

Making a **positive difference** in the lives of young people



STAFF HANDBOOK

2025



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INTRODUCTION

Welcome to NE Youth. I hope that you will enjoy your time with us.

We believe it is important to put in writing our procedures and ways of working, in order to ensure that people understand the framework in which decisions are made.

This handbook attempts to bring together some of that information so that you may have access to it, but it should be read in conjunction with NE Youth policies and procedures.

We will attempt to keep the information contained in the handbook up to date. Please check that you keep periodic updates of various sections with your handbook so that you are aware of current procedures.

We have attempted to make the handbook as comprehensive as possible, but if you feel there are any significant omissions, please feel free to discuss this with your line manager.

A handwritten signature in dark ink, appearing to read 'Jon Niblo', with a stylized flourish at the end.

Jon Niblo

Chief Executive

NE Youth is a vibrant voluntary youth organisation with over 80 years' experience of working across the North East of England.

Our Vision is:

All young people in the North East of England have the opportunities they deserve to get involved in their communities, enjoy their lives and achieve their potential.

Our mission is:

To provide a high quality, diverse and positive youth offer in the North East of England through our own services and by providing our members with relevant information, advice and support.

Our core values are:

- **Insightful** (Building our expertise our field of work)
- **Engaged** (committed long-term to the young people we engage with)
- **Impactful** (working to secure sustainable outcomes)
- **Professional** (with everything and everyone)

Our strategic aims are:

- **Communication** – We will publicise the great achievements and impact of all NE Youth projects, to highlight the key role the charity plays in supporting the region's youth.
- **People** – We will continue to support the wellbeing of our staff and consider what we offer as an employer so staff feel valued for their work and NE Youth becomes an employer of choice.
- **Innovation** – We will use our knowledge, expertise and youth engagement to develop our own unique youth programmes and we will expand our network within the youth sector so more young people can benefit from more NE Youth programmes.
- **Sustainability** – We will ensure the future of NE Youth by securing sustained funding and by increasing our offerings and relevancy to the needs of young people.

Our organisational outcomes are:

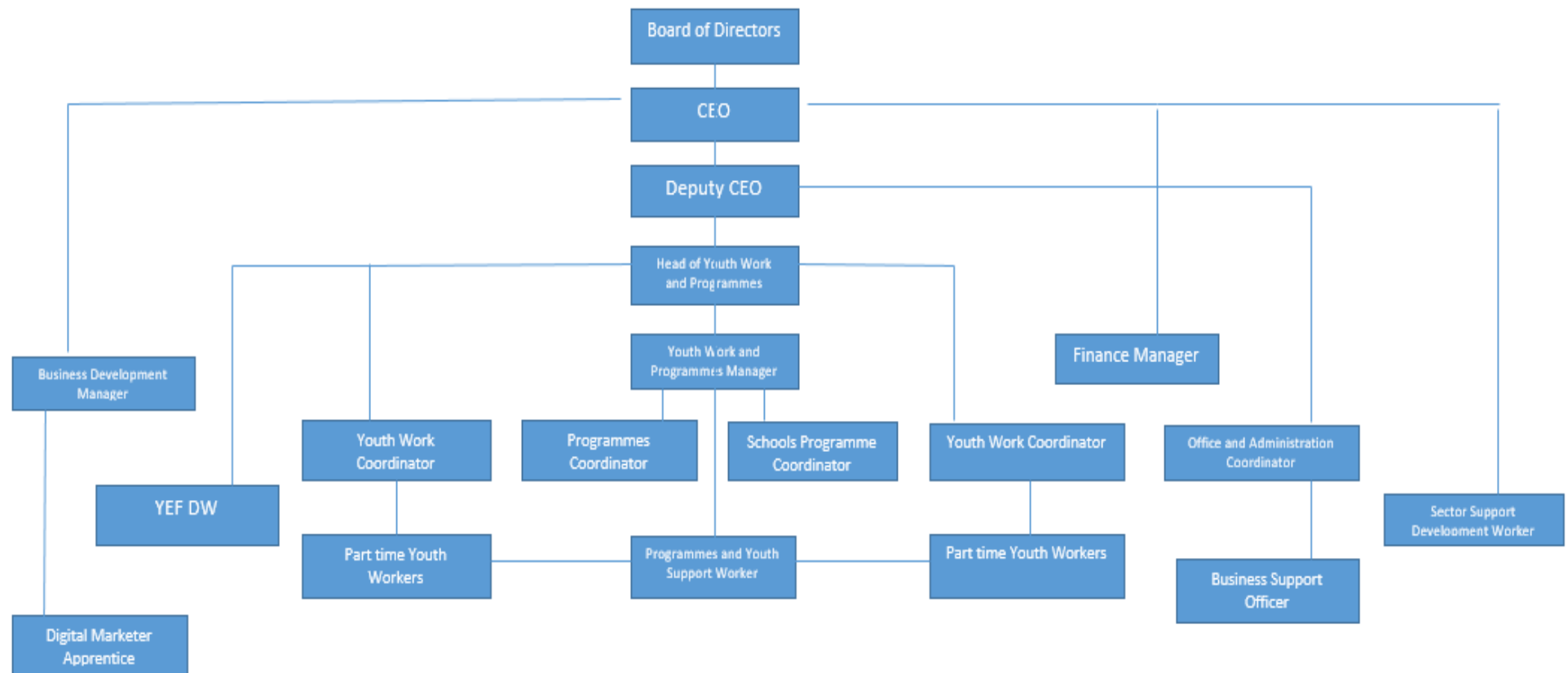
Involved: We want young people to be active not passive participants in NE Youth's projects and services and for them to have a voice on the issues that are important to them – both internal and external to the organisation. We want to support them to have a positive relationship with the wider community around them and to build community based networks via volunteering and social action.

