

Employee Handbook

NORTHERN LINCOLNSHIRE
CARERS' SUPPORT SERVICE

**Wellbeing
Culture
Policies
Procedures**



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Charity Number 1070028.

Company Number 3540988.

Supportive

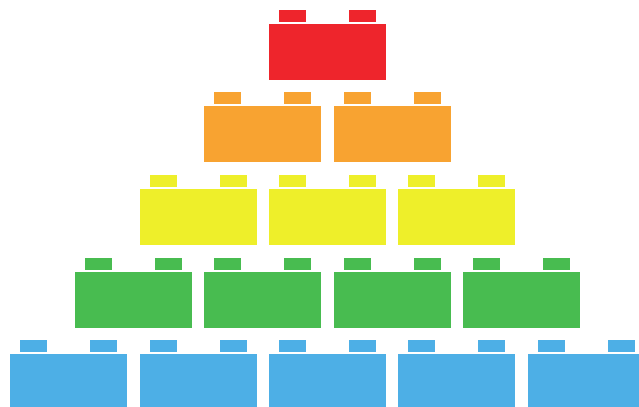
Inclusive

Creative

Resilient

Vibrant

Professional



Welcome

Welcome to the Carers' Support Service. We are happy you're here!

Together, we are on a mission to support the unpaid Carers of Northern Lincolnshire. We do this as a team. Each of us have our part to play, piecing together the puzzle of support that Carers have the opportunity to access.

The Carers' Support Service is central to the provision of support that helps Carers manage and maintain their health and wellbeing, and ultimately their caring role. This means the Carers' Support Service represents Carers in a number of partnerships across health, social care and the voluntary sector.

We are pivotal to the successful implementation of the North and North East Lincolnshire Carer's Strategies, meaning your work also contributes to the bigger picture for Carers in our area.

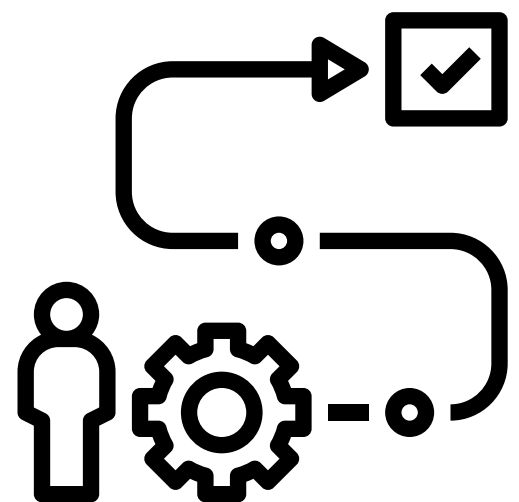
Our Mission

Carers' Support Centre is the first choice for Carers, their family and Commissioners.

We are a trusted and respected organisation.

Our Vision

Carers are valued and can access the help they need to thrive and live the life they choose.



About this handbook



We are committed to making the Carers' Support Service (CSS) the best place it can be to work and ensuring your time with us is happy and rewarding.

This handbook provides you with useful information about the culture and values of the Carers' Support Service and signposts you to important policies and procedures.

The handbook covers a wide range of subjects relating to your employment. In any event that information in this handbook conflicts with terms and conditions as stated in your contract of employment, the contract of employment will take precedence.

Please read through the handbook carefully and familiarise yourself with its contents. It is intended to be a handy guide for you to refer back to from time to time.

An induction is planned for you, which will support you to learn even more about the Carers' Support Service.

Everyone who works at the Carers' Support Service is valued, treated with respect and supported to contribute as fully as possible to the life and work of the Charity.

If you have any questions or any part of the handbook is unclear to you, please do not hesitate to raise any queries with your line manager. Signing your contract of employment indicates you have read, understood and agree to the contents of this handbook.

The handbook does not form part of your contract of employment, however the handbook forms part of the Policies and Procedures of the Carers' Support Service which we all abide by.

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We are active on social media!



