

Staff Handbook

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Luton, Beds

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**Email:** info@chance2change.co.uk

  

WELCOME

Dear Colleague,

Congratulations on your selection at Chance 2 Change and a very warm welcome to our team.

I hope your time employed with us will be positive, valuable and productive.

Please read, sign and return any necessary parts of this handbook. This handbook forms policy and practice within the unit. We have an inclusive policy with high expectations where opinions and feelings are seen, heard and valued. We believe that everyone is equal, irrespective of race, culture or disability and everyone deserves respect.’

This handbook is a general guide / introduction to the expected code of conduct, policies and working guidelines at Chance to Change. Chance to Change prides itself on the professionalism and positive conduct that is expected of all staff who work as part of our units. Staff at Chance to Change are our number one ambassadors of the company, representing our ethos.

Staff conduct is the responsibility of ALL. As a member of staff if you observe another member of staff deliberately not following school guidelines then you can politely remind the member of staff. If you do not feel comfortable with this then please refer the concern to your line manager. The line management structure is to maintain opportunity to give support to staff daily. Staff must not IGNORE acts of behaviour that do not follow our code of conduct / expected guidelines.

Once again, welcome on board and enjoy your time with us.



Miss Carla Hanson – Centre Manager

BASIC STAFF INFORMATION

Name:

DOB:

Address:

Tel:

Email:

Job Role:

Start date:

1ST Appraisal Date:

DBS Number: Date Issued:



LOG IN DETAILS:

Use this section to record your details for our systems. Please tear off and keep safe.

Name: Email: Access Code:

Password: Password: Password:

OUR VISIONS

Every student is different, fact.

* We won’t make them feel different.
* We will help them to Believe, Achieve and make a Difference.
* We will provide nurturing and tailored education, training & employment (ETE) opportunities to the most at risk/vulnerable.
* We will achieve this by working multi agency with the Local Authority, Police, Youth services and other providers who support our visions.

OUR VALUES

* We value change and believe that everyone deserves a chance, regardless of their background they can turn it around and be successful.
* We support the saying, ‘It takes a village to raise a child.’ We are going to work with our community to build a village. Our village will help raise the students’ that enter our provisions.
* We believe that no matter the reason for exclusion we as a team can build the students faith in education by meeting and understanding their individual needs.
* We accept high risk/vulnerable students and will identify their potential, work with them towards qualifications, which will lead to positive outcomes. The strategy will be If we do not give on them, they will not give up on themselves.
* We can, have done and we will continue to make a difference to lives.
* We will together help to rebuild a stronger, safer and better community.
* We will dedicate our time to work on supporting those at risk from County lines, CSE, knife and gang crime. Our slogan is ‘No Postcode War Zone’,

OUR AIMS

The aims of the Unit encompass work with:

The student

* To bring about changes in behaviors
* To offer future education, training & employment guidance

The family/carers

* To establish a situation where all the adults in the student’s life are working together to meet the student’s needs
* To keep communication channels open

The staff

* To put systems and strategies in place, whereby the student is more likely to succeed in their education
* To provide training and development opportunities

Other professionals

* To work with inter-agencies and share information multi-agency
* To seek further appropriate educational, training and employment provisions

With schools

* To promote integration and inclusion
* To keep off-rolled student’s up to date with the national curriculum requirements

STAFF CODE OF CONDUCT

Our Code of Conduct is designed to give clear guidance on the standards of behaviour all Chance 2 Change staff are expected to observe. Chance 2 Change staff are positive role models and are in a unique position of influence and must adhere to behaviour that sets a good example to all the pupils/students within the Unit. As a valued member of Chance 2 Change, each employee has an individual responsibility to maintain their reputation and the reputation of the unit, whether inside or outside working hours.

The **Code of Conduct** is intended as a guide and a help to all **staff**. It sets out standards of **conduct** which **staff** are expected to follow when within or representing the **Unit**.