Healthy: We want to support young people to be able to recognise and establish healthy relationships which will positively impact on their ability to develop support networks. We want to provide informal education on a range of health topics, informed by the needs and interests of young people, and for young people to make positive lifestyle choices as a result of their engagement.

Safe: We want young people to have safe places to socialise with their friends and for them to have access to information and support on a range of safety topics that are pertinent and of interest to them. We want young people to access activities which encourage them to take measured risks and to ultimately make positive lifestyle choices as a result of their engagement.

Achieve: We want young people to be able to access and try new opportunities and activities and to develop a range of soft skills through their engagement which will support them in other areas of their lives both now and in the future. We want young people to have access to activities that support skills development and receive certification and accreditation when appropriate. We want to support young people to become role models for others.

NE Youth Staff Chart



1. YOUR EMPLOYMENT

- 1.1 Your initial employment is conditional upon the provision of a satisfactory Enhanced Disclosure and Barring Service check. You will be required to consent to subsequent criminal record checks from time to time during your employment as deemed appropriate by the organisation. In the event that you do not cooperate with this process, your employment with us will be terminated.

You have an obligation to inform your Line Manager immediately of any change to the status of your DBS certificate, if you are charged or convicted of any offence, or if you receive a police caution, reprimand or warning. You are also required to inform us if there is a formal child protection investigation of you or any member of your household.

- 1.2 You join us on an initial probationary period of six months. During this period your work performance and general suitability will be assessed and, if it is satisfactory, your employment will continue. However, if your work performance is not up to standard, or you are considered to be generally unsuitable, we may either take remedial action (which may include the extension of your probationary period) or terminate your employment. We reserve the right not to apply our full capability and disciplinary procedures during your probationary period.
- 1.3 You have been provided with a job description of the position to which you have been appointed, but amendments may be made to your job description from time to time, in relation to our changing needs and your own ability. During holiday periods etc. it may be necessary for you to take over some duties normally performed by colleagues.
- 1.4 At the commencement of your employment you will receive training for your specific job, and as your employment progresses your skills may be extended to encompass new job activities within the organisation. It is a condition of your employment that you participate in any training deemed necessary by us for you to reach required levels of attainment standards.
- 1.5 Our policy is to continuously monitor your work performance so that we can maximise your strengths, and help you to overcome any possible weaknesses.
- 1.6 It is an express condition of employment that you are prepared, whenever necessary, to transfer to appropriate alternative duties. This flexibility is essential as the type and volume of work is always subject to change, and it allows us to operate efficiently and gain maximum potential from our workforce.

2. SALARIES

- 2.1 Staff are paid monthly, in arrears, at the agreed date confirmed to you by your line manager. You will receive a payslip showing how the total amount of salary has been calculated. It will also show the deductions which have been made and the reasons for them e.g. Income Tax, National Insurance etc. Any queries that you may have should be raised with your line manager.
- 2.2 If you are overpaid for any reason, the total amount of the overpayment will normally be deducted from your next payment, but if this would cause hardship, arrangements may be made for overpayments to be recovered over a longer period. This will be agreed at the organisation's discretion.
- 2.3 At the end of each tax year you will be given a P60 form showing the total pay you have received from us during that year and the amount of deductions for National Insurance and Income Tax. You may also be given a form P11D showing non-salary benefits. You should keep these documents in a safe place as you may need to produce them in your dealings with the Inland Revenue and other government departments, or if completing a self-assessment form.

3. MATERNITY/PATERNITY LEAVE AND PAY

- 1.1 If you (or your partner) become pregnant you should notify your line manager at an early stage so that your entitlements and obligations can be explained to you.
- 1.2 NE Youth maternity benefits are listed in the NE Family Leave Policy which is available on the organisation's Shared Drive. You should refer to this document to clarify your entitlements and obligations.
- 1.3 If you are entitled to take parental leave, in respect of the current statutory provisions, you should discuss your needs with your line manager who will identify your entitlements and look at the proposed leave periods dependent upon your child's/children's particular circumstances and the operational aspects of the organisation.
- 1.4 You may be entitled to take a reasonable amount of time off during working hours to take action which is necessary to provide help for your dependants. Should this be necessary, you should discuss your requirements with your line manager, who, if appropriate, will agree the necessary time off. Further information relating to this is available in the Family Leave Policy.

