

STAFF HANDBOOK



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**Sue Deeley 07739 179031 Director
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WELCOME TO GETTA LIFE

The Directors are proud of Getta Life and hope that you become an asset to the service alongside the rest of the staff team.

To ensure that you know what is expected of you, we have produced a staff handbook.

It is not exhaustive as it is impossible to include everything, but it includes some basic information to assist you in your new role.

You will also have access to the following documents:-

- History of Getta Life
- Statement of Purpose
- Induction Programme
- Guidance for day to day working
- Policies and Procedures- please ensure you are familiar with these.
- Training and Development plan
- Code of conduct Roles and Responsibilities

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- Record keeping requirements
- Recruitment and Selection procedure

We support people with a learning difficulty to live their lives in their own homes,

We use person centred planning as a central influence in supporting people to live their lives well.

We believe that people with learning difficulties should live their lives how they wish and have the same rights and opportunities as anyone else in society.

GETTING STARTED

Getta Life grew out of the relationship that we had with eight people with severe learning difficulties with whom we worked at the Hollies in Coventry.

We set up Getta Life to provide direct support for people to live their lives and realise their dreams.

We believe that we can help people live their lives in a participative, meaningful and happy way.

We believe that people with severe learning difficulties should be able to live in their own homes and with good support.

We believe anyone can grow and develop.

We have always worked in a collaborative way with people with disabilities, both in the health and social care field.

We constantly look to challenge our practice and ensure that we work in an ethical and respectful manner, with our employers (the service users) with our staff and other stakeholders (interested people).

INTRODUCTION

GETTA LIFE STATEMENT OF PURPOSE AIMS & OBJECTIVES

AIMS:

Getta Life aims to support people with learning difficulties to live great lives.

OBJECTIVES:

1) We will provide 24 hour support to a small number of people with severe learning difficulties who live in their own homes (24 people). This support will be delivered within the framework of Getta Life values:-

GETTA LIFE'S VALUES & BELIEFS

- Everyone is valuable and has a contribution to make.
- Everyone needs to have a meaningful relationship in their lives, which helps them to feel loved, needed, wanted and respected; we aim to make this a reality.
- We believe that everyone can tell us what they want if we take the time to hear them. We will continue to get better at listening to what and how people communicate with us.
- Inclusion in all parts of society and life is everyone's right. No one should be excluded. We will support people to be fully integrated.
- People with a learning difficulty can live ordinary and great lives; they just need the right support to do so.
- People need their basic personal care and health needs to be well met to be able to enjoy life and have a good life.
- Life will be a mixture of fun, things to do and things to achieve.
- We encourage everyone to contribute to others as well as providing times for reflection and relaxation.
- We will support people to be themselves and don't expect them to fit how we think they should be.

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- We will support people to grow, develop and try new experiences, sometimes this may include taking assessed risks, which have to be managed responsibly.
- We value and believe that a society which is made up of varied and diverse people brings richness to our lives.

2) Getta Life supports people with severe learning difficulties who have additional physical disabilities, sensory impairment or the label of being challenging.

3) Getta Life is registered as a provider of personal care with the Care Quality Commission - this will be provided to people in their own homes and Getta Life will support people with their activities in the community.

4) Getta Life is a limited not for profit company.

5) The Getta Life offices are in Coventry.

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2 Sandy Lane
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6) The registered managers for Getta Life are:-

Sue Deeley
Julie Smith

Tel: 07739 179031
Tel: 07739 179032

7) Getta Life supports people who live in Coventry and Warwickshire.

CONDUCT OF STAFF

The Directors are committed as employers to adhering to the standards set out in the Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England.

All staff will be issued a copy of this as part of their induction. It is important that you read this in full and you are expected to adhere to all aspects of it at all times.

The key aspects of the code are as follows:-

- As a social care worker, you must protect the rights and promote the interests of service users and carers
- As a social care worker, you must strive to establish and maintain the trust and confidence of the service users and carers.
- As a social care worker, you must promote the independence of service users while protecting them as far as possible from danger and harm.
- As a social care worker, you must respect the rights of service users while seeking to ensure that their behaviour does not harm themselves or others.
- As a social care worker, you must uphold public trust and confidence in social care services.
- As a social care worker, you must be accountable for the quality of your work and take responsibility for maintaining and improving your knowledge and skills.

If it is found that staff are at any time in breach of the code or behave in such a way that effects the safety and well being of service users then they may be disciplined under the organisation's disciplinary procedure;

A copy of the Disciplinary Procedure is included in this Staff Handbook and in the Company's Policies & Procedures - please make sure you read it.

Your roles & responsibilities are outlined in your Job Description (issued with your application form and in your Welcome Pack) - Please make sure you read this too.

GUIDANCE FOR DAY TO DAY WORKING

- You should not sort out cover in front of the person you support or argue about the rota in front of the person you support.
- You will not bring your children to work.
- You will always remember that you are working for the service users; you will always put service user's needs first.
- You are paid by the service user. This means your working hours will be spent with the service user.
- You may only use service user's car on their behalf, the car WILL NOT be used for your own purposes.
- You will not use your mobile phone to make or receive personal phone calls except in extremely urgent circumstances.
- You will not use the service user's belongings for your own use, e.g. their phone, vehicles, washing machines.
- You will not misuse the service users' money either for your own use or spend it unnecessarily or inappropriately.
- You will not misuse service user's homes e.g. entertaining your own guests, staying overnight if not on duty, borrowing or misusing their belongings.
- You will check the phone for messages, open post and deal with both appropriately.
- Do not leave your personal belongings in the service user's home.
- When out with the service users it is not acceptable to do your own errands, shopping, banking etc.
- You must not wear slippers or indoor footwear. All footwear must be safe to work in and meet health and safety guidelines.

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- You must respect service users' homes and help them keep them in the manner that they have indicated and according to health and safety guidelines.
- Make sure you recycle things where possible.
- You must not smoke at work.
- You must not drink alcohol whilst at work.
- You must take your allocated annual leave in the year it is accrued.
- You must speak in English all the time while you are at work.
- It is a requirement of our insurance company to re send for everyone's DBS check every 3 years. The DBS will also be re-done if a member of staff is being investigated for, or known to have committed, a criminal offence.

The following practices are ESSENTIAL. Staff MUST TRY to do them and persevere sensitively and respectfully if the person is resistant: -

- Talking to the person you support whilst delivering personal care.
- If two people are needed for a service user's personal care needs ensure he/she is included in and central to the conversation.
- Thinking about how this feels while you are giving personal care.
- Taking people to the bathroom discreetly.
- If there is a medical requirement for recording when someone has opened their bowels please do it respectfully and in a discreet way.
- Making eye contact when delivering personal care.
- Helping a person to decide which perfume/aftershave they would like to use.
- Helping a person to work out a skincare routine and stick to it.
- Encouraging a person to have their teeth cleaned when they don't want them cleaning - be prepared to model this when encouraging people.

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- Persuading someone to have a bath when they are reluctant - make sure the person has time to soak if they can.
- Making sure the water is not too deep.
- Offering a cup of tea, coffee or glass of wine while the person is in the bath.
- Staying with the person while they're in the bath if they need your support to stay safe.
- Using body lotions after a bath or shower - please do not wear gloves when applying these.
- Cleaning the bath after it is used.
- Helping the service user use nice toiletries of their own choice.
- Making sure you shave the person well and carefully - make sure they are good quality razors and they're replaced regularly.
- Seeing the funny side and staying ok when things go wrong.
- Helping the person keep their nails clean and well cut or manicured.
- Supporting women to take care of their body hair if they choose to.
- Helping people to paint their nails if they want them painted.
- Helping people to get their hair styled and coloured if they want that done.
- Styling the persons hair well.
- Supporting the person to have a facial or a massage.
- Helping people to buy and wear nice underwear and other clothing,
- You must take good care of your own personal care needs and ensure you smell nice when you are at work.
- Be prepared to be flexible about your finishing time if the person you support is out enjoying themselves.
- Be interested in whatever the person is doing.
- Please ensure bathroom / bedroom doors are closed to respect privacy if the person will accept that.

These practices MUST NOT HAPPEN:

- Answering the door in gloves/apron
- Telling the person you have got to be quick as it is time for you to go home.
- Not wearing gloves when someone has been incontinent of faeces.