The Code of Conduct applies to:

* all staff who are employed by the Chance 2 Change, including volunteers and the Headteacher;
* all staff in units or bases that are attached to Chance 2 Change

**Please refer to our code of conduct policy for further details.**

TEAM TEACH

**Taking Care of Students – Positive Handling Statement**

Trained staff may implement positive handling techniques when:

* There is imminent risk of injury or action is necessary in self-defense;
* Where there is a developing risk of injury, or significant damage to property;
* Where a student is behaving in a way that is compromising good order and discipline.

If a student leaves the premises without permission it may be necessary for the police to be informed and the family/carer contacted.

SOCIAL NETWORKING AGREEMENT

Staff’s off-duty hours are their personal concern, but they should avoid a position where duty and private interests’ conflict. This includes:

• Staff members making online associations/friendships with current or existing pupils via social networking sites such as Facebook, PlayStation etc.

• Staff members using texting/email facilities on either their mobile phone or PC/Mac to communicate with current or existing students.

The main aim of the Chance 2 Change social networking policy is to keep everyone within the unit safe and within the law.

For staff, requirements include:

* Not accepting friend or gaming requests from current pupils, or ex-pupils under the age of 18
* Notifying the DSL or designated person in their absence, if a child sends a friend request
* Using extreme caution when corresponding with parents via social media, and preferably using a Chance 2 Change email address instead
* Not discussing anything to do with Chance 2 Change, pupils or other staff members, or posting photos of our events
* Only posting things that you would be happy to be attributed to you as a professional
* Not identifying yourself as being associated with Chance 2 Change
* Using the tightest privacy settings possible
* Not using social media on Chance 2 Change devices, or on personal devices while on the premises

I …………………………………...………………………. agree with the Chance 2 Change Social Networking Policy. I confirm that I will follow all requirements in place. I understand that failure to abide by this policy will lead to an **escalation of the matter by it being reported to the local authority - LADO, Police and Chance 2 Change may also seek legal advice.**

Signed……………………………………………………… Date………………………………………

USE OF ICT

**Acceptable Use Agreement / Code of Conduct**

ICT and the related technologies such as email, the internet and mobile devices are an expected part of our daily working life in the unit. This policy is designed to ensure that all staff are aware of their professional responsibilities when using any form of ICT. All staff are expected to sign this policy and adhere at all times to its contents.

 I will only use the unit’s email / Internet / Intranet / Learning Platform and any related technologies for professional purposes or for uses deemed ‘reasonable’ by the Head or SLT.

 I will comply with the ICT system security and not disclose any passwords provided to me by the unit or other related authorities.

 I will ensure that all electronic communications with students and staff are compatible with my professional role.

 I will not give out my own personal details, such as mobile phone number and personal email address, to students.

 I will only use the approved, secure email system(s) for any Chance 2 Change business.

 I will ensure that personal data (such as data held on AP Tracker) is kept secure and is used appropriately, whether in academy, taken off the unit’s premises or accessed remotely. Personal data can only be taken out of academy or accessed remotely when authorised by the Executive Principal or SLT.

 I will not browse, download, upload or distribute any material that could be considered offensive, illegal or discriminatory.

 Images of students and/ or staff will only be taken, stored and used for professional purposes in line with Chance 2 Change policy and with written consent of the parent, carer or staff member. Images will not be distributed outside the academy network without the permission of the parent/ carer, member of staff or Executive Principal.

 I understand that all my use of the Internet and other related technologies can be monitored and logged and can be made available, on request, to my Line Manager or Executive Principal.

 I will support the Chance 2 Change approach to online safety and not deliberately upload or add any images, video, sounds or text that could upset or offend any member of the Chance 2 Change community.

 I will respect copyright and intellectual property rights.

 I will ensure that my online activity, both in academy and outside academy, will not bring my professional role into disrepute.

 I will support and promote the Unit’s Online Safety Policy and help students to be safe and responsible in their use of ICT and related technologies.

 I understand this forms part of the terms and conditions set out in my contract of employment.

**User Signature**

I agree to follow this code of conduct and to support the safe use of ICT throughout Chance 2 Change

Signature: …….……………………………..………… Date: …………………..………………

Full Name …………………………………………………………..........................................(printed)

Job title: ……………………………………………………………………………………………

SAFEGUARDING

All staff, volunteers and visitors are inducted into the systems within the unit which promote our ‘outstanding’ safeguarding for our students and staff.