4. PENSIONS

- 4.1 All employees who qualify for auto-enrolment into a pension scheme will be notified and automatically enrolled. If you subsequently choose to opt out you must inform your line manager who will give you the necessary information.
- 4.2 NE Youth does not operate its own pension scheme, however, for those employees who wish to contribute to a pension, the organisation will contribute (up to) 5% in to an approved scheme of your choice. NE Youth's contributions to such schemes shall be payable in equal monthly instalments in arrears, and shall be subject to the rules of the scheme and the tax reliefs and exemptions available from HM Revenue and Customs, as amended from time to time.

5. HOLIDAY ENTITLEMENT AND OTHER LEAVE

5.1 Annual Holidays:

- 5.1.1 The holiday year begins on 1st April and ends on 31st March each year.
- 5.1.2 Your annual holiday entitlement is shown in your individual contract of employment.
- 5.1.3 It is our policy to encourage you to take all your holiday entitlement in the current holiday year. However, you may carry forward a maximum of five days into the next holiday year with authorisation from your line manager.

5.2 Conditions Applying To Your Annual Holiday Entitlement:

- 5.2.1 You should complete request holiday using the People HR system, your line manager will then grant this if appropriate.
- 5.2.2 We will allocate agreed holiday dates on a first come-first served basis, to ensure that operational efficiency and minimum staffing levels are maintained, throughout the year.
- 5.2.3 You should give at least four weeks' notice of your intention to take holidays and one weeks' notice is required for odd single days.

5.2.4 You may not normally take more than two working weeks consecutively.

5.2.5 You will continue to accrue holiday during periods of sickness absence.

You can request holiday in the same way as if you were at work. You will receive holiday pay rather than sick pay for any days approved.

We can designate specific days or weeks during your sickness absence as a holiday provided that we give you notice of at least twice the length of the holiday itself. You will receive holiday pay for these days. If you are on a period of sick leave that spans two Holiday Years, you may carry over unused holiday (up to a maximum of four weeks (inclusive of bank and public holidays) less any days of holiday that have been taken during the year that has just ended) to the following Holiday Year. If you have taken four weeks' holiday by the end of the Holiday Year, you will not be allowed to carry over any unused holiday under this rule. If you have taken less than four weeks, the remainder (up to a cumulative total of four weeks – inclusive of bank and public holidays) may be carried over.

Any holiday that is carried over during long-term sickness absence must be taken within 18 months of the end of the Holiday Year in which it accrued, or it will be lost.

5.2.6 In the event of your termination of employment, any holidays accrued but not taken, will be paid for. However, in the event of your having taken holidays which have not been accrued pro-rata, then appropriate payments will be deducted from your final wage/salary. This is an express written term of your contract of employment.

5.3 Holiday continues to accrue during periods of family leave.

If a period of family leave is likely to span two Holiday Years, then may be expected to take all holiday that will accrue in the first of those years before commencing family leave. Any holiday that cannot reasonably be taken before the start of the leave can be carried over to the next Holiday Year.

Any carried-over holiday entitlement must be taken immediately upon return to work following family leave unless other arrangements are agreed with your line manager.

5.4 Time Off for Dependents

The law recognises that there may be occasions when you need to take time off work to deal with unexpected events involving one of your dependents. Our policy is to allow staff the right to take a reasonable amount of unpaid time off work to deal with certain situations affecting their dependants.

You have a right to take a reasonable amount of unpaid time off work when it is necessary to:

- provide assistance when a dependant falls ill, gives birth, is injured or assaulted
- make longer-term care arrangements for a dependant who is ill or injured
- take action required in consequence of the death of a dependant
- deal with the unexpected disruption, termination or breakdown of arrangements for the care of a dependant (such as a child-minder falling ill); and/or
- deal with an unexpected incident involving your child while at school or another educational establishment which is responsible for them

A dependant for the purposes of this policy is:

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- Your spouse or partner
- Child (including adopted child) or children
- Parents (including in-laws and/or step-parents) or grandparents
- Siblings
- Someone who lives in the same household as you but who is not your employee, tenant, lodger, or boarder e.g., another family member or foster child
- Someone who reasonably depends upon you for assistance to make arrangements in the event of an emergency

This policy applies to time off to take action which is necessary because of an immediate or unexpected crisis. This policy does not apply where you need to take planned time off or provide longer-term care for a dependant.

Reasonable time off in relation to a particular problem will not normally be more than one day. However, we will always consider each set of circumstances on their facts.

You have no contractual or statutory entitlement to be paid for absences relating to dependent leave. Any payment of salary during time off is made at the absolute discretion of the NE Youth.

5.5 Jury Service, Witness Attendance and Other Public Duties

Should you be called up for jury service or required to attend court to give evidence as a witness or require time off to perform other public duties, you must notify your line manager as soon as reasonably practicable. In the case of jury service and witness attendance, you will be required to provide a copy of the court summons to support your request for time off work.