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- Wearing aprons to deliver personal care.
- Covering your mouth whilst changing someone.
- Commenting on peoples bodily functions at any times.
- Feeling that the person is being unhelpful or making it more difficult on purpose.
- Saying 'that's disgusting'.
- Saying 'that stinks'.
- Wearing gloves to clean someone's teeth.
- Wearing gloves to support someone eating.
- Wearing gloves to wipe people's chins.
- Leaving the person on the toilet when you go off shift, for the next person coming on shift to support them off the toilet.
- Answering the telephone when you are delivering personal care.
- Using your mobile phone for personal calls.
- Using 'no frills' cheap branded toiletries.
- Wearing gloves at any time except for intimate personal care.
- Putting something off when the person needs it.
- Don't talk across the person you're supporting to a colleague.

CONTACTING YOUR LINE MANAGER OR SENIOR SUPPORT WORKER

- Your manager or senior support worker will have their phone on and be contactable between the hours of 9 - 5 each week day unless they are on leave. They may have their phone on silent if in meetings, working directly with clients or doing supervisions. Leave a message and they will get back to you as soon as possible.
- You should use the on call system for the part of the service you are working in outside of these hours, unless your manager has said you can phone them outside of these times.
- Senior support workers should support each other and return calls from each other as soon as possible even if you aren't on call. Sometimes the person on call may need to check something with you if there is a difficulty in your team.
- Our aim is to support all staff to do their jobs to the best of their ability, this generally means responding to calls as soon as possible even if they seem trivial - as this gives staff more confidence in the support system and will help them grow and develop.
- Sue or Julie are always on call as a back up to the on call system.
- It is not acceptable to ignore calls or not to respond to them in a reasonable amount of time. Not responding leaves staff feeling devalued and unsupported.

WHAT IS SUPERVISION?

- OPPORTUNITY TO DISCUSS ROLES & RESPONSIBILITIES
- A TIME TO BE GIVEN CONSTRUCTIVE FEEDBACK ON YOUR PERFORMANCE
- A TIME TO REFLECT & LEARN FROM PREVIOUS PRACTICE
- A TIME TO DISCUSS ISSUES THAT MAY BE PROVING A CHALLENGE
- A TIME TO REVIEW TRAINING NEEDS AND RECENT TRAINING OPPORTUNITIES
- A TIME TO PLAN AND DEVELOP ONE'S ROLE AND CONTRIBUTIONS
- A TIME TO CONSOLIDATE AND THINK AHEAD

Supervision is part of Getta Life's overall commitment to ensuring that the staff are well supported and that their practice is reviewed, encouraged and sustained.

In turn this works to ensure that the people that Getta Life supports are enabled in a manner that is mutually respectful, open and positive.

Following your detailed Induction programme you will begin to receive individual supervision from a senior member of your team.

Prior to your supervision session, it is helpful if you plan and consider any areas that you may have to discuss. In between sessions it's helpful to jot any thoughts you may have down on some paper.

Supervision is, in many ways, a personal opportunity to review and plan your role within the company.

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What is really important is that both the supervisor and supervisee, prepare for the session and are as open and honest as possible. This way everyone will get a lot out of the process.

Sometimes your supervisor may speak to you about things that they have observed or heard you say, that might not be the best approach or most appropriate response for the people that Getta Life supports.

Though this might feel unpleasant, it is important that all of us are able to listen and take on board people's feedback, so that we can reflect on our practice and behaviour.

This process is set up to improve you as an individual practitioner, as well as to ensure that the people we support are supported to the best of our ability.

Supervision is an important part of maintaining and improving the standards of support given.

There are four key elements to our Supervision process.

- Reviewing your practice
- Discussing training and development needs
- Reviewing your role within the company
- A private time for you to discuss any other matters

WHAT ARE APPRAISALS?

- A TIME TO CELEBRATE SUCCESS
- BUILD RELATIONSHIPS
- TALK OPENLY AND CONSTRUCTIVELY ABOUT IDEAS
- FORMALLY RECOGNISE PROGRESS MADE
- IDENTIFY TRAINING NEEDS
- REVIEW THE PAST YEAR TO PLAN FOR THE FUTURE
- IDENTIFY WHAT YOU DO BEST
- TIME TO REFLECT
- RAISE STANDARDS
- IMPROVE THE QUALITY OF THE SERVICE

Appraisals are part of Getta Life's overall commitment to ensuring that the staff are well supported and that their practice is reviewed, encouraged & sustained.

In turn this works to ensure that the people Getta Life supports are enabled in a manner that is mutually respectful, open and positive.

Prior to your first appraisal you will have already become familiar with the experience of having supervision sessions. Your appraisal is not dissimilar to that, but reflects not only on the last twelve months, but also looks to the next twelve months and what hopes and aspirations you both have.

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The appraisal is in many ways a personal opportunity to review and plan your role within the company.

What is really important is that both the appraiser and appraisee, prepare for the session and are as open and honest as possible. This way everyone will get a lot out of the process.

There shouldn't be any surprises at your appraisal and any performance issues will have already been drawn to your attention in another forum.

Currently our appraisals take place once a year, at a mutually convenient time. They should not take more than two hours.

So, it's helpful to work through the *Getta Life Annual Appraisal* document that will be forwarded to you at least a week before your appraisal has been booked.

If you are unsure about any of the questions please speak with your supervisor prior to the session.

Appraisals are usually carried out by one of the Directors or someone designated by them to carry out the appraisal on their behalf.

There are five key elements to our appraisal process;

- Reviewing your achievements and learning
- Areas of development, personal, training
- Feedback to us about your views about *Getta Life*
- Feedback from *Getta Life* about you
- A private time for you to discuss any other matters

GETTA LIFE IS COMMITTED TO YOUR TRAINING AND PERSONAL DEVELOPMENT

We will ensure:-

- That you have a minimum of 3 days orientation prior to working directly with clients without supervision
- That you have training needs analysis as part of your induction
- That you receive a comprehensive induction programme
- That you receive health and safety training
- That you receive training specific to the client group that you will be supporting
- That you will receive refresher training as identified at your annual appraisal
- All of the workforce will be registered to successfully complete the preparation to work in Adult Social Care Certificate and Skills for Care Induction Standards.

TRAINING AND DEVELOPMENT POLICY

The Directors of Getta Life are committed to ensuring that our staff are competent and trained to carry out their specific roles for the service.

We believe that the quality of our service is directly affected by the understanding and skills of the staff who deliver it. Training is therefore a sound way to ensure high standards.

PROCEDURE

- Providing intensive induction and foundation training in line with the Training Standards for Healthcare Support Workers and Adult Social Care Workers in England.
- Training and development are linked to service users' needs, the Service's Aims and Objectives and Mission Statement and are relevant to the service provision.
- A Training Needs Assessment is carried out for all staff annually via their Appraisals and incorporated where possible in the overall training programme.
- An evaluation of all training is carried out to assess its impact on the delivery of care to the service users.
- There is a training record established of core training requirements which profiles all staff.
- Training profiles are agreed individually (via supervision) with staff in relation to their role and responsibilities.
- All staff will complete a current relevant Qualification.
- All staff will be paid for training or development initiatives, unless otherwise agreed by their line manager.
- It is essential that you attend all training identified for you or that you have requested. Non-attendance without prior permission may be seen as a disciplinary matter.

ACCESS TO FAIR ASSESSMENT POLICY REGARDING TRAINING

The assessment requirements will be explained clearly to learners. Learners will also be informed of plagiarism and malpractice policies and procedures.

Tutors will meet to standardise assessment tasks. Tasks need not be identical for all groups but the demands on learners should be comparable

There will be a variety of types of assessment tasks to meet the needs of the target group. The tasks will be appropriate to the level and target group. The assessment strategy will be monitored to ensure that overall workload and timing of assessments is not disadvantageous to learners and tutors.

Clear criteria for the marking and assessments will be given to learners. Learners will be given clear guidance on how the assessments are to be carried out.

Feedback on assessed work will be provided to learners in a way that promotes learning and facilitates improvement. Feedback will be given on all assessed work and comments will be related to assessment criteria. Learners will be informed of feedback procedures, including submission and return dates. Where assessment is through group work the contribution of the individual learners should be clearly distinguishable.