North Lincolnshire: @CarersNL
North East Lincolnshire: @CarersNEL

About

The Carers' Support Service



1989 - Carers' Support Centre was established

To research Carer's needs and develop services, as a 3 year project with Glanford Council for Voluntary Services. The first Carer Group started in Barton upon Humber in October 1989 quickly followed by one in Brigg.

1992 - 4 Carer Groups now established

We introduced Carer groups in both Bottesford and Winterton, meaning Carer groups were now meeting every week. The charity was also providing information, advocacy and a listening ear service to over 40 new Carers every month.

A small home care sitting service was developed where 'sitters' were provided to enable Carers to attend a Carer Group. The Charity also started applying for grants for individual Carers to have a break and to purchase essential pieces of equipment.

1993 - the Carers' Support Centre became an independent charity

A management committee was set up (The Board of Trustees) which was largely made up of Carers, and still is to this day.

1996 - Services expanded into Scunthorpe

Two new Carer groups started (Lilacs and Parkwood). Carers were now also being consulted regularly by the local authority and health authorities. Carers began to be recognised and valued.



1997/98 - A lottery grant was awarded

This enabled the Carers' Support Centre to provide services to "hidden" Carers in rural areas, the Crosby Carer Group was established and the Home Care Service expanded and developed with the setting up of the first ever contract to provide home care to Social Services clients. In **1999** the services expanded to the Isle of Axholme and a Carer Group started in Epworth.

1999 - The Charity buys 11 Redcombe Lane

After a successful lottery funding application. The building was adapted in 2000 and officially opened September 2000. It was named Jessie Wilcox House after a Carer and friend of the Carers' Support Centre.

2001 - A new Lifelong Learning Project starts

The project became award winning in 2010 when it won a NIACE adult learning award. The project was developed to give Carers financial support and encouragement to undertake learning experiences, hobbies or interests

2003 - Carers Small Grants start

Made available to Carer Groups to enable them to enjoy activities, days out and learning experiences as a group whilst having a break.

2003 also saw the first stages of the development of the Carer's Needs Assessment, which the Carers' Support Centre researched and developed. In 2005 we started to undertake Carers Assessments.

2005 - Volunteers became a bigger part of the team

In this year, a volunteers coordinator was employed to recruit volunteers to provide befrienders to Carers and Ex-Carers. In later years this expanded to include counselling, lifts to groups, holistic therapies, group support and more.

2009 - New support for Carer wellbeing

We started to deliver a national programme called Caring With Confidence, much of which is still delivered today.

2010 - The team and the building grows

We received a grant from Northern Lincolnshire Rural Local Action Group and LEADER, to enable us to support more Carers. A new extension was added to the building and opened by Princess Anne in 2014. We also introduced the role of Carer Case Leaders (Key Workers as they are today).

About

The Carers' Support Service

2011 - A focus on healthcare professionals

A Health Liaison role was established with funding from the local health authority. The focus was to support GP practices to identify and support Carers. In **2011** the hospital was recognised as a priority setting in which to also identify and support Carers and so a Hospital Liaison post was also created.

2014 - A Northern Lincolnshire Carers' Service

In 2014 we started supporting Carers in North East Lincolnshire, opening our doors to 16,000 more Carers. At this time, we started referring to the Carers' Support Centre as the **Carers' Support Service**, placing the emphasis on the services we provide across all of the communities in North and North East Lincolnshire.

2016 - A focus on the community and 'hidden' Carers

Our first Community Liaison project was launched to build links with people and organisations across North Lincolnshire to help increase the awareness and identification of Carers. Links were created across health, social care, community, the third sector and private sector. We started working more with Employers and created links with the steel works.

2017 - Having a Ball

The First Carers' Support Service charity ball was a great success. Held at Forest Pines in Scunthorpe, Carers, professionals and members of the public came together to celebrate Carers, raise funds for the Carers' Support Service and raise the profile of Carers and the Charity.

2018 - Parent Carers Welcome

The Carers' Support Service was re-commissioned and our support offer officially became available to Parent Carers, enabling them to access a comprehensive suite of support.