You have no contractual or statutory right to be paid for time not worked due to jury service, witness attendance or other public duties. Any payment of salary made during this period is done so in our absolute discretion and will be subject to the deduction of any monies received from the court in respect of loss of earnings. In the case of jury service and witness attendance, you must claim from the court the full allowance available to you in respect of loss of earnings in the performance of such duties. You must then declare this to the NE Youth so that it may be deducted from any discretionary pay that may be awarded.

If on any day on which you attend court, you are told that your services are not required, you must then return to work as soon as possible and report to your line manager before starting work.

5.6 Membership of the Reserved Armed Forces

If you are a member of the reserved armed forces, you may use your paid annual leave entitlement to carry out your duties, provided you comply with the provisions relating to paid annual leave set out in your contract of employment. The Company expects you to use your paid annual leave first before applying for further time off. Any further time off relating to membership of the reserved armed forces will only be granted at the absolute discretion of the NE Youth and you have no contractual or statutory right to be paid for this leave.

Any payment of salary made by the NE Youth in such circumstances is done so in our absolute discretion.

If you wish to apply for this type of leave, you should apply in writing to your line manager stating the period of leave requested and the reasons for it.

6. SICKNESS/INJURY PAYMENTS AND CONDITIONS

As an organisation we need to measure and record sickness absence, and to know when and why we need to do something about it. This is why we record and keep all records relating to absence, in line with our Data Protection Policy and Privacy Notice. As an employee, you need to know that you work for someone who cares about your health and welfare.

6.1 Notification of Incapacity for Work:

- 6.1.1 If you are absent from work for any reason, you must notify your line manager of the reason for your absence as soon as possible but in any event no later than 9.30am on the first day of absence.
- 6.1.2 You should notify NE Youth by telephone and not simply be leaving a voicemail, email message or a message with a colleague.
- 6.1.3 Contact should be made by you personally except in exceptional circumstances. A text message is not acceptable.
- 6.1.4 You should keep your line manager fully informed of your progress and the expected duration of your absence.

6.2 Evidence of Incapacity:

- 6.2.1 For any period of incapacity due to sickness or injury which lasts for longer than seven consecutive days or more, a Fit Note stating the reason for absence must be obtained at your own cost and supplied to your line manager on the eighth day of absence. Thereafter further certificates must be obtained if the absence continues for longer than the period of the original certificate.
- 6.2.2 NE Youth reserves the right to ask you at any stage of absence to provide a medical certificate and/or to undergo a medical examination. For further information relating to this, please refer to your contract of employment.

6.3 Payments:

- 6.3.1 If you are absent from work due to sickness or injury, provided that you have fully complied with the obligations listed in your contract of employment relating to sickness absence reporting, and you have completed 12 months' service, NE Youth shall continue to pay your full salary until the expiry period of 6 months (whether consecutive or not) in any rolling period of 12 months and thereafter your salary shall continue at 50% of the then full rate for a further period of up to 6 months. Thereafter, any payment of salary during any further period of sickness absence shall be at the absolute discretion of NE Youth.
- 6.3.2 For further information, please refer to your contract of employment.

6.4 Return to Work:

- 6.4.1 You should notify your line manager as soon as you know which date you will be returning to work.

6.4.2 If you have been suffering from an infectious or contagious disease or illness, such as rubella or hepatitis, you must not report for work without clearance from your doctor.

6.4.3 On returning to work after any period of sickness/injury absence (including absence covered by a Fit Note), you are required to complete a return to work form with your line manager where your wellbeing will be discussed.

6.5 General:

6.5.1 Sickness is just one of a number of reasons for absence and although it is understandable that if you are sick you may need time off, continual or repeated absence through sickness may not be acceptable to us.

Time off for absence due to any medical intervention that you have chosen to undertake (rather than being medically advised), will not be treated as sickness absence. However, any time off sick resulting from such medical intervention will be treated as sickness absence in accordance with the reporting and absence procedures.

6.5.2 In deciding whether your absence is acceptable or not we will take into account the reasons and the extent of all your absences, including any absence caused by sickness. We cannot operate with an excessive level of absence as all absence, for whatever reason, reduces our efficiency.

6.5.3 We will take a serious view if you take sickness/injury leave which is not genuine, and it will result in disciplinary action being taken.

6.5.4 If we consider it necessary, we may ask your permission to contact your doctor or for you to be independently medically examined.

7. SAFEGUARDS

7.1 Confidentiality and Data Protection:

7.1.1 You shall not use or disclose to any person either during or at any time after your employment with NE Youth (except so far as is necessary and proper in the course of your employment) any confidential information about the business or affairs of NE Youth or about any other matters which may come in to your knowledge in the course of your employment.

7.1.2 You are to exercise reasonable care to keep safe all documentary or other material containing confidential information, and shall at the time of termination of your employment with us, or at any other time upon demand, return to us any such material in your possession.

7.2 Statements to the Media:

7.2.1 Any statements to reporters from newspapers, radio, television, etc. in relation to our organisation must be authorised by the Chief Executive.