Assessment decisions will be recorded systematically.

Partner organisations will follow Getta Life's requirements for the conduct of assessments.

ASSESSMENT APPEALS POLICY AND PROCEDURE REGARDING TRAINING

Getta Life's assessment appeals procedure is intended to help learners who feel that an assessment decision awarded to them is unfair. This procedure applies only to assessment by staff of Getta Life. In the case of external assessment (e.g. external tests for some qualifications) the awarding bodies concerned have their own appeals procedure.

POLICY

- All learners have the right to appeal against any assessment decision made
- The appropriate procedure will be explained to learners
- A copy of the procedure will be provided to learners when the first assignment is set

PROCEDURE

1. If the learner disagrees with the assessment awarded s/he should discuss the issue with the tutor/assessor within seven days of receiving the assessment decision.
2. If the matter is not resolved the learner should complete an assessment appeal form and return it to the moderator.
3. The moderator will discuss the issue with the learner and the tutor /assessor and arrange for the work to be reassessed by another tutor/assessor if necessary.
4. The moderator will make notes at this meeting, summarising what is discussed and action to be taken. Those present will sign the notes to agree they are an accurate record and a copy will be retained by each party.
5. Following any action taken the moderator will agree the assessment decision to be awarded to the learner and communicate this to the learner in writing. This decision is final.
6. Details of any internal appeals will be made available to the OCN approved internal verifier.
7. If the learner is still dissatisfied after exhausting Getta Life's appeal procedure s/he may appeal in writing to OCNWMR.

FREEDOM OF INFORMATION

RECORD KEEPING AND ACCESS TO FILES POLICY

The Directors of Getta Life are committed to ensuring that adequate records are kept and appropriate access to such files can be made.

PROCEDURE

- All records will be kept secure and in good order and in accordance with the Data Protection Act 1998 and the 'Confidentiality and Disclosure of Information' (Policy 2).
- All records kept must be well maintained, up to date and accurate.
- All staff, as part of their induction, will be shown the types of records used in the service and the nature of the recording.
- Staff will be assisted to understand the need for accurate, concise and non-judgmental recording.
- Staff will be assisted in understanding the significance of recordings and the part that they play in the wellbeing of the service user.
- Service users will be supported to understand that records are kept about them and their purpose.
- Service users can have access to their own records.
- Records will be presented in a format accessible to each service user wherever possible, such as photos, pictures, symbols, video & audio tape.
- All records relating to service users are not accessible by a third party, unless it is deemed to be in their interests.
- Staff can access their own personnel files at any time.

RECRUITMENT AND RETENTION OF EMPLOYEES AND TERMINATION OF EMPLOYEES' CONTRACTS POLICY

We operate a thorough selection and recruitment procedure based on equal opportunities and the requirement to safeguard vulnerable adults (service users). Current employment law is followed in relation to all aspects of staff recruitment, retention and the termination of contracts.

PROCEDURE

- Two written references are obtained and checked before making an appointment and any gaps in employment explored.
- New staff are only confirmed in post following completion of a satisfactory DBS check including checking if the person is on the Adults Barred List.
- Where possible service users are involved in the selection of staff.
- Staff are employed in accordance with the Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England.
- All staff appointed will be subject to a minimum of a 6 month probationary period, which can be extended to 12 months.
- All staff will receive a statement of terms and conditions following their probationary period.
- We will ensure that suitably qualified, competent staff work for the service in such numbers as are appropriate for the health and welfare of the service users.
- Shadowing and supernumerary time will be provided as appropriate to the role.
- All staff will receive induction training of how to work with the person they will be required to support .
- All staff will receive a comprehensive training package relevant to their role.
- All staff will receive regular supervision and appraisal sessions.
- A comprehensive Disciplinary and Grievance Policy and Procedure is available.
- Bi-annual get together days are provided for all staff and people supported by Getta Life.
- Promoting and maintaining staff morale is a priority for the service.

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PROCEDURE ON RESIGNATION AND TERMINATION OF EMPLOYMENT

- We are sensitive to issues of endings, loss and change. Where appropriate service users and employees will be notified of a resignation and farewells arranged as deemed relevant on each occasion.
- All staff are offered the opportunity to receive an exit interview if they wish. This is usually carried out in a person's last supervision session.
- Feedback from employees leaving the service is encouraged and will be seriously considered in terms of improving the quality of the service.
- Payroll will be advised accordingly.

N.B. Employees leaving the service are asked to check with the team manager/the Directors first before using Getta Life for reference purpose.

FLEXIBLE WORKING POLICY

It is the Company's view that the promotion of flexible working arrangements increases staff motivation, reduces employee stress, improves employee performance and productivity and encourages staff retention.

All employees have a statutory right both to request a change to the terms and conditions of their employment and to have that request considered seriously by the Company.

In order to make a request under the statutory right, an employee must have worked for the Company for a continuous period of six months at the date the application is made, (following the probationary period) Only one request may be made during any 12 month period.

The Company implements the right to request flexible working set out in the Children and Families Act 2014.

Employees can apply to vary the number of hours they work, the times they work or their place of work (between their home and the Company's place of business).

The following procedure will apply to flexible working requests:

- The employee must first make their request in writing to the Company setting out the flexible working arrangement they seek. The employee must also state if they are making their request in relation to the Equality Act 2010, for example, as a reasonable adjustment for a disability.
- Within 28 days of receipt of this application, the Company will usually set up a meeting with the employee to discuss the changes the employee has proposed, the effect of the proposed changes and any possible alternative work patterns that might suit both parties. The employee has a right to be accompanied at this meeting by a work colleague.
- The Company will properly consider the request and will make a practical business assessment on whether, and if so, how the flexible working request could be accommodated.

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- The Company will usually notify its decision to the employee within 14 days of the meeting. If the Company accepts the employee's request, it will write to the employee, establishing a start date and providing a written note of the contract of employment variation. If the application is refused, the Company will explain the grounds for refusal in writing and confirm the internal appeal procedure.
- Where a request is agreed to, it constitutes a permanent change to the employee's terms and conditions of employment and the employee does not have a right to revert to their previous pattern of working at a future date.
- The employee can appeal against a refusal within 14 days of receipt of the Company's rejection letter. The Company will usually then set up a meeting with the employee to discuss the appeal within 14 days after receiving the employee's appeal letter. After that meeting has been held, the Company will write to the employee within 14 days to notify the employee of the outcome of the appeal.

The Company will usually only refuse an application on one of eight grounds. They are:

1. The burden of additional costs.
2. Detrimental effect on ability to meet customer demand.
3. Inability to reorganise work among existing staff.
4. Inability to recruit additional staff.
5. Detrimental impact on quality.
6. Detrimental impact on performance.
7. Insufficiency of work during the period when the employee proposes to work.
8. Planned structural changes.

Each request for flexible working will be dealt with individually, taking into account the likely effects the changes will have on the Company, the work of the department in which the employee making the request is employed and the employee's colleagues. This means that if the Company agrees to one employee's request, this does not set a precedent or create a right for another employee to be granted the same or a similar change to their work pattern.

MATERNITY POLICY

Any member of staff who has been in post for two years or more at the time that they become pregnant will be entitled to a Maternity grant from Getta Life. She will be eligible for two Maternity grants during her employment.

Getta Life recognises the need to have clear channels of communication, in order to plan and support an employee when she is pregnant and to ensure the delivery of services to service users is not unduly disrupted or affected.

In order to achieve these goals, the following timetable must be followed, as directed by the Department for Trade and Industry in the guidance booklet PL958 (Rev 9), 'Maternity Rights - a guide to employers & employees - Babies due on or after 6th April 2003'.

The terms 'new and expectant mothers' includes women, who are pregnant, who have given birth within the last 6 months or who are breast feeding.

PROCEDURE

On becoming pregnant, you must notify your line manager as soon as you feel able to do so. This is important because there are health and safety considerations for the company.