2019 - A more strategic focus

2019 saw the introduction of a Carers Strategy Worker in North East Lincolnshire. This put the Carers' Support Service at the forefront of achieving strategic outcomes for all Carers across the area.



2019 - Moving on up

Our centre in North East Lincolnshire underwent a big refurbishment when we took over the whole building from only occupying the ground floor. We developed a day care facility, dedicated training room, a common room for younger Carers and importantly we installed a lift to make all of the facilities accessible.

2020 - Digital engagement becomes the norm

Covid 19 played a big part in encouraging organisations such as ours to enter into the digital world in a much bigger way. Hybrid workshops and training and virtual meetings were delivered for the first time and quickly became a permanent feature of service delivery and conducting day to day business. We successfully bid for a £10,000 grant from the Carers Trust to update our technology and digital offer.

2020 - A 'Northern' Lincolnshire approach

We took the first steps to deliver support on a Northern Lincolnshire footprint. Our training teams in North and North East Lincolnshire merged to make better use of resources but to also increase the opportunities available to Carers. This change represents the direction in which the Carers' Support Service will go with future service developments.

2021 - If we build it, they will come

In 2021 the service in North East Lincolnshire embarked on the development of a 'Mens Shed' with the idea that providing more practical activities will encourage more male Carers to access support. After the successful renovation of an out-building and the recruitment of a dedicated volunteer, the Shed officially launched in January 2022. Not long into the start of the project, it started to attract female Carers, and so the project was renamed 'The Shed'.

2022 - Becoming more social

We have been using social media for quite a few years, but 2022 was the year we ramped up our social media presence and ensured that there was no day that went by without us posting something of use to Carers. We modernised our image and made it consistent across all platforms, marketing and publicity to become a more recognisable brand.

About

The Carers' Support Service

2023 - Enhanced support for Carers of hospital patients

The Carers' Support Service led the way in North and North East Lincolnshire on improving the identification and recognition of Carers in hospital settings.

By researching and working with partners in other counties to bring together statistics and evidence, we successfully established the 'Carers Hospital Lanyard'. This project highlights the importance of working with Carers as expert partners, and the valuable contribution Carers can make to the care of a patient during a stay in hospital.

As a result of the project, fewer patients are being re-admitted to hospital, the hospital receive fewer complaints from Carers and importantly, the identification of Carers in hospital settings has increased by over 40%.

2023 - Services for Carers and People Living with Dementia under one roof

In January 2023 Dementia Direct was created in response to changes to the 'universal' offer of support to people living with Dementia.

With this new service came specialist Dementia Advisors, who work with those living with Dementia to provide emotional and practical support, Dementia Cafes and referrals and signposting to specialist support.

Dementia Advisors also provide an enhanced level of support for Carers of people living with Dementia, including Understanding Dementia Training.

2025 - Fit for the future

A year of achievements - not only were we awarded the Excellence for Carers award from the Carers Trust, we were successful in our bids to continue delivering support to Carers in both North and North East Lincolnshire for up to 5 and 7 years respectively.

This year, for the first time we also introduced digital and A.I support for Carers, giving more Carers access to information, advice and support than ever before.

Today

Across Northern Lincolnshire we register over 500 new Carers every 3 months.

In 2024/25 we supported 8535 Carers. Carers accessed 182 training events, we provided 1416 hours of counselling and 425 hours of befriending, our benefits and specialist advice service gave Carers access to £2.47 million of additional income across 635 households, we spent 1906 hours providing support in communities,

Supporting our staff team is a dedicated team of over 70 volunteers who provide counselling, befriending, group support, lifts to appointments, information in the community and admin support. They provided 3587 hours of their valuable time.

Tomorrow

You are now part of the future of the Carers' Support Service. We aim to grow, become more inclusive, more diverse and meet the needs of a greater number of Carers.

We don't know what the future holds, but we strive to build a team that can help us meet the challenges and take advantage of the opportunities of the future.