7.3 Virus Protection Procedures:

- 7.3.1 In order to prevent the introduction of virus contamination into the software system the following must be observed:-
- 7.3.2 Unauthorised software including public domain software, magazine cover disks/CDs or Internet downloads must not be used; and all software must be virus checked using standard testing procedures before being used.
- 7.4 Use of IT Equipment:
 - 7.4.1 In order to control the use of the organisation's IT equipment and reduce the risk of contamination the following must apply:
 - 7.4.2 The introduction of new software must first of all be checked and authorised by a nominated senior member of the organisation before general use will be permitted.
 - 7.4.3 Only authorised staff should have access to the organisation's IT equipment.
 - 7.4.4 Only authorised software may be used on any of the organisation's IT equipment.
 - 7.4.5 Only software that is used for the organisation's applications may be used.
 - 7.4.6 No software may be brought onto or be taken from the organisation's premises without prior authorisation.
 - 7.4.7 Unauthorised access to the IT facilities will result in disciplinary action.
 - 7.4.8 Unauthorised copying and/or removal of computer equipment/software will result in disciplinary action.
 - 7.4.9 You must read the Data Protection Policy to ensure that you understand your individual and the Organisation's responsibility with regard to data.
- 7.5 Use of the Internet:
 - 7.5.1 Where appropriate, duly authorised staff are encouraged to make use of the internet as part of their official and professional activities. Attention must be paid to ensuring that published information has relevance to normal professional activities before material is released in the organisation's name. Where personal views are expressed, a disclaimer stating that this is the case should be clearly added to all correspondence. Intellectual property rights and copyright must not be compromised when publishing on the internet. Inappropriate use of the internet could lead to disciplinary action being taken. If you are in doubt regarding what is appropriate, you must speak to your line manager.
- 7.6 E-Mail:
 - 7.6.1 The use of the E-Mail system is encouraged as appropriate use facilitates efficiency. Used correctly it is a facility that is of assistance to employees. Inappropriate use causes many problems including distractions, time wasting and potentially legal claims.
- 7.7 Authorised Use:
 - 7.7.1 Unauthorised or inappropriate use of the E-Mail system may result in disciplinary action.

7.7.2 The E-Mail system is available for communication and matters directly concerned with the legitimate business of the organisation. Employees using the E-Mail system should give particular attention to the following points:-

- All emails should comply with organisation communication standards.
- E-Mails should only be sent to those for whom they are particularly relevant.
- Flame mails (i.e. E-Mails that are abusive and/or offensive) must not be sent. Hasty messages sent without proper consideration can cause upset, concern or misunderstanding.
- If the E-Mail is confidential the user must ensure that necessary steps are taken to protect confidentiality.
- Offers or contracts transmitted by E-Mail are as legally binding on the organisation as those sent on paper.

7.7.3 The organisation will not tolerate the use of the E-Mail system for unofficial or inappropriate purposes, including:-

- Any message that could constitute bullying, harassment or other detriment;
- Personal use (e.g. social invitations, personal messages, jokes, cartoons, chain letters or other private matters);
- On-line gambling;
- Accessing or transmitting pornography;
- Transmitting copyright information and/or any software available to the user;
- Posting confidential information about other individuals, or the work of the organisation.

NE Youth may check and review your computer files, emails and internet and IT usage to maintain the functionality of the system. Or where NE Youth has reason to suspect that these regulations are being breached. Users are therefore advised that such monitoring can and may occur. Please note email messages, even when they have been deleted from the NE Youth's email system, can be traced, and retrieved. The person or persons involved in creating or forwarding any offending email can be identified. Emails are admissible in a court of law.

NE Youth will hold individual employees personally liable if they or their customers or customers suffer any loss or damage to reputation as a result of any breach of these conditions.

NE Youth may create an archive version of your email account and file server data to be held for an appropriate amount of time. NE Youth may inspect the contents of your email account and also any files stored on the file server.

NE Youth will hold individual employees personally liable if they or their associates, business partners or customers, suffer any loss or damage to reputation as a result of any breach of these conditions.

We are guardians of considerable amounts of sensitive data and it is vital for our business integrity that care is taken to safeguard both the information and the database systems themselves and all actions are in line with our Data Protection Policy.

Failure to adhere to this policy may result in disciplinary action being taken against you, up to and including dismissal for Gross Misconduct.

8. CAPABILITY, DISCIPLINE AND GRIEVANCE

- 8.1 The NE Youth Capability, Discipline and Grievance Policy provides information and guidance about the standards expected of you throughout the course of your employment and how to raise grievances. A copy of this policy is made available to all staff and you must read it and clarify anything you do not understand with your line manager.

9. STANDARDS

9.1 Wastage:

- 9.1.1 We maintain a policy of minimum waste which is essential to the cost-effective and efficient running of all our operations. You are able to promote this policy by taking extra care during your normal duties by avoiding unnecessary or extravagant use of services, time, energy etc.

- 9.1.2 The following provision is an express written term of your contract:-

- Any damage caused by you that is the result of your carelessness, negligence or deliberate vandalism will render you liable to pay the full or part of the cost of repair or replacement;
- Any loss to us that is the result of your failure to observe rules, procedures or instruction, or is as a result of your negligent behaviour or your unsatisfactory standards of work, will render you liable to reimburse to us the full or part of the cost of the loss. In the event of failure to pay, we will seek to recover any losses. Please refer to your contract of employment for further information.