For the new and expectant mother to take advantage of the right to maternity leave, she must notify Getta Life no later than the end of the 15th week before the week the baby is due, or as soon as reasonably practicable, of the following:

- That she is pregnant
- When the expected week of the childbirth will be, by means of a medical certificate
- When she intends her maternity leave to start, in writing

(To assist employees in planning the effect notice periods you can obtain a maternity leave plan from Sue or Julie)

In addition, for the purposes of claiming SMP, the employee must give Getta Life medical evidence of the date the baby is due and, where appropriate, born, by:-

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- Using a maternity certificate (form Mat B1).
- The Mat B1 form must be given to Getta Life by the end of the 3rd week of what would be the maternity pay period. If there is good reason why the Mat B1 certificate has not been given to Getta Life within this 3rd week period, the time limit may be extended to the end of the 13th week of her maternity pay period, but no longer.

The start of the maternity leave must be no earlier than the 11th week before the expected week of childbirth.

The employee can give notice for her Statutory Maternity Pay (SMP) at the same time.

- To qualify for SMP only, she must give Getta Life at least 28 days' notice of the date she expects her SMP to start and provide medical evidence of her pregnancy.

The employee can change her leave dates as long as she gives Getta Life 28 days' notice.

Getta Life will notify the employee of the end date of their ordinary or additional leave (26 or 52 weeks, whichever applies from the employee's notification letter to Getta Life) within 28 days of firstly receiving written notice as outlined above.

- The date given to the employee will be that if they take their full leave entitlement and that of their expected return to work.

If an employee is claiming leave, but not SMP, they only have to provide Getta Life with a maternity certificate.

An employee who fails to give the required notifications within the specified time limits may lose their rights to SMP and to start maternity leave on their intended start date.

- The time limits can be extended only in circumstances where it was not reasonably practicable for the notifications in question to have been given earlier.

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Leave Entitlements

- **Ordinary maternity leave (OML):**

All pregnant employees are entitled to a period of 26 weeks' ordinary maternity leave. This right to maternity leave applies regardless of a contracted employee's length of service. Salary will be replaced by SMP if you are eligible to receive it.

You are encouraged to take any outstanding annual leave due to you before the commencement of OML. You are reminded that holiday must be taken in the year that it is earned and therefore if the holiday year is due to end during maternity leave, you should take the full year's entitlement before starting your maternity leave.

- **Additional maternity leave (AML):**

Employees who have completed 26 weeks' continuous employment with Getta Life are also entitled to additional maternity leave, which begins at the end of ordinary maternity leave. Salary will be replaced by SMP for the first 13 weeks of AML if you are eligible to receive it. The remaining 13 weeks of AML will be unpaid. Pension contributions will continue to be made during the period when you are receiving SMP but not during any period of unpaid AML.

For the first 6 weeks, SMP is paid at the higher rate, which is equivalent to 90% of your average weekly earnings calculated over the period of 8 weeks up to and including the QW. For the purpose of calculating average weekly earnings, shift allowances, overtime payments, bonuses and commission are all included.

The standard rate of SMP is paid for the remaining 33 weeks (or less if you decide to return to work sooner). This is paid at a rate set by the Government for the relevant tax year, or 90% of your average weekly earnings calculated over a period of 8 weeks up to and including the QW if this is lower than the Government's set weekly rate.

continued...

- **Compulsory maternity leave:**

An employee may not work for Getta Life immediately after childbirth. This period of compulsory maternity leave will last for 2 weeks from the date of childbirth.

An employee's maternity leave will not normally start before the notified date unless the required written notice has been received by Getta Life, except in the following circumstances:

- If the employee gives birth before the date she has notified, or before she has notified a date, her maternity leave period starts automatically on the day after the date of the birth. The employee must notify Getta Life as soon as is reasonably practicable of the date of birth.
- If the employee is absent from work due to a pregnancy related reason after the beginning of the 4th week before the expected week of the childbirth, but before the date she has notified Getta Life, her maternity leave period begins automatically on the day after the first day of her absence. She must notify Getta Life that she is absent from work wholly or partly because of pregnancy and of the date on which her absence for that reason began, as soon as is reasonably practicable.

Maternity allowance

IF you have been working for Getta Life for less than 26 weeks at the QW, you are not eligible to receive SMP. You may, however, be able to apply to the Department of Work and Pensions for Maternity Allowance if you meet their qualifying conditions.

Time off for ante-natal care

Once you have advised Getta Life that you are pregnant, you are entitled to take reasonable paid time off work to attend ante-natal appointments as advised by your doctor, registered midwife or registered health visitor. Ante-natal care may include relaxation and parent craft classes

continued...

that your doctor, midwife or health visitor has advised you to attend, in addition to medical examinations.

In order to be entitled to take time off for ante-natal care, you are required to produce a medical certificate from one of the above, stating that you are pregnant. Except in the case of the first appointment, you should also produce evidence of the appointment, such as an appointment card.

You should endeavour to give your line manager as much notice as possible of ante-natal appointments and wherever possible try to arrange them as near to the start of or end of the working day as you are able.

Sickness absence

If you are absent from work during your pregnancy due to sickness, you will receive sick pay in the same manner as any other sickness absence provided that you have not yet begun ordinary maternity leave.

If you are absent from work wholly or partly because of pregnancy during the 4 weeks before the EWC, you must notify Getta Life in writing of this as soon as reasonably practicable.

Return to work at the end of maternity leave:

Return to work after Maternity leave:

- The employee will have been notified of the date her leave will end by Getta Life.
- If the employee intends to return to work before the end of her ordinary or additional maternity leave period, she must give Getta Life at least 8 weeks' notice, in writing, of her date of return.

Return to work at the end of maternity leave:

- An employee who does not qualify for additional maternity leave does not have to give Getta Life advance notice if she intends to return to work immediately after the end of her ordinary leave period (which will be the same as that notified by Getta Life).

continued...

- An employee does not have to give Getta Life advance notice if she intends to return to work immediately after the end of her additional maternity leave period (which will be same as that notified by Getta Life).
- The employee must give Getta Life 4 weeks' notice if she does not intend to return to work after her maternity leave (ordinary or additional).
- If you worked full-time prior to your maternity leave you have no automatic right to return to work on a part-time basis or to make other changes to your work patterns. However, all requests for part-time work or other flexible working arrangements will be considered in line with the operational requirements of Getta Life's business. If you would like this option to be considered, you should write to your line manager setting out your proposals as soon as possible in advance of your return date, so that there is adequate time for full consideration of the request.

For further advice regarding this statement please refer to DTI guidance booklet PL 958 (rev 9.)

Risk assessment for new and expectant mothers and their children (under management of Health and Safety at work (MHSW) Regulation 1992).

In this risk assessment, the term 'new and expectant mothers' includes women who are pregnant or who have given birth within the last 6 months or who are breastfeeding.

Getta Life recognises its role in ensuring that the health and safety of all its employees is maintained at all times.

Getta Life also recognises that new and expectant mothers and their children may be particularly at risk from different physical, biological and chemical agents, processes and working conditions.

Getta Life believes that the following actions and measures currently in place, will ensure that the health and safety of all employees, including new and expectant mothers and their children, are upheld and maintained:

- Health and Safety policy and procedures
- Statement regarding the movement of objects
- Infection control policy
- Smoking policy

continued...

- Security policy
- Staff supervision
- Statement relating to emergency & crisis
- COSHH
- Risk assessments
- Staff training
- Equal opportunities

Getta Life believes that, in addition to the above measures, it is also the responsibility of expectant and pregnant mothers to inform them of any information relating to this subject. This is to ensure that all are clear of their own responsibilities and that if any specific issues need to be addressed, they can be immediately, with the minimum disruption to all and the appropriate support put in place.

Getta Life will continue to risk assess to ensure that the above actions and measures are adequate to meet the company's responsibilities and make amendments and /or additions as assessed to be required.

MATERNITY LEAVE PLAN

You do not have to fill in this plan to benefit from the right to maternity leave and Statutory Maternity Pay (SMP), but you do have to give the Company most of the information it contains. You may therefore wish to use this plan as a straightforward way of making sure you give the Company all the necessary information so that you can take maternity leave and receive SMP if you qualify for it.

This plan covers your statutory rights to maternity leave and SMP. You may find it helpful to fill in the plan with the assistance of your line manager. You should keep a copy of the completed plan. Once you have completed the plan, you should forward it to Sue or Julie.

