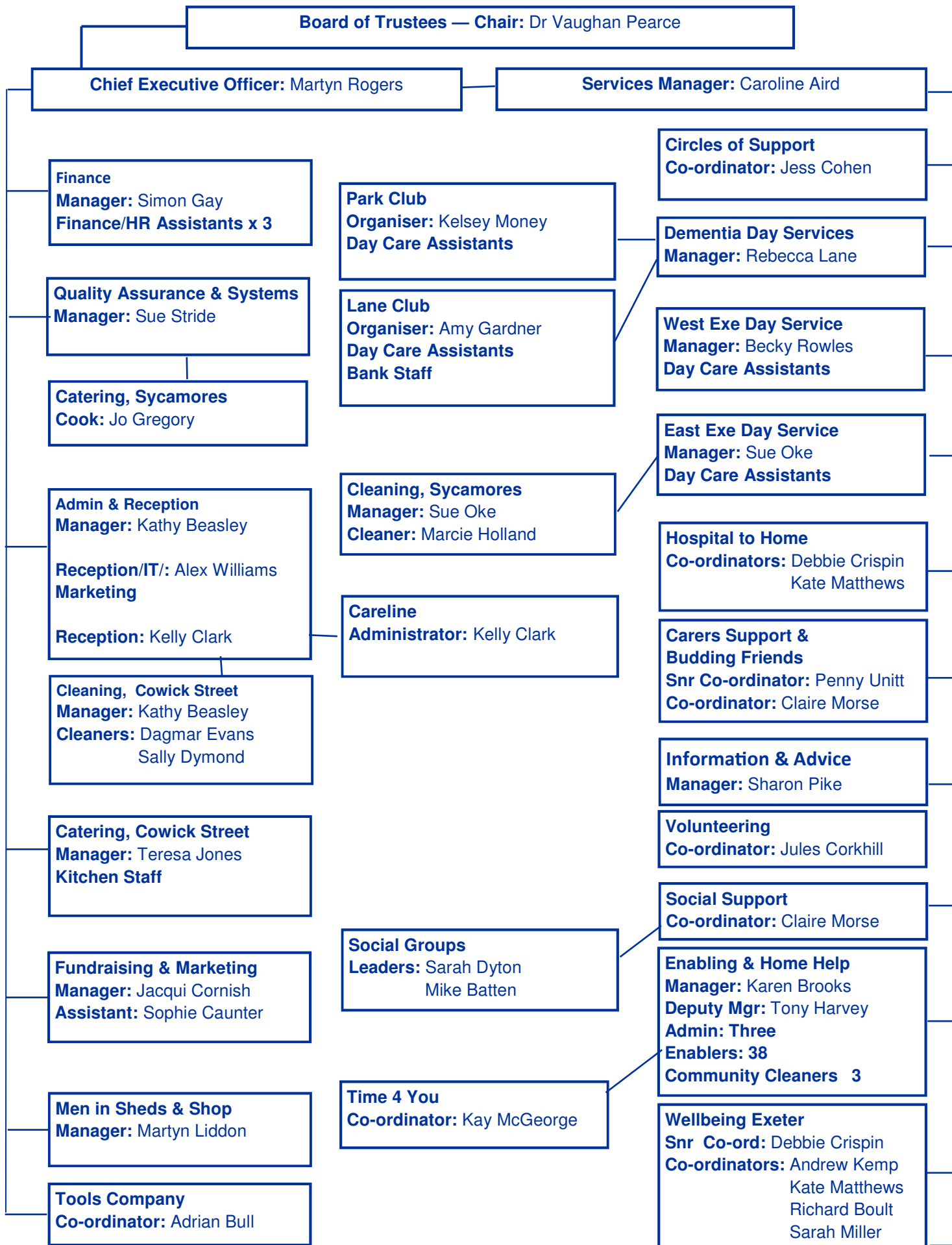
WORKSTATION ASSESSMENTS

If your job entails you sitting at a desk you will be asked to carry out a self-assessment for your workstation to ensure that you are sitting in a safe and comfortable way and following other safe practices such as regular screen or activity breaks. Assistance and guidance for this is available.

Although there is no evidence that working with display screen equipment will cause permanent damage to eyes or eyesight, eyesight tests can be provided to ensure that you can comfortably see the screen and work effectively without visual fatigue if you work with display screen equipment as a significant part of your normal day to day work. If you feel that you need such a test please see Sue Stride to arrange.



AGE UK EXETER - ORGANISATIONAL CHART



STAFF30/MAY19

If you have any comments or suggestions on the content of this handbook please contact Sue Stride, s.stride@ageukexeter.org.uk or at Age UK Exeter, 138 Cowick Street, Exeter, EX4 1HS, 01392 455600

Revision Date	Summary of Changes	Other comments
June 2016	Versions 1 to 9 – formulation of the handbook.	
May 2018	Versions 10 - 11 routine review	
June 2018	Version 12 - Conflicts of Interest section updated	
Nov 2018	Version 13 - New sections on dependents leave and public duties	
Dec 2018	Version 14 - Updated Staff Chart	
Apr 2019	Version 15 - Vaping added	
May 2019	Version 16 - Updated Staff Chart	
June 2019	Version 17 - Updated	