9.2 Standards of Dress:

- 9.2.1 As you will come into contact with service users and members of the public, it is important that you present a professional image with regard to appearance and standards of dress. Where uniforms are not provided, you should wear clothes appropriate to your job responsibilities, and they should be kept clean and tidy at all times.

- 9.2.2 All employees engaged in direct work with young people must wear the uniforms provided to them, along with a NE Youth identification badge, in order to ensure they are identifiable as being an employee or volunteer of NE Youth.

9.3 Housekeeping:

- 9.3.1 Both from the point of view of safety and appearance, work areas must be kept clean and tidy at all times.

10. HEALTH, SAFETY, WELFARE AND HYGIENE

10.1 Health and Safety:

- 10.1.1 You will be provided with a copy of the organisation's Health and Safety Policy and you must read it and make yourself familiar with your own health and safety duties and responsibilities.
 - 10.1.2 You must not take any action which could threaten the health or safety of yourself, other employees, service users or members of the public.
 - 10.1.3 You should report all accidents and injuries at work no matter how minor, in the accident book that can be found in reception, or in the case of working offsite, through the Offsite Accident/Incident Report Form. For further information, please refer to the NE Youth Offsite Accident/Incident Report Procedure which will be issued to you.
 - 10.1.4 All activities undertaken by NE Youth must be fully risk assessed and authorised by your line manager. For further information, please refer to the NE Youth Risk Assessment Procedure and the NE Youth Residential and Off-Site Trips and Activities Procedure which will be issued to you.
 - 10.1.5 Lone working is to be avoided whenever possible. When lone working is deemed necessary for a particular task, it must only go ahead if it has been suitably risk assessed and deemed safe to do so. For further information, please refer to the NE Youth Lone Working Policy.
 - 10.1.6 All staff and volunteers engaged in cookery activities throughout the course of their duties must have first completed a suitable food safety course or be directly supervised throughout the activity by somebody who has.
 - 10.1.7 Completed Registration Forms must be collected for all young people regularly accessing NE Youth services – these can be hard copy or via Upshot. Completed Consent Forms must be collected for all young people being taken offsite by NE Youth staff and volunteers.
- 10.2 Smoking:
- 10.2.1 Smoking, including the use of vaping devices, is not permitted on the premises, or in the company of young people, and this policy must be observed at all times.
- 10.3 Alcohol and Drugs:
- 10.3.1 The use of alcohol may impair the safe and efficient running of the organisation and/or the health and safety of our employees and service users and is therefore not permissible within the course of your duties, unless explicitly authorised by the Chief Executive.
 - 10.3.2 Employees and volunteers who have young people in their care will never be authorised to consume alcohol whilst on duty.
 - 10.3.3 If your performance, or attendance at work, is affected as a result of alcohol or drugs, or we believe you have been involved in any drug related action/offence, you may be subject to disciplinary action and, dependent on the circumstances, this may lead to your dismissal.
- 10.4 Hygiene:
- 10.4.1 You must wash your hands immediately before commencing work and after using the toilet.

10.4.2 If you are suffering from an infectious or contagious disease or illness, you must not report for work without clearance from your doctor.

10.4.3 Contact with any person suffering from an infectious or contagious disease must be reported and you must have clearance from your doctor before commencing work.

11. CHILD PROTECTION AND SAFEGUARDING

11.1 A copy of the NE Youth Child Protection and Safeguarding Policy is available on the non-critical drive. You must read it and familiarise yourself with your own duties and responsibilities.

11.2 You must take action, in line with the procedures contained in the policy, if you witness or suspect that any abuse has taken place or if a child/young person or other individual discloses any information to you which gives you cause for concern.

11.3 The NE Youth Designated Child Protection Office is Jon Niblo and the Deputy Child Protection Officers are Quinn Stanger and Heather Armstrong. You must report any child protection concerns you have directly to these individuals, in line with the policy.

12. RESPONSIBILITIES

12.1 Changes in Personal Details:

12.1.1 You must notify us of any change of name, address, telephone number etc. so that we can maintain accurate information on our records and make contact with you in an emergency, if necessary, outside normal working hours. This will usually involve you completing a Personal Details Form.

12.2 Other Employment:

12.2.1 If you already have any other employment, or are considering any additional employment, you must notify us so that we can discuss any implications arising from the current working time legislation or any potential, or perceived, conflicts of interest. For more information, please refer to the NE Youth Conflict of Interest Policy for more information.

12.3 Time Off:

12.3.1 Circumstances may arise where you need time off for medical/dental appointments, or for other reasons. Where possible, such appointments should be made outside normal working hours. If this is not possible, time off for these purposes may be granted at the discretion of your line manager and will normally be without pay.

12.4 Bereavement Leave:

12.4.1 Individuals' reactions to bereavement vary greatly and the setting of fixed rules for time off is inappropriate. You should discuss your circumstances with your line manager and agree appropriate time off.