Telling the Company that you are pregnant

You can tell us that you are pregnant as soon as you want to. This can be before you have decided when to take maternity leave and before you give us this plan. You will need to tell us if you want to take paid time off for ante-natal appointments. The latest date you can inform us of your pregnancy is the 15th week before your expected week of childbirth (EWC).

Telling the Company when you want to take maternity leave

You must have told us by the 15th week before your EWC when you want to start your maternity leave. This does not have to be in writing unless we ask for it to be. If you are using this plan you must give it to us at the latest during the 15th week before your EWC. If you later wish to bring forward the date on which you will start your maternity leave, you must give us at least 28 days' notice of the new start date. You may also postpone your maternity leave start date, provided you notify the Company at least 28 days before the original proposed start date.

Statutory Maternity Pay

This plan will help you find out if you will get SMP from us. We will also work out if you qualify for SMP and how much you will receive. If you do not qualify
continued...

for SMP, you may be able to claim Maternity Allowance (MA) from Jobcentre Plus.

How to use the plan

The plan is in three parts. You should complete Parts A and B. You can then use Part C if you wish to return to work before you have taken your full 52-week maternity leave entitlement. Notes to help you complete the plan are given in the right hand column.

PART A - PLANNING MATERNITY LEAVE

I am giving you this form to let you know that I am pregnant and to notify you of when I want to start my maternity leave and begin receiving Statutory Maternity Pay (SMP), if I am eligible for it.

1. Your name:	1. Name of employee
2. The Company's name:	2. Name of employer
3. I am pregnant YES / NO (delete as appropriate)	3. See the notes above about telling the Company that you are pregnant.
4. My baby is due in the week beginning: Sunday (date of expected week of childbirth) 4. The expected week of childbirth is the week, beginning Sunday, in which it is expected you will have your baby.	

<p>5. A certificate confirming this:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Has been given to you already. <input type="checkbox"/> Is enclosed with this form. <input type="checkbox"/> Will be given to you shortly. <input type="checkbox"/> You have not requested a certificate. 	<p>5. If you qualify for SMP, you must give us a certificate showing the EWC at least 28 days before you wish to start your maternity leave. The MAT B1 form which your doctor or midwife will give you can be used. We cannot accept this form if your midwife or doctor signs it more than 20 weeks before your baby is due. If you do not qualify for SMP, you do not have to give us a certificate unless we ask for one.</p>
<p><i>You do not have to fill in this section, but it will help you work out whether you qualify for SMP or not.</i></p> <p>6. The 15th week before my expected week of childbirth is the week beginning:</p> <p>Sunday</p> <p>(the qualifying week)</p>	<p>This section will help you decide whether you qualify for SMP but we will tell you if you do actually qualify. If you do not qualify for SMP, you may be able to claim Maternity Allowance. In order to qualify for SMP you must have been continuously employed by us for 26 weeks by the 15th week before your EWC (known as the Qualifying Week), have worked in the Qualifying Week and earned at least as much as the lower earnings limit for paying National Insurance contributions.</p> <p>6. Qualifying week: count back 15 weeks from the beginning of your EWC.</p>

<p>7. On this date I will have worked for the Company continuously for at least 26 weeks:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Yes <input type="checkbox"/> No - I therefore may not qualify for SMP, but you will confirm whether I qualify or not 	<p>7. Continuous employment: your length of employment usually runs from the first day you started work with us to the present day. Some weeks when you do not work may still count towards SMP, for example if you were absent due to sickness or injury.</p>
<p>8. In the eight weeks up to and including the qualifying week, my average earnings were at least as much as the lower earnings limit:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Yes - I therefore probably qualify for SMP but you will confirm whether I qualify or not <input type="checkbox"/> No - I therefore probably do not qualify for SMP but you will confirm whether I qualify or not 	<p>8. Average earnings: the lower earnings limit is the point at which you start to be treated as if you have paid NI contributions. We will normally use the eight weeks ending with the qualifying week to work out your average earnings. If you do not qualify for SMP you may be able to claim Maternity Allowance.</p>

continued...

PART B - ORDINARY AND ADDITIONAL MATERNITY LEAVE

All employees now qualify for ordinary and additional maternity leave. Ordinary maternity leave lasts for 26 weeks. Additional maternity leave runs from the end of ordinary maternity leave for up to a further 26 weeks.

<p><u>Starting maternity leave</u></p> <p>1. I intend to start my maternity leave on:</p> <p>.....(date)</p>	<p>1. Start date: it is your decision when you start your maternity leave, but you cannot start it earlier than the 11th week before your EWC. You must notify us of your intended start date in the 15th week before the EWC.</p> <p>Effect on SMP: You can start your maternity leave on any day of the week. Your SMP can start on the same date.</p> <p>Absence before start date: If you are absent from work for a pregnancy-related reason in the four weeks before your EWC, your maternity leave can be started automatically. If you give birth before the date you intended to start maternity leave, your leave will start automatically on the day after the date of the birth.</p>
<p><u>Receiving SMP</u></p> <p>2. If I am entitled to SMP, my Maternity Pay Period will start from:</p> <p>..... (date)</p>	<p>2. Maternity Pay Period: this is the 39 weeks period when you are entitled to receive SMP. It can start on the same day as your maternity leave.</p> <p>Payment of SMP: the actual payment will be made in the same way as your wages are usually paid.</p>

Returning after maternity leave

3. My additional maternity leave will finish on:(date)

4. I am due back to work on:(date)

I understand that if I want to return to work before this date, I must give you eight weeks' notice of the date on which I want to return.

Letting the Company know when you are coming back to work: you do not have to tell us when you are due back to work. You are expected back at the end of your additional maternity leave.

3. End of additional maternity leave: this is the end of the 52nd week from when you start your ordinary maternity leave.

4. Date due back to work: you are expected back to work on the next working day after your additional maternity leave finishes.

Telling the Company you want to return early: if you want to return to work before the end of your additional maternity leave you must give us at least eight weeks' notice before your intended return date. You can use Part C of this plan.

Unable to return: if you cannot return, for example because you are sick, the Company's normal sickness absence rules apply.

Deciding not to return: if you decide, whether now or later, that you do not intend to return to work with the Company you must give the notice period required by your contract of employment.

You should now sign the plan.

Signed: _____

Date: _____

continued...

PART C - RETURNING TO WORK EARLY

You will be expected back at the end of your full maternity leave entitlement of 52 weeks. You are due back on the date you put for question 4 of Part B.

If you want to return earlier, you must give the Company at least eight weeks' notice. This does not have to be in writing, but you may like to use this part of the plan to let us know. If you do not give eight weeks' notice, the Company is entitled to postpone your return until the eight weeks' notice has been complied with.

<p><u>Planning to return to work early</u></p> <p>I intend to return to work before the end of my maternity leave.</p> <p>I intend to return to work on:</p> <p>.....(date)</p>	<p>Complete this section only if you want to return to work early.</p> <p>Effect on SMP: if you return to work before the end of your Maternity Pay Period, you will not receive your full entitlement to SMP.</p> <p>Compulsory maternity leave: the law requires that all women take compulsory maternity leave immediately after the birth of their baby. We cannot let you return before your compulsory maternity leave period is up. This is two weeks from the date of birth.</p>
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You should now sign the plan and send Part C to the Company.

Signed: _____

Date: _____

PATERNITY LEAVE AND PATERNITY PAY POLICY

Getta Life recognises employees' rights to paternity and statutory paternity pay and allows an eligible employee to take paid leave to care for his baby or to support the mother following birth. An eligible employee can take either one week or two consecutive weeks' paternity leave and, during this time, may be entitled to statutory paternity pay.

ELIGIBILITY CRITERIA

- The employee must have or expect to have responsibilities for the upbringing of the baby and/or be the biological father, mother's husband or partner.
- He must have also worked continuously for Getta Life for 26 weeks ending the 15th week before the baby is due and, from the 15th week before the baby is due, up to the date of the birth, be taking time off either to support the mother or to take care of the new baby.

LEAVE ENTITLEMENT

- Employees can choose to take up to two consecutive weeks' paternity leave. It cannot be taken as odd days or two separate weeks.
- Employees can take only one period of leave, even if more than one baby is born as a result of the same pregnancy.
- Leave cannot be taken until the baby is born, but otherwise they can choose when they start their leave, within reason and in discussion with Getta Life.
- Paternity leave must be completed within 56 days of the actual date of birth of the child or if the child is born earlier than expected, between the birth and 56 days from the first day of the expected week of childbirth.