All staff **MUST** read related policies which can be found in the staffroom or on the Chance 2 Change server in a folder called ‘Safeguarding.’ In addition to this there is a safeguarding overview document kept on display, giving a brief description of **ALL** expectations.

**PLEASE REMEMBER** the Designated Safeguarding Lead (DSL) is **Carla Hanson**. You must always know who the ‘children looked after’ on roll are and vulnerable groups list given out termly.

All contacts with parents are recorded on in the contact log. All concerns/disclosures are recorded on the record of concern slip form, please include the recording injury (body outline form) if required. Any concern forms must be directly handed to the designated member of staff. If the DSL is unavailable, then it must be immediately referred to the member of staff who has overall responsibility in their absence.

For trained staff only, if a positive handling procedure has been carried out that day then it is each member of staff’s personal responsibility to complete the booklet and ensure it is handed to the head teacher or in the absence of the head teacher a member of SLT. Staff involved must also make sure that parents/carers have been informed and record on the necessary sheets. If the head teacher is not in school, then the member of staff who is representing must be informed and booklet must be handed to them when completed.

Due to the cohort of students we work with it is essential that we complete regular body searches using the provided equipment. Staff must not search students alone, anything found on the search which is a concern must be recorded and reported correctly. All items found which are of concern are to be handed to the DSL or SLT.

If there is an incident of behaviour which is a cause of concern, then the staff member should record the incident form. This records the level of frequency in order to establish whether an Individual Behaviour Plan or Safeguarding Management Plan is needed, in the future. If unsure at any point regarding a safeguarding situation then it is expected a member of staff seeks clarification. Staff may also use the Safeguarding Overview document as reference.

If any young person discloses a criminal safeguarding risk/concern or staff overhear anything of risk/concern, staff must complete a [Multi-Agency Intelligence Submission Form 2019](http://lutonlscb.org.uk/wp-content/uploads/2019/05/Multi-Agency-Information-Submission-Form-Revised-March-2019.docx) and hand it to the DSL. In the absence of the DSL, please give the form to the next person in charge who will share with necessary parties. **ALL** documents can be found online and in the hard copy ‘Safeguarding File’.

SAFEGUARDING DECLARATION

Chance 2 Change is an organisation which work with children and young people. The safety and well-being of young people attending our groups and activities is paramount. Chance 2 Change is committed to providing a safe and positive environment to enable young people to change and develop. As such we ask all staff to undertake screening and vetting procedures to check their suitability to work with young people. We also ask all other adults to complete a safeguarding declaration. Completing this form does not remove the requirement on a member to complete a DBS application or providing us with your DBS update service details.

Chance 2 Change welcomes staff, mentors and volunteers from all backgrounds and for more information about our recruitment and selection procedures ask SLT. Copies of this form will be kept by the DSL, for up to a year after the end of your engagement with Chance 2 Change.

Thank you for supporting our work with young people by trying and contributing your skills and time to develop our programme.

**Declaration**

 I hereby agree to comply with the Chance 2 Change Safeguarding, Child protection and Health and Safety policies, procedures and practices and with any group ground rules or Guidelines which exist.

 I acknowledge that in any event of a safeguarding concern I will report to management by following the correct procedures.

 I confirm that I will only share safeguarding information with those who need to know. I will keep any personal information confidential and will not share information with young people or other staff members.

 I can confirm that I have not been convicted of criminal activity in relation to abuse of children and young people nor am I currently the subject of any police investigation of abuse.

 I can confirm that I have not been barred from working with children under the Childcare Act 2006 and the Childcare (Disqualification) Regulations 2009, and that I am not barred from working with children by association\*.

Signature: ………………………………….…... Date: …………………

Name: ……………………………………………...………. Date of Birth: ………………

[PLEASE PRINT NAME]

TRAINING & CPD

Chance 2 Change is registered with our local LSCB face-to-face training and eLearning courses. We encourage the development of staff and will support your CPD growth. To register for training please follow the instructions in the hard copy and online Safeguarding File > Training Instructions.