12.5 Property:

12.5.1 You are responsible for the safety and security of your own property and we do not accept any liability for any loss of, or damage to, property that may occur when you are undertaking duties on behalf of NE Youth.

12.5.2 You must safeguard and account for any cash which is entrusted to you in accordance with our rules and procedures. Please refer to the NE Youth Petty Cash Procedure, which will be issued to you, for further information.

12.6 Car Insurance:

12.6.1 If your post is a designated car user position, and you are using your car for business purposes, you must ensure that your car insurance provides the proper level of cover for you to satisfactorily complete your duties. Please refer to the NE Youth Transportation Policy for more information.

12.7 Travel Expenses:

12.7.1 We will reimburse you for any reasonable expenses incurred whilst travelling in connection with our business. The rules relating to travelling expenses will be issued separately. You must provide receipts for any expenditure. Staff are not ordinarily eligible to claim travel expenses to and from their fixed place(s) of work.

12.8 Mail:

12.8.1 Private mail should not be sent care of our address. No private mail may be posted at our expense.

12.8.2 All mail posted out from NE Youth must be recorded in the Post Log book..

12.9 Friends and Relatives Contact:

12.9.1 You should discourage your friends and relatives from calling you during work time, except in the case of an emergency.

12.10 Other Policies and Procedures:

12.10.1 The organisation has a number of other policies and procedures that will have been explained to you during your induction and which you must follow. Policies and procedures are available for staff to view on the organisation's Shared Drive. You will be informed of any updates and you must read any amendments and clarify anything you do not understand with your line manager.

13. TERMINATION OF EMPLOYMENT

13.1 Retirement:

13.1.1 NE Youth does not operate a normal retirement age and therefore you will not be compulsorily retired on reaching a particular age. However, you can choose to voluntarily retire at any time, provided you give NE Youth the required period of notice of termination of your employment listed in your contract of employment.

13.2 Terminating Employment:

13.2.1 Terms and conditions relating to the termination of your employment, including the required notice period and the calculation of your final salary payment, are stated within your contract of employment.

13.3 Return of Property:

13.3.1 All property relating to the business of NE Youth must be returned to the organisation upon request.

13.4 Repayment of Outstanding Monies:

13.4.1 On the termination of your employment, NE Youth will deduct from any termination pay due to you, any monies which you owe the organisation. For more information, refer to your contract of employment.

APPENDIX ONE: CODE OF CONDUCT AND GOOD PRACTICE

This code of conduct sets out the expectations NE Youth has of all those who work for it in a paid or voluntary capacity:

Health and Safety: For further detail, refer to the NE Youth Health & Safety Policy

- Young people are not exposed to excessive hazards and/or risks to their physical well-being (i.e. anything likely to cause accidents or harm)
- Risk assessments are carried out prior to all activities, to determine staff to young people ratios, identify and minimise potential risks, and to identify any appropriate resources needed
- Young People are able to express concerns about their well-being and have these dealt with sensitively and promptly by staff and volunteers
- Staff know their legal responsibilities with regard to Health and Safety
- Staff are alert to possible dangers or hazards and act promptly to prevent accidents
- There is adequate first aid cover and equipment immediately to hand
- There is adequate fire safety equipment available
- Fire drills are regularly carried out with service users
- Staff will ensure registration details are collected for young people
- Staff offer a stable, safe, secure and welcoming environment for all individuals
- Health and safety will be discussed during all team meetings and supervisions

Child Protection and Safeguarding: For further detail, refer to the NE Youth Child Protection and Safeguarding Policy

- All staff and volunteers understand NE Youth's Child Protection and Safeguarding Policy and related procedures, including what they must do when abuse is suspected/disclosed
- All staff and volunteers will have completed the NE Youth Safer Recruitment process before commencing regular face to face work with young people
- Staff hold a DBS check which is renewed every 3 years
- Staff will provide opportunities to support young people to understand ways in which can help to keep themselves safe
- Staff will complete regular training in child protection and safeguarding
- Staff will ensure that young people are aware of NE Youth's IT and Internet Safety Rules
- The subject of confidentiality, including the limits of confidentiality, is discussed and explored with young people
- Staff will be vigilant in regards to bullying and take action to ensure that appropriate behaviour is

maintained

- Safeguarding will be discussed during all team meetings and supervisions

Interaction between Staff and Young People

- Staff are open, honest and friendly, offering a clearly defined working relationship
- Staff are committed to advocating on behalf of young people
- Staff listen to young people's concerns, take them seriously and assist them in working through their problems in their own way whenever possible
- Staff are positive role models for young people
- Young people have sufficient access to staff/volunteers attention, depending upon individual need
- Staff have a non-judgmental approach. They are sensitive to, and respect the background of, all young people they come into contact with through their work
- Young people are not pressurised or ridiculed into taking part in any activities
- Staff display a sense of fun and a relaxed and caring approach towards young people