NOTIFICATION AND EVIDENCE REQUIRED FOR PATERNITY LEAVE AND STATUTORY PATERNITY PAY

- To qualify for paternity leave, an employee must apply in writing and must
continued...

tell Getta Life that they intend to take paternity leave by the end of the 15th week before the week the baby is due or, if this isn't possible, as soon as is reasonably practicable.

- To qualify for statutory paternity pay, the employee must tell Getta Life that they want to get SPP at least 28 days beforehand.
- If the employee is entitled to both leave and pay, the notice given for leave by the 15th week before the EWC can count for SPP as well.
- To claim paternity leave or SPP, the employee must tell Getta Life the expected week of the baby's birth, whether he wishes 1 or 2 weeks' leave and when he wants the leave to start. He must also make a signed declaration that he meets the criteria.
- Employees are able to change their mind about the date on which they want their leave to start providing that they give at least 28 days' advance written notice of the new date to Getta Life.
- This declaration should be made using the self-certification SC3 'Becoming a parent'. This declaration should be given to Getta Life at least 28 days before the SPP is to start.
- If an employee is not entitled to SSP, Getta Life will write to them using the SPP1 'I cannot pay you statutory paternity pay'.
- During leave, the employee's contract of employment will remain in force, unless either the employer or the employee expressly ends it or it expires. The employee will, at the end of the paternity leave, return to their same job as if they hadn't been away.

NB: The term partner may include a female partner in a same sex couple.

PARENTAL LEAVE AND FAMILY EMERGENCIES POLICY

The law provides for employees to be absent from work in certain family situations. Getta Life will provide for these absences in line with current legislation. The provision has 2 parts to it.

1. Parental leave

The law entitles employees to be absent from work on parental leave in order to care for a natural or an adopted child or to make arrangements for the child's welfare.

- In order to qualify for parental leave, employees must have completed one year's continuous service.
- The leave must be taken in blocks of 1 week and employees are required to give 21 days written notice.
- This leave can be postponed if the company's business would be severely disrupted.
- This leave is unpaid.

2. Time off for family emergencies

Employees have a right to time off in emergency situations, to respond to the emergency and to make long term arrangements

The right enables employees to deal with an unexpected or sudden problem and make any necessary longer term arrangements:

- If a dependant falls ill or has been involved in an accident or assaulted, including where the victim is hurt or distressed rather than injured physically;
- When the employee's partner is having a baby;
- To make longer term care arrangements for a dependant who is ill or injured;
- To deal with the death of a dependant, for example, to make funeral arrangements or to attend a funeral;
- To deal with an unexpected disruption or breakdown in care arrangements

continued...

- for a dependant, for example, when the childminder or nurse fails to turn up;
- To deal with an incident involving the employee's child during school hours, for example, if the child has been involved in a fight or is being suspended from school.

In the event of a family emergency occurring while an employee is at work, the employee must immediately inform their line manager of the nature of the emergency and seek permission to leave the workplace early.

In the event of an emergency occurring outside of an employee's normal working hours which will prevent them from reporting to work at their normal start time, the employee must contact the Company and speak to their line manager at the earliest possible opportunity and as close to the normal start time as possible. In any event, this must be no later than one hour after their normal start time. The employee must provide a detailed explanation of the nature of the emergency, the reason for their absence and how long they expect to be away from work. If the employee is unable to speak to their line manager personally, they should speak to an alternative line manager.

Where the emergency is ongoing, employees must report to their line manager on a daily basis, and always before their normal start time. Employees must update their line manager on the reason for ongoing absence and how long they expect it to continue. They must inform their line manager as soon as possible of any change in the date of anticipated return to work.

The Company envisages that the amount of leave that will be taken will, in most cases, be one or two days at most. The leave to which the employee is entitled should simply be enough to help the employee to cope with the immediate crisis. Authorisation of such continued absence will be at the absolute discretion of the Directors.

Employees should note that this right is intended to cover unforeseen family emergencies. If employees know in advance that they are going to need time off, then they should speak to their line manager about the possibility of taking such time as part of their annual leave entitlement.

As with parental leave, this leave is unpaid.

continued...

3. Compassionate Leave

We allow 2 days compassionate leave for the death of an immediate family member; these are classed as the following: -

Mother/Father

Brother/Sister

Child

Husband/Wife/Partner

If any additional time off is required, then this will have to be taken as either unpaid leave or annual leave.

|

CHILDCARE COSTS SALARY SACRIFICE SCHEME

Getta Life Ltd offers a salary sacrifice scheme to help eligible employees to reduce their childcare costs.

The scheme works by allowing employees to 'sacrifice' a maximum of £243 per month of their gross salary, which is used to pay for childcare. This means that the employee does not pay income tax or national insurance on this element of their pay each month.

In the case of basic rate tax payers (those earning under £42,000) this will mean they pay around £70 per month less in tax and national insurance contributions.

How the Getta Life Ltd scheme works:

Some employers offer a voucher scheme that can be used to enable the salary sacrifice.

However, because Getta Life Ltd is a small company and the number of staff that would participate in the scheme is likely to be small, Getta Life Ltd does not offer a voucher scheme.

Instead we offer what is termed Directly Contracted Childcare.

This means that the childcare provider directly invoices Getta Life Ltd for a maximum of £243 per month. Getta Life pays the invoice and deducts £243 from the employee's pre-tax earnings. Childcare costs in excess of £243 per month are borne by the employee.

The scheme applies to the care of 'qualifying children'. A child will qualify until 1st September following his or her 15th birthday, or until 1st September following his or her 16th birthday if the child is disabled.

Childcare Providers:

Government regulation means that salary sacrifice schemes cannot be used to
continued...

pay friends or family members for childcare, unless they are appropriately registered to operate a children's nursery or are a registered child-minder. The childcare provided must take place away from the child's home. Getta Life Ltd will need to be satisfied that any childcare provider paid through the salary sacrifice scheme is appropriately registered.

The scheme can be used towards the cost of nursery provision, child-minding costs and towards registered school wrap-around provision.

Employees will need to gain written confirmation from the childcare provider that they are willing to participate in Getta Life's Directly Contracted Childcare scheme

Possible Financial Implications:

There are possible financial implications to salary sacrifice schemes as they, in effect, reduce an employee's gross income and taxable pay.

This could, in some instances, mean that the employee then fails to earn a sufficient amount to be eligible for certain state benefits, some tax credits and job seekers allowance. The reduction in gross salary may also mean that an employee's earnings fall below the level at which they are eligible to receive statutory maternity pay, and any earnings-related pension contributions will also be reduced.

There may also be implications if you are applying for a mortgage and the potential provider requests income details from Getta Life Ltd. The figures provided will reflect the lower gross income due to salary sacrifice.

It is the employee's responsibility to satisfy themselves that salary sacrifice is right for them and their circumstances. Getta Life Ltd takes no responsibility for any later financial implications that result from the employee's decision to enter into a salary sacrifice agreement.

If you're interested, here's what to do next:

- Satisfy yourself that the salary sacrifice scheme is right for you and your circumstances. Recognise that any future financial implications that arise for
continued...

your decision are not the responsibility of Getta Life Ltd.

- Approach your childcare provider and determine that they will participate in a Directly Contracted Childcare Agreement with Getta Life Ltd. Ask them to complete and sign the Directly Contracted Childcare Providers agreement attached. Return this to the office for signature by Sue or Julie. A copy will then be returned to the childcare provider, and you will receive a copy too.
- Complete the Employee Salary Sacrifice agreement attached.

SALARY SACRIFICE SCHEME
DIRECTLY CONTRACTED CHILDCARE PROVIDER
AGREEMENT

Getta Life Limited wishes to support its employees through the provision of a salary sacrifice scheme to assist with the costs of childcare.

As it is a small organisation Getta Life Ltd will do this via Directly Contracted Childcare Agreements rather than through a voucher scheme.

One of our employees, wishes to use your childcare provision.

This would mean that Getta Life Limited will directly pay for the first £243 per calendar month of any childcare fees associated with the above employee directly to you (if you are a registered childminder) or to your organisation, upon receipt of an appropriate monthly invoice.