We provide a range of services and support. You can find out more about these in the service Information Booklet

Our logo through the years... (the first one hand drawn by our Joint CEO Mike Humphries)



CARERS' SUPPORT CENTRE



We remember those who have passed while still working for the Charity.

Richard Harding - Accounts Manager - passed 2008

Gemma Bennett - Key Worker - North East Lincolnshire - passed 2017

Marcus Czarnecki - Training Officer - North East Lincolnshire - passed 2022

Your Induction

Your induction starts on day 1 of working at the Carers' Support Service.

Your induction provides you with all of the information and training you need to give you the best chance of passing your probation period.

You will start to learn about the kind of organisation the Carers' Support Service is, our culture and values.

Day 1 is a day of reading all the important policies and procedures, health and safety information and this handbook.

Importantly you will have been given an induction plan, which although not prescriptive, is a plan that you and your manager should try to stick to. It ensures we don't miss anything. If you fall behind with your induction, or something doesn't get done that you can't complete yourself, talk to your line manager.


During your induction (usually 6 months - this is stated in your contract) you should aim to complete all mandatory training, and training that your line manager believes you and the service will benefit from you completing.

Mandatory training:

- Carer Awareness
- Safeguarding Adults
- Equality and Diversity
- General Data Protection Regulations
- Charity Log (CRM system)

Most staff also complete:

- Substance Misuse Awareness
- Emergency First Aid
- Dementia Friends
- Domestic Violence Awareness



**You may also
be asked to
do training
that is specific
to your role**



Our Aims

The Carers' Support Service has a detailed strategy that sets out our aims and how we will achieve them. You can find this on the 'About Us' section on our website www.carerssupportcentre.com

We aim to:

1. Raise the profile of Carers across communities
2. Identify and reach a greater number of Carers
3. Ensure our support to Carers is inclusive and accessible
4. Ensure our support to Carers makes a positive difference
5. Sustain and grow a vibrant, supported, inclusive and high performing team
6. Strengthen our financial sustainability and operational efficiency

So that you can actively contribute to these aims and understand your impact on the 'bigger picture' your line manager will discuss them with you in your induction and quarterly during your supervisions. Any actions and goals that you work towards help to achieve the best outcomes for Carers and move us closer to achieving our aims.

Bigger picture questions - Ask yourself:

How am I supporting Carers?

What am I supporting Carers to do?

What positive difference am I making to the Carers I support?

How am I making other people aware of Carers?

Am I supporting Carers fairly, without judgement and as an individual?

Am I respectful of peoples differences and opinions?

Am I being supported by my team and my manager to do my job well?

Am I supporting my team and sharing my skills, knowledge and experience?

Am I supporting my manager?

Reflecting in this way can help us understand our impact on the Carers we support, the wider Carer community and the people we work with.

Working at the Carers' Support Service

Registered
Charity
1070028

You are now an important part of a friendly, professional and supportive team.

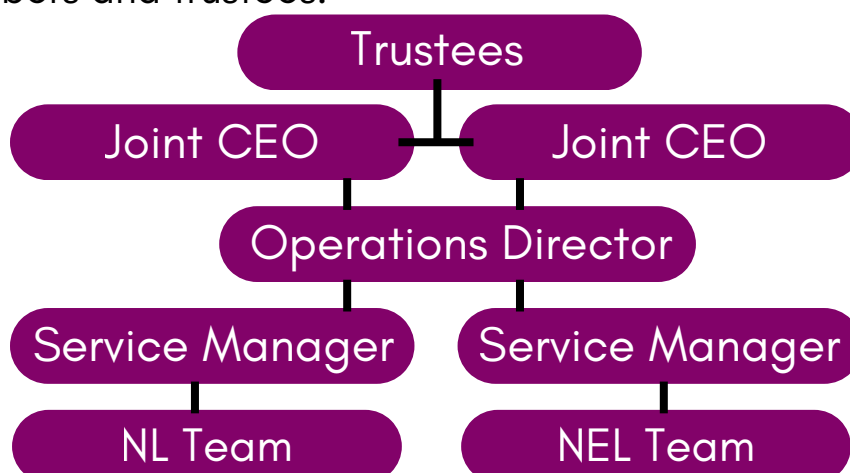
We have an approval rating of over 95% for the services and support we provide. We can only achieve such excellent results by working together as a team.

