

**Expectations of Staff Policy**

**Dignity at Work**

A high standard of behaviour is expected both inside and outside work. Within the workplace please treat all colleagues, both professional and administrative, with courtesy and respect at all times. The young people with whom we work also have the right to be accorded the same respect.

You need to be aware in your relationship with other agencies that you are the public face of the PRISM Independent School. Please be mindful of how your public comments or criticisms of other agencies may prejudice the PRISM Independent School framework and the networks in which PRISM Independent School operates.

There are mechanisms in place, which can address issues/problems so please consult with a Manager.

**Dress Code**

PRISM Independent School is a professional organisation and would wish to convey that impression to the public and service users. In the normal course of your work you are expected to adopt what might best be described as ‘smart casual’ dress. You may plan to spend all day in the relevant work site but unexpected events may mean having to represent the PRISM Independent School in public or formal arenas. Also, please be mindful that Bradford is a diverse community, each element of which will have its own expectations of dress standards. Without wishing to decree that all staff should wear collar and ties or trouser suits it is not appropriate for example for staff to wear shorts or crop tops.

**Delivery**

The dress code may be relaxed for delivery

**Court**

The court is the most formal of work settings and will require males to wear jacket and tie and females a jacket and trousers or skirt (in keeping with all the agencies who service the courts).

**Contact with Service Users**

Staff need to maintain a professional relationship with service users (inside and outside of work).

All staff have a responsibility to avoid becoming involved in a personal way in situations that could bring PRISM Independent School into disrepute.

Professional and personal relationships must be clearly separated. Individual staff have a personal responsibility to inform their Manager when their relationship with a service user or a former service user has moved or may move beyond a strictly professional one.

All staff have a responsibility to inform Management of any concerns that they may have about a colleague’s behaviour, actions or relationship with or towards a service user.

**Gifts**

No gifts of financial value can be received from a service user.

**Secondary Jobs**

You are required to declare to your Manager any additional forms of employment.

**Family**

If you or any immediate family are involved with Social Services (Children’s), Police or Probation Service then your Manager needs to be informed.

**Involvement with the Criminal Justice System**

You must notify a Manager at the earliest opportunity if you are arrested or charged for a offence (includes driving offences).

**Confidentiality**

Staff have a duty to ensure that confidential information on service users is dealt with in accordance with the Data Protection Act. Care should be taken in making sure that people seeking information are who they say they are.

No information on service users should be shared with members of the public. If staff come under pressure from the public to seek or provide information inappropriately this should be brought to the attention of a Manager.

When working with a young person any information gained is not your personal information and may need to be shared with other PRISM Independent School staff or external agencies. Clients should know that our responsibilities regarding confidentiality are tempered by the need to protect the client or others from harm.

**Staffing Operational Issues**

**Signing In/Out**

Health and Safety require that we have an accurate record of who and when staff are present in work. In addition audit requires that we can account for when staff are working. Therefor please use the book.

**Time off in lieu (TOIL)**

It is recognised that the nature of the job requires working more than contracted hours on occasions. TOIL must be logged with your line manager. The deliberate accumulation of TOIL is not allowed and you should aim to clear it reasonably quickly. If attaching TOIL to any holiday period this should be noted on your leave sheet and TOIL must be logged on the TOIL form.

**Alcohol**

No alcohol is allowed on PRISM Independent School premises. You should be clear of any effects of alcohol when reporting for work. No staff should consume alcohol during working hours or at any time when this would impede your ability to do your job.

**Smoking**

Smoking id not allowed in any of the PRISM Independent School. It is not appropriate to smoke in the presence of young people and staff should not give or purchase cigarettes for young people.

**Annual leave**

Staff Managers will approve annual leave in accordance with the needs of the project. Please refer to *Job Description re school holidays and leave.*

**Health and Safety**

All staff have personal responsibility for health and safety in addition to those of management. You should be aware of the health and safety implications of your activities and report any concerns to the Executive Head teachers.

If you have an accident or injury whilst at work you must complete the accident book and form, which can be found in the administration office.

Please ensure you have read the guidelines relating to issues of violence at work. If you are anxious about visiting a service this should be discussed with a manager.