Staff and Volunteers Training and Experience

- Staff receive regular support, supervision and training as part of their development needs
- Staff are aware of, and adhere to, NE Youth's Policies and Procedures
- Staff are trained and have awareness of Child Protection/Safeguarding issues, hold a copy of NE Youth's Child Protection and Safeguarding Policy and are aware of the reporting procedures, including who the Designated Officers are
- Staff seek to develop areas of expertise which benefit young people
- Staff are aware of the developmental needs of young people
- Staff have a broad knowledge of young people's needs generally
- Staff seek to improve the quality and consistency of our work by promoting good practice and ensuring quality standards are adhered to

Links with the Local Community

- We recognise that our projects/programmes can be resources for the wider community
- We advertise and promote our work effectively and keep people informed as potential users
- Clear communication demonstrates that our values are based on equality of opportunity
- We work to create a positive understanding of our work in the wider community

- Comments, suggestions and constructive criticisms are welcomed

Contact with Parents/Carers

- Parents/carers are welcomed and respected
- Parents/carers concerns are treated seriously, and acted upon, following organisation guideline
- Parents/carers views, opinions and ideas are actively sought and encouraged
- Parents/carers are encouraged to take part in activities where appropriate e.g. through volunteering

Management of Projects/Programmes

- Staff/volunteers communicate and meet regularly (formally and informally)
- Resources are managed in a cost effective way
- Staff/volunteers take a team approach and support each other in their work
- Staff/volunteers receive regular reviews of their work and progress
- Staff/volunteers use the very best professional practice to promote the good name of NE Youth
- NE Youth is committed to ensuring that staffing, ratios and gender mixes are in line with current recommended good practice guidelines

Policies and Procedures: For further detail, refer to the NE Youth Polies and Procedures

- Policies and Procedures are in place, in line with current legislation and recognised good practice, relating to the work delivered by NE Youth
- Systems are in place to ensure that policies are implemented and regularly reviewed
- Staff are to abide by all NE Youth Policies and Procedures

Equal Opportunities: For further detail, refer to the NE Youth Equality and Diversity Policy

- 14.9.1 Premises are accessible and welcoming to all
- 14.9.2 Programmes of activities are well balanced and contain elements with which all young people can identify with
- 14.9.3 Positive images of all groups will be provided and negative stereotypes will be challenged
- 14.9.4 Staff/volunteers are offered support and training in anti-discriminatory practices
- 14.9.5 Discriminatory remarks and offensive behaviour will always be challenged
- 14.9.6 Activities avoid religious and political indoctrination and instead raise awareness of the variety of cultures existing within the wider community

14.9.7 Young People we work with reflect the social, economic and cultural composition of the local community. If under-representation exists, strategies will be developed to address inequalities

14.9.8 Staff/volunteers do not condone or participate in behaviour exhibited by young people which is discriminatory or oppressive to others e.g. bullying

14.10 Range and Choice of Activities

14.10.1 Planning is a partnership between staff/volunteers and young people, and wherever possible, will involve working with outside agencies to ensure best practice and to avoid duplication

14.10.2 There are a variety of activities available which considers the social, physical, intellectual, independent, creative, cultural and emotional needs of young people

14.10.3 NE Youth will promote and develop informal social education

14.10.4 Activities take into account the range of ages and the varying stages of development of young people

14.10.5 Programmes of activities are well balanced, imaginative, challenging, creative, and fun

14.10.6 All young people are able to participate in activities. Information relating to barriers to participation is sought from young people and activities adapted to broaden participation

14.10.7 Various delivery methods are used according to needs and progression, i.e. project work, centre based work, one-to-one work, group work, forums, and trips - including wider NE Youth events

14.11 Planning and Evaluation

14.11.1 There is effective planning relating to staffing, resources and funding

14.11.2 There is effective planning and preparation of programmes of activities

14.11.3 Planning takes into account current trends in work with young people, legislation and sources of funding

14.11.4 Facilities are regularly reviewed and evaluated to determine their relevance and accessibility

14.11.5 Programmes are reviewed, evaluated and improved regularly. Records are kept to aid future planning

14.11.6 Supervision arrangements are in place to ensure all staff/volunteers are clear on their roles and responsibilities and aware of the goals they are working to, in line with agreed aims and objectives

14.12 Young People's Roles

14.12.1 Young people's views on issues are actively sought

14.12.2 Young people are actively involved in the planning and participation process

14.12.3 Staff/volunteers will be supported in working with young people to define boundaries for behaviour in line with safe practices

14.12.4 Staff/volunteers are advised to encourage young people to accept responsibility and make decisions for themselves

14.13 Consistency

- 14.13.1 Boundaries for behaviour are clearly identified and consistently implemented
- 14.13.2 Service delivery operates as planned where ever possible
- 14.13.3 Sufficient and clear notice is given to all young people (and parents/carers) when there are changes in service delivery
- 14.13.4 Data protection guidelines are adhered to at all times
- 14.13.5 Staff/volunteers must wear an item of NE Youth branded clothing whenever they are working with young people, along with their ID badge, unless specific requirements are agreed for externally funded programmes
- 14.13.6 Staff/volunteers will be ready to start work at the agreed time partner's employer.