We have two teams, one that covers North Lincolnshire, and one that covers North East Lincolnshire. Some members of our team work at both to provide a diverse range of information, support and training to Carers.

Our teams are line managed by a Service Delivery Manager at both sites, they are line managed by the Operations Director, who is managed by the joint CEOs (Chief Executive Officers)

The governance and activity of the Charity is overseen by a Board of Trustees, that is made up of Carers and former Carers.

Take a look at the 'Meet the Team' page on the Carers' Support Service website to put faces to the roles. In time, you will get to meet all team members and trustees.



This is a
simplified
version of
our family
tree

We Support Carers...

Adults, Parents and Siblings

What is a Carer?

A Carer looks after a family member, friend or neighbour, unpaid, who could not otherwise manage without their support due to illness, disability, frailty, a mental health condition or substance misuse problem. The support Carers provide can be practical, emotional or supervisory.

Adult Carers - Those aged 18 and over who care for someone aged 18 and over

Parent Carer - Those aged 18 and over who care for a child under the age of 18 with additional needs. Parent Carers who care for their child into adulthood often continue to describe themselves as Parent Carers.

Sandwich Carer - Those aged 18 or over who care for another adult and a child. Often this will be an adult caring for a child with additional needs and a parent.

Kinship Carers - Adults who care for a child from another part of their family, or a child of a close family friend. Grandparents are the most common kinship carers.

Young Carer - A child under the age of 18 who supports a family member, usually a parent with a disability or medical condition, or sibling with additional needs.

Siblings - Children under the age of 18 impacted by a sibling with additional needs, but don't provide care or support

...BUT NOT ONLY CARERS

We also support people living with Dementia via our Dementia Direct Service.

The Charity will take opportunities to support other groups of people where Carers will also experience positive outcomes as a result.

Benefits

of working at the Carers' Support Service

Annual Leave

New team members are given 26 days annual leave, pro rata. Bank holidays are added to this, also on a pro rata basis.

Bonus leave! From Christmas Day to the end of December the charity gives everyone additional leave days. These days aren't added to your leave entitlement sheet, it is just a given that you have these days off.

Your annual leave entitlement increases the longer you work at the Carers' Support Service:

0 - 5 years = 26 days. 5 - 10 years = 28 days. 10+ years = 31 days

Flexibility

We work with you to provide flexibility to support you with caring responsibilities from day 1 of your employment. Requests are considered alongside the needs of the Charity.

Time off in Lieu

Time off in lieu allows a level of flexibility to carry out work tasks and manage your work/life balance. Your manager will work with you to manage any extra hours you work and any time you take back.

Supportive and friendly work environment

The Carers' Support Service prides itself on being a supportive place to work. The management team operate an open door policy, meaning there is always someone available for you to talk to. Because of the type of work we do, the team are caring and supportive.

Free refreshments

There's no need to contribute to the cost of tea and coffee, it's provided for you.

Volunteers

At the Carers' Support Service

Volunteers are part of our team. They provide essential support to Carers and are supported to do so by Volunteer co-ordinators based at each of our sites. Read the '**Including Volunteers**' policy for more information.

Volunteers carry out a number of roles:

- **Counselling**
 - Counsellors are students on counselling courses. They are on placements for their second or third year of their degree and some stay after qualifying.
- **Befriending**
 - Befrienders can be anyone interested in supporting a Carer. A befriender may go to a group with a Carer who doesn't have the confidence to go alone, or go for a coffee with a Carer to give them a chance to talk away from their home environment with someone who is non-judgemental and outside of their caring situation.
- **Group Support**
 - Group supporters help facilitate the many peer support and activity groups we run, that give Carers time away from their caring role.
- **Driving**
 - Drivers help Carers access support provided by the Carers' Support Service. If a Carer can't get themselves to a counselling appointment for example because of a lack of transport