Every member of staff **MUST** complete the mandatory Safeguarding training online before the end of your probation period. You will receive your login details via your work email.

Register on both websites below:

LSCB training <https://www.centralbedscpd.co.uk/multiagency/courses/bookings/p_new_user.asp>

eLearning <https://bedfordshirelscb.safeguardingchildrenea.co.uk/>

GOVERNMENT TRAINING

All staff are to complete the mandatory PREVENT training available at: <https://www.elearning.prevent.homeoffice.gov.uk/edu/screen1.html>

All staff are to complete the Data Protection GPDR training available at: <https://www.virtual-college.co.uk/resources/free-courses/an-introduction-to-gdpr>

FURTHER TRAINING

All staff are to complete the mandatory Gangs & Youth Violence Training available at: <https://www.melearning.co.uk/courses/browse-our-courses/safeguarding-children/gangs-and-youth-violence/>

All staff are to complete the mandatory Anti – Bullying training available at: <https://www.anti-bullyingalliance.org.uk/tools-information/schools-and-teachers/free-cpd-online-training>

PROBATION TRAINING SCHEDULE

Each member of staff should only complete one training program at a time, we recommend you complete one course per month. Training is free however, if the online course is not completed within 6 weeks, staff will be responsible for any charges occurred.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| eLearning Training | Date Started | Date Completed | Certificate Filed YES/NO | Signed when completed by Employee | Signed when completed by Employer |
| PREVENT  |  |  |  |  |  |
| Safeguarding Children in Education - NAR |  |  |  |  |  |
| Keep them Safe: Protecting Children from Child Sexual Exploitation E Learning Free |  |  |  |  |  |
| Safer Recruitment – NAR |  |  |  |  |  |
| Self-harm and Suicidal Thoughts in Children and Young People - NAR |  |  |  |  |  |
| Risk Taking Behaviour - NAR |  |  |  |  |  |
| An Introduction to GDPR  |  |  |  |  |  |

FURTHER TRAINING

Once you have completed the first 3 mandatory training, please complete and record your own further training and CPD, discussed on appraisal date.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Face-to-face/eLearning Training | Date Started | Date Completed | Certificate Filed YES/NO | Signed when completed by Employee | Signed when completed by Employer |
| Anti – Bullying  |  |  |  |  |  |
| Gangs & Youth Violence  |  |  |  |  |  |
| County Lines  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

HEALTH AND SAFETY

Staff must take care of their personal hygiene, safety and welfare, and that of other persons who may be affected by their acts or omissions. All staff must comply with the requirements of Chance 2 Change Health and Safety policy and relevant legislation and regulations and ensure that pupils do likewise.

FIRE PROCEDURES

Staff must familiarise themselves with the fire precautions, procedures and drill routines. They must regard practice fire drills or building evacuations in a positive manner, and ensure they are perceived by pupils as an essential precaution to prevent risk of injury or fatality.

BUSINESS PRACTICE

Staff must maintain an impeccable standard of integrity in all their professional relationships. Any working relationships which may involve conflict of interest must be reported to SLT.

WHISTLE BLOWING

Whistleblowing is the term used when a worker passes on information concerning wrongdoing. In this guidance, we call that “making a disclosure” or “blowing the whistle”. The wrongdoing will typically (although not necessarily) be something they have witnessed at work. Please refer to our policy for further guidance.

DATA PROTECTION ACT

It is the responsibility of all employees to ensure the Chance 2 Change compliance with the Data Protection Act. Personal data must only be used to assist you to carry out your work; it must not be given to people who have no right to see it. All staff should maintain the security of all computerised databases of information on individuals, whether they are staff, pupils or members of the general public. Staff should refer any queries to the Principal.

LIST OF ABBREVIATIONS

Please keep safe for future references.

CiN – Children in Need

CYP – Children and Young People

YP – Young People

EHCP – Education, Health and Care Plan

FSM – Free School Meals

LA – Local Authority

YOT/S – Youth Offending Team / Services

SEND – Special Educational Needs and Disability

LAC – Looked-after children

CPD – Continued Professional Development

SLT – Senior Leadership Team

IRO – Independent Reviewing Officer

CAMHS - Child & Adolescent Mental Health Services

CEOP - Child Exploitation and Online Protection Centre (tackling child sex abuse and providing advice)

CP – Child Protection

CPOMS – Child Protection Online Monitoring and Safeguarding system (safeguarding and child protection software for schools).