Childcare costs in excess of the maximum above should be invoiced directly to the parent or guardian of the child for whom care is provided.

To enable Getta Life Ltd to do this would you please complete and sign the following:

Name of childcare provider (organisational name).....

Childcare Registration number.....

Address and postcode.....

.....

.....

Telephone number

Name(s) of child or children for whom care will be

provided.....

continued...

Address where childcare will occur (if different from above)

.....
.....

Named contact.....

I / we (the childcare provider) agrees to invoice Getta Life Limited for a maximum of £243 per calendar month (or whatever is the government specified maximum pertaining to salary sacrifice schemes for childcare) towards the cost of childcare for the above named child or children.

This agreement will remain in place until such time as Getta Life Ltd receives written notification from the parent or guardian, or the childcare provider, that it should cease, or the child's parent/guardian leaves the employment of Getta Life Limited, or the child reaches the maximum age eligible under Salary Sacrifice Childcare Schemes.

The childcare provider will notify Getta Life of any material changes to the childcare provided that may have a substantial bearing on this agreement. Getta Life Limited will not be liable in the event of any underpayment by the parent or guardian of childcare fees in excess of the £243 per calendar month stipulated under this agreement.

Signed by or on behalf of the childcare provider.....

Name.....

Position in organisation.....

Date.....

Signed on behalf of Getta Life Limited.....

Name.....

Position in organisation.....

Date.....

EMPLOYEE SALARY SACRIFICE AGREEMENT

- I wish to enter into a salary sacrifice agreement with Getta Life Limited exclusively for the purpose of reducing the costs of childcare.
- I acknowledge that this agreement is an amendment to the terms and conditions of my employment with Getta Life. I understand that this may have some bearing on pension contributions, bonus payments and that it may affect my eligibility for some state benefits, and that Getta Life Ltd cannot be held liable for any such issues arising from this agreement.
- I authorise Getta Life to deduct a monthly amount from my pre-deductions gross salary no greater than that stipulated under government regulation of such schemes, and to pay that amount directly to the childcare provider detailed in the attached Directly Contracted Childcare Provider Agreement.
- I will notify Getta Life Ltd in the event that my child or children are withdrawn from the childcare agreed in the attached Directly Contracted Childcare Provider Agreement.
- I acknowledge that Getta Life Ltd will not be liable for any childcare fees in excess of the maximum stipulated by government regulation of childcare salary sacrifice schemes.
- This salary sacrifice agreement shall cease upon my written request, or when the childcare subject to this agreement ceases. It will end I leave the employment of Getta Life Limited, or when the child or children concerned reach the maximum age eligible under salary sacrifice childcare schemes.
- I will notify Getta Life Ltd of any substantial changes to the provision of childcare that may have a bearing on this agreement.

Employee Name.....

Signed.....

Date.....

SICKNESS REPORTING POLICY

The Directors of Getta Life are keen to manage staff sickness positively. It is essential that service users are not put at any risk or distress due to the nature of a staff member's sickness.

PROCEDURE

- Staff must always telephone in sick as early as possible and give as much notice as they can to enable time to cover their absence.
- Staff must expect to give as much detail as possible; including what is wrong and expected length of absence.
- Staff must speak in person to either the team manager, if it is between 9 - 5pm Monday to Friday, or the person on call for their service if it is outside of these times.
- Staff must also telephone the workplace and speak to someone in person to enable the process of arranging cover for their absence.
- It is not acceptable to notify Getta Life about sickness by leaving messages on answering machines or to send text messages.
- Staff must submit a self certificate for any period of sickness that is not covered by a medical certificate. This will not affect your right to statutory sick pay
- Statutory Sick Pay (SSP) only will be paid for sick leave.
- Should the period of sickness last longer than seven days you are required to obtain a Doctor's medical certificate and send it to your team manager at once. If you have not already done so you must inform your team manager that you have obtained a doctor's medical certificate and the period this covers.
- You must obtain further certificates until your period of sickness ends at which point you should obtain a Doctors final medical certificate and send/take it to your team manager.
- On return from sickness, you will be interviewed by your team manager to ensure your fitness for work and to support you in your return.
- The team manager may need to take advice from the Public Health Office based at the Health Authority, if they are concerned that the sickness may put service users and other staff at risk. This might be in the case of, for example, infectious illnesses or food poisoning etc

ANNUAL LEAVE POLICY

Guidelines regarding requests to take more than 2 weeks leave at a time

- As with other leave requests, leave will only be agreed for one person in a team at any one time. This is the same for emergencies as the needs of the person being supported must come first.
- Requests to take more than two weeks leave at a time must be made in writing at least six weeks before you wish to take leave. Dates of leaving and return must be clear. The needs of the person you support will be taken into consideration before you get a decision.
- Please don't buy your air ticket before the leave has been agreed.
- You may **only take 4 weeks leave together once every two years**. Taking 4 weeks is not an automatic right; while we will try to accommodate appropriate requests - the needs of the people Getta Life support must come first.
- It is unlikely that we will agree to people going away for longer than four weeks as this affects the service for the people we support, particularly in terms of continuity.
- Leave is not allowed to be taken over Christmas and New Year.
- Failure to get back to work on time may lead to disciplinary action being taken again against you and will lead you forfeiting the reliability bonus for the relevant qualifying period.
- From 1st April 2014 the following will take effect;

When people choose to take more A/L than is accrued at that point in the leave year you will only be paid for the leave accrued. You may take more leave than accrued but the remainder of pay owed will be paid once it is accrued. The leave year runs from 1st April - 31st March each year.

Example - If someone took four weeks A/L in May they would be paid for 29hrs in May and 14 $\frac{1}{2}$ hours each further month they worked until they have been paid for 140 hours.



HOLIDAY REQUEST FORM

Name: _____

Dates requested (inc) : _____ to _____

No. of hours : _____

Hours remaining : _____

Checked : _____

Signed: _____

All leave must be checked, agreed and amended on the rota by your line manager who will then sign your form.

Please note, no more than one person from each team will be allowed leave on any one day.



Getta Life Holiday Request Form

Name: _____

Dates requested (inc) : _____ to _____

No. of hours : _____

Hours remaining : _____

Checked : _____

Signed: _____

continued...

All leave must be checked, agreed and amended on the rota by your line manager who will then sign your form.

Please note, no more than one person from each team will be allowed leave on any one day.

DISCIPLINARY PROCEDURE

Whilst the Company does not wish to impose unreasonable rules of conduct on its employees, certain standards of behaviour are necessary to maintain good employment relations and discipline in the interest of all employees. The Company prefers that discipline be voluntary and self-imposed and in the great majority of cases this is how it works. However, from time to time, it may be necessary for the Company to take action towards individuals whose level of behaviour or performance is unacceptable.

This disciplinary procedure is entirely non-contractual and does not form part of an employee's contract of employment.

Minor faults will be dealt with informally through counselling and training. However, in cases where informal discussion with the employee does not lead to an improvement in conduct or performance or where the matter is considered to be too serious to be classed as minor, for example, unauthorised absences, persistent poor timekeeping, sub-standard work performance, etc the following disciplinary procedure will be used. At all stages of the procedure, an investigation will be carried out.

The Company will usually notify the employee in writing of the allegations against him or her and will invite the employee to a disciplinary hearing to discuss the matter. The Company will usually provide sufficient information about the alleged misconduct or poor performance and its possible consequences to enable the employee to prepare to answer the case. This will include the provision of copies of written evidence, including witness statements, where appropriate.

Having given the employee reasonable time to prepare their case, a formal disciplinary hearing will then take place, conducted by a manager, at which the employee will be given the chance to state his or her case, accompanied if requested by a trade union official, a trade union representative or a fellow employee of his or her choice. The employee must make every effort to attend the hearing. At the hearing, the employee will be allowed to set out their case and answer any allegations and will also be given a reasonable opportunity to ask questions, present evidence, call relevant witnesses and raise points about any information provided by witnesses.

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Following the hearing, the Company will usually decide whether or not disciplinary action is justified and, if so, the employee will be informed in writing of the Company's decision in accordance with the stages set out below and notified of his or her right to appeal against that decision. It should be noted that an employee's behaviour is not looked at in isolation but each incident of misconduct is regarded cumulatively with any previous occurrences.