**Sickness**

All employees are required to phone the office on their first and fourth days of sickness and a doctor’s certificate is required after 7 days (including weekends). This should be sent to admin. When phoning in please try and give some guidance as to how outstanding work, appointments etc. should be handled and do not assume that everyone knows what is in your diary.

**Mail received/sent to staff**

It has always been our practice to open mail marked ‘PRIVATE & CONFIDENTIAL’ or ‘STRICTLY PRIVATE & CONFIDENTIAL’ because the vast majority of items we receive are marked thus, and virtually all of them relate to clients or proceedings and require date stamping/processing without delay. Staff should advise others sending them mails to mark this as follows**; Mail marked ‘PERSONAL’ or ‘TO BE OPENED BY ADDRESSEE ONLY’ is forwarded unopened to the addressee.**

**Mobile Phone Use**

From 1st December 2003, it is an offence to use a hand – held phone when driving, even when stopped at traffic lights.

Do not forget, in the event of a road traffic accident the police will automatically check your mobile phone usage. You will not be able to hide the fact you were using it.

The Highway Code contains the following requirement. This forms part of the Road Traffic Act so that it is a legal requirement and a criminal offence to disobey it:

You MUST exercise proper control of your vehicle at all time. Never use a hand held mobile phone or microphone when driving. Using hands free equipment is also likely to distract your attention from the road. It is far safer not to use any telephone while you are driving – find a safe place to stop first.” (Road Traffic Act 1998 Sections 2 and 3)

Do not use a mobile phone in a moving vehicle if you are the driver.

If you must receive calls whilst you are driving the vehicle use a mobile phone with voicemail or call divert facilities. This way your phone is switched off and not a distraction. You can then check and deal with your calls when the vehicle is safely parked up.

Personal mobile phones should only be used at work for urgent/emergency calls. Non-urgent/emergency calls to be made in lunchtime or non-office hours. Applies to all staff including Admin.

In certain situation mobile phones will need to be switched off i.e. court or meetings.

Work mobile phones are not to be used for personal calls unless urgent or an emergency.

Telephones should not be used for personal use unless urgent/emergency calls.

**Service Delivery Issues**

**Records**

Staff have a responsibility to ensure that records of their work are up to date and accurate.

Service Users have the right to access information so please be clear what (information) is factual and what is opinion.

**Accidents to Service Users**

All accident to service users must be notified to a manager as soon as possible and recorded.

If it occurs out of hours, MD or line manager should be contacted at home.

If it is an emergency, get medical attention first then contact line manager, if not available contact Paul Craven, telephone 01904 340492

The young people must receive appropriate medical attention linked to the severity of the accident.

Staff must exercise due care and attention for the young people they are working with and who they are responsible for.

Staff to ensure that they pass onto parents or carers appropriate information that may assist them to respond to the accident that has occurred.

This advice is essentially common sense but is to remind staff of our obligations to care for a young person.

**Out of Hours**

In the unlikely event of the need for an Out of Hours service or emergency information can be relayed to the Social Services Emergency Duty Team, Telephone: 01274 530434.

**Service User Complaint/Compliment**

If a service user wishes to complain about the service they have received they can complain by contacting a PRISM Independent School Manager or they can complain to the board direct.

If a service user wishes to compliment staff for the service they have received they should be advised to contact the Executive Head teacher.

**The Media**

Please do not make comment to the press, radio or television unless authorised to do so. Refer instead to the Executive Head teacher or a Team Manager.

**I.T. Issues**

Staff need to be aware that e-mail messages have the same status as letters and therefore will be treated as such. Staff need to be vigilant that any e-mails are therefore appropriate and do not offend.

Misuse of the I.T. System may lead to disciplinary action.

Extreme care needs to be taken when using the portable computer equipment to prevent them from being stolen or damaged. They should not be left in a car unattended and not have personal details on the hard drive.

**Summary**

This guidance has been updated and is being issued in order to advise and support staff but this guidance does not overrule any individual agencies of conditions of service. Much of this guidance is common sense and if in doubt seeks clarification from a Manager.