DBS – Disclosure Barring Service (Formally CRB)

CSA - Child Sexual Abuse

CE- Criminal Exploitation

CL – County Lines

CSE – Child Sexual Exploitation

DA – Domestic Abuse

DASV - Domestic Abuse and Sexual Violence

DSL – Designated Safeguarding Lead (formerly DSO). The member of staff that co-ordinates child safeguarding concerns and makes referrals.

DP – Designated Person

DV – Domestic Violence

EH – Early Help “providing support as soon as a problem emerges, at any point in a child’s life, from the foundation years through to the teenage years”. Essentially intervening to prevent abuse/neglect before it occurs.

EHA – Early Help Assessment

FGM - Female Genital Mutilation

HBV - Honour-Based Violence

HR – Human Resources

IRL – “In Real Life”, as opposed to online (internet slang)

LADO - Local Authority Designated Officer (Can be referred to as the Designated Team of Officers).

List 99 – list of individuals who are barred from working with children (now known as the Children’s Barred List)

LSCB – Local Safeguarding Children Board

MASH – Multi-Agency Safeguarding Hub

PoCA – Protection of Children Act

PNC record – Police National Computer record

SOS – Signs of Safety

SCR - Serious Case Review

PR - Parental Responsibility. Automatically assigned to all birth mothers. Also, to fathers named and present at issue of the birth certificate. Fathers not present must apply to the courts. A child in Care may either be "Accommodated" (parents retain PR) or on a Care Order/Interim Care Order (Local Authority shares PR)

Section 17 – Section of the Children Act 1989 which gives Local Authorities a general duty to safeguard and promote the welfare of children within their area who are In Need

Section 47 – Section of the Children Act 1989 which places a duty on Local Authorities to make enquiries into the circumstances of children considered to be at risk of significant harm and, where these inquiries indicate the need, to decide what action, if any, it may need to take to safeguard and promote the child’s welfare

Section 47 Enquiry – if a child is taken into police protection, is the subject of an Emergency Protection order or there are reasonable grounds to suspect that a child is suffering or is likely to suffer significant harm, a Section 47 Enquiry is initiated.

IMPORTANT CONTACTS

|  |  |  |
| --- | --- | --- |
| **Designated Safeguarding Lead:** | **Deputy Safeguarding Lead:** | **Nominated Safeguarding Lead:** |
| Name: Carla HansonEmail: info@chance2change.co.uk Tel: 07399290479 | Name: Martin Watson – Ace and ALPS safeguarding manger Email: Martin.Watson@luton.gov.ukAlternative email – martin.watson@avenuecentre.co.ukLandline – 01582 748806Mobile – 07930 636330Please contact Martin for advice in the absence of Carla or Jade. | Name: Jade Oconnor Email: admin@chance2change.co.uk Tel: 01582965009 |

**To make a referral or consult regarding concerns about a child:**

**Luton Multi-Agency Safeguarding Hub (MASH)**:

Telephone: 01582 547653

Out of hours: 0300 300 8123

E-mail: mash@luton.gcsx.gov.uk

**For allegations about people who work with children:**

Contact the LUTON MASH as above

or:

Local Authority Designated Office (LADO)

Paul James

Tel: 01582 548069

E-mail: Paul.James@luton.gov.uk

Or: Emergency Duty Team: 01525 405109

***If in doubt – consult.***

|  |
| --- |
| **In any case where an adult is concerned that a child is, or may be, at risk of significant harm they must make a referral directly to Luton Council Multi Agency Safeguarding Hub (MASH):****Telephone: 01582 547653****The number to call for out of normal working hours emergencies is: 0300 300 8123****E-mail:** **mash@luton.gcsx.gov.uk****If a child or other person is at immediate risk of harm, the first response should always be to call the police on 999.** |

STAFF SUPPORT

As part of their duty to safeguard and promote the welfare of children and young people staff may hear information, either from the child/young person as part of a disclosure or from another adult that will be upsetting. Where a member of staff is distressed as a result of dealing with a child protection concern, he/she should in the first instance speak to the Designated Safeguarding Lead about the support they require. The Designated Safeguarding Lead should seek to arrange the necessary support.

EMPLOYMENT CHECKLIST

|  |  |  |  |
| --- | --- | --- | --- |
| APPROX. TIMING | PROGRAMME | BY WHOM | INITIAL WHEN COMPLETED |
| Before Start | Safeguarding Training  | Staff Member  |  |
| 1st Interview  | References  | HR |  |
| 1st Interview  | DBS Check | HR |  |
| 1st Interview  | Confirmation of address and photo ID | HR |  |
| 2nd Interview  | Welcome: Tour of Unit/s, Fire Exists, Fire Extinguishers, First Aid, Health and Safety and Security Procedures  | SLT |  |
| Induction Day  | Review of Staff Handbook including: Safeguarding, Code of Conduct, Use of ICT, Sharing Information, Other Important Policies and Procedures  | SLT & Staff Member |  |
| Induction Day | Staff/Visitors ID badge  | HR |  |
| Induction Day | Introduction to Staff and Students, general job description duties  | SLT & HR  |  |
| During the first week | Agree Job description and Sign/Return Contract | HR & Staff Member |  |
| During the first week | Familiarise with equipment, facilities, reporting and recording systems  | SLT & Staff Member  |  |
| During the first month  | Access to generic emails, IT and online training and staff resources  | HR |  |
| By the end of the first month  | Complete Staff Feedback form | Staff Member  |  |
| Once Contract has been signed and returned  | Set Probation Period  | SLT |  |
| Once Probation Period has been set | Discuss further CPD and training opportunities, offer online resources  | HR  |  |
| After Probation Period  | Staff named email address  | HR |  |
| After Probation Period (6 months from start date) | Set a date for first Appraisal  | SLT |  |

**Sign** when all the above has been completed

Signature (Employee)……………………………………………………… Date…………………………...

Signature (Employer)……………………………………………………… Date…………………………...

POLICY CHECKLIST

Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please **initial** each of the below boxes to confirm you have read through and understood each policy. This document will be kept on file with your contract.

|  |  |
| --- | --- |
| Safeguarding/Child Protection Policy  |  |
| Safer Recruitment Policy |  |
| Keeping Children Safe in Education 2016 |  |
| Data Protection (GDPR) Policy |  |
| Health and Safety Policies and Procedures |  |
| Complaints Policy |  |
| Confidential Reporting/Whistle Blowing Policy |  |
| Information Sharing Policy |  |
| Online Safety Policy |  |
| Equal Opportunities Policy |  |
| Ex-Offender Policies and Procedures  |  |
| Code of Conduct for Staff  |  |
| Student Behaviour Policy and Procedures  |  |

I give permission for Chance 2 Change to keep a copy of my DBS Certificate on record for a period of three years from the date of issue. I understand that I can withdraw this permission, in writing, at any time and ask Chance 2 Change to destroy their copy of my DBS certificate.

Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please return this completed form to your as soon as possible to info@chance2change.co.uk or hand it to your line manager.

If there is anything on the form you feel you have not completed, please raise this with us.

STAFF FEEDBACK

Induction: (1 month)

Name……………………………………………… Job Role……………………………………….

1. Were you personally introduced to your new colleagues, managers and other appropriate people during your first few days in post? Yes/No

Any additional comments:

1. Has your Induction helped you understand your job, responsibilities, work standards? Yes/No

Any additional comments:

1. Have appropriate policies and procedures, important to your job (Safeguarding, sharing information, whistleblowing), been shown to you and explained to you? Yes/No

Any additional comments:

1. Has the Safeguarding and Important contacts section in the Handbook been of use to you? Yes/No

Any additional comments:

1. Have you completed any of the relevant training? Yes/No

If No, please explain why:

1. If there was one aspect of your Induction that could be improved what would it be, and how might we improve it?

Aspect:

Any additional comments:

Thank you for your cooperation, your feedback is important to us.

Please return this form to your line manager. 😊