Stage 1: Written warning

The employee will be given a formal WRITTEN WARNING. He or she will be advised of the reason for the warning, how they need to improve their conduct or performance, the timescale over which the improvement is to be achieved, that the warning is the first stage of the formal disciplinary procedure and the likely consequences if the terms of the warning are not complied with. The written warning will be recorded but nullified after six months, subject to satisfactory conduct and performance.

Stage 2: Final written warning

Failure to improve performance in response to the procedure so far, a repeat of misconduct for which a warning has previously been issued, or a first instance of serious misconduct or serious poor performance, will result in a FINAL WRITTEN WARNING being issued. This will set out the nature of the misconduct or poor performance, how he or she needs to improve their conduct or performance, the timescale over which the improvement is to be achieved and warn that dismissal will probably result if the terms of the warning are not complied with. This final written warning will be recorded but nullified after twelve months, subject to satisfactory conduct and performance.

Stage 3: Dismissal

Failure to meet the requirements set out in the final written warning will normally lead to DISMISSAL with appropriate notice. A decision of this kind will only be made after the fullest possible investigation. Dismissal can be authorised only by a senior manager or a Director. The employee will be informed of the reasons for dismissal, the appropriate period of notice, the date on which his or her employment will terminate and how the employee can appeal against the dismissal decision.

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Gross misconduct

Offences under this heading are so serious that an employee who commits them will normally be summarily dismissed. In such cases, the Company reserves the right to dismiss without notice of termination or payment in lieu of notice. Examples of gross misconduct include:

- Theft from the person you support, colleagues or the Company, fraud, unauthorised possession of Company property, deliberate falsification of records or any other form of dishonesty.
- Wilfully causing harm or injury to the person you support or another employee, physical violence, bullying or grossly offensive behaviour.
- Deliberately causing damage to property, either person we support or Company.
- Causing loss, damage or injury through serious carelessness or gross negligence.
- Extremely serious insubordination.
- Serious incapacity at work through an excess of alcohol or drugs.
- A serious breach of health and safety rules.
- Harassing or victimising another employee on the grounds of race, colour, ethnic origin, nationality, national origin, religion or belief, sex, sexual orientation, gender reassignment, marital status, age and/or disability.
- Bringing the Company into serious disrepute.

The above is intended as a guide and is not an exhaustive list.

Suspension

In the event of serious or gross misconduct, an employee may be suspended while a full investigation is carried out. Such suspension will be on full basic pay. Suspension is a neutral act, which does not imply guilt or blame, and will be for as short a period as possible. Suspension is not considered a disciplinary action.

Appeals

An employee may appeal against any disciplinary decision, including dismissal, to a Director of the Company within five working days of the decision. Appeals should be made in writing and state the grounds for appeal. The employee will

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be invited to attend an appeal hearing chaired by a senior manager or a Director.

At the appeal hearing, the employee will again be given the chance to state his or her case and will have the right to be accompanied by a trade union official, a trade union representative or a fellow employee of his or her choice.

Following the appeal hearing, the employee will be informed in writing of the results of the hearing. The Company's decision on an appeal will be final.

Employees who have been employed for less than one year

This disciplinary procedure does not apply to any employee who has been employed by the Company for less than one year.

GRIEVANCE PROCEDURE

OBJECT

The object of the procedure is to provide an employee who considers that he or she has a grievance with an opportunity to have it examined quickly and effectively, and where a grievance is deemed to exist, to have it resolved, if possible, at the earliest practicable opportunity. Most grievances can be settled informally with line managers and employees should aim to settle their grievances in this way if possible.

This grievance procedure is entirely non-contractual and does not form part of an employee's contract of employment.

PROCEDURE

If a grievance cannot be settled informally with the relevant line manager, the employee should raise it formally. This procedure has been drawn up to establish the appropriate steps to be followed when pursuing and dealing with a formal grievance.

Stage 1

In the event of the employee having a formal grievance relating to his or her employment he or she should, in the first instance, put their grievance in writing and address it to their line manager, making clear that they wish to raise a formal grievance under the terms of this procedure. Where the grievance is against the line manager, the complaint will be addressed to an alternative manager. This grievance procedure will not be invoked unless the employee raises their grievance in accordance with these requirements.

A manager (who may not be the manager to whom the grievance was addressed) will then invite the employee to a grievance meeting to discuss the grievance and the employee has the right to be accompanied at this meeting by a trade union official, a trade union representative or a fellow employee of their choice. The employee must make every effort to attend the meeting. At the meeting, the employee will be permitted to explain their grievance and how they think it could be resolved.

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Following the meeting, the Company will endeavour to respond to the grievance as soon as possible and, in any case, within five working days of the grievance meeting. If it is not possible to respond within this time period, the employee will be given an explanation for the delay and be told when a response can be expected. The employee will be informed in writing of the Company's decision on the grievance and notified of their right to appeal against that decision if they are not satisfied with it.

Stage 2

In the event that the employee feels his or her grievance has not been satisfactorily resolved, the employee may then appeal in writing to a more senior manager or to a Director of the Company within five working days of the grievance decision. The employee should also set out the grounds for their appeal.

On receipt of such a request, a more senior manager or a Director (who again may not be the person to whom the appeal was addressed) shall make arrangements to hear the grievance at an appeal meeting and at this meeting the employee may again, if they wish, be accompanied by a trade union official, a trade union representative or a fellow employee of their choice.

Following the meeting, the senior manager or Director will endeavour to respond to the grievance as soon as possible and, in any case, within five working days of the appeal hearing. If it is not possible to respond within this time period, the employee will be given an explanation for the delay and be told when a response can be expected. The employee will be informed in writing of the Company's decision on their grievance appeal.

This is the final stage of the grievance procedure and the Company's decision shall be final.

INFORMATION REGARDING CONDITIONS OF SERVICE

Attendance to training, team meetings and supervision is not optional

Therefore if you do not attend and have no prior agreement from your supervisor, it may be seen as a disciplinary issue. You will be paid for your attendance to any of these events. Supervision will be held at mutually convenient times and will not take place whilst you are on shift. You must make yourself available for at least one supervision a month, regularly changing or cancelling it is not acceptable.

PENSIONS

Government Pension Auto-enrolment

- The UK Government has recognised that the state pension alone is not enough to live on in retirement. It also recognised that too few people were saving to provide themselves with an additional pension, to top up their state pension, when they reach retirement age.
- Following the Pensions Reform Act 2008, in 2012 The Government introduced a compulsory pension savings scheme. This is called Pension Auto-enrolment, and it is being rolled out to all employers in the UK between now and 2017.
- The law now requires everyone in employment, aged 22 years and over, and earning more than £9,440 per year, to join the scheme. People who earn less than £9,440 per year, or who are aged less than 22 years can also join if they wish. Getta Life Ltd is required by law to auto-enrol its eligible staff onto an approved Workplace Pension Scheme, starting in July 2014.
- Both Getta Life Ltd and the employee will contribute to the scheme initially at a rate of around 1% of an employee's qualifying earnings each. By October 2018 this will increase to a contribution of 3% of an employee's qualifying earnings by the employer, and 5% by the employee. Contributions to the scheme will be taken through payroll deduction.

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Reliability Bonus

- We pay a discretionary **reliability bonus** to people who have less than 3 days off sick a 6months and have returned to work from Annual Leave on time. This is a week's salary not including sleep-in payments. This will be paid each year in **MARCH**. You will have to have been in you post for twelve months to qualify for this bonus. If you have not been in your post for twelve months in March and have not had more than 3 days off sick and have returned from Annual Leave on time you will receive an additional pro rata payment up to the date of the payment.

Loyalty Bonus

- There is a discretionary **loyalty bonus** paid to all staff who have worked for Getta Life for more than twelve months. This will be paid once a year in **SEPTEMBER**. One year's bonus is £120; two years' bonus £240. The maximum loyalty bonus will be £360, paid annually once you have achieved three years service. For people who have been in their post more than 12 months on payment date you will be paid on a pro rata basis. Therefore e.g. if you have been in post sixteen months before you qualify for payment your payment will be £160.

Interest free Loan Scheme

We offer staff an **interest free loan scheme** in certain circumstances. There are certain parameters to this, which we will be happy to discuss with you if you may need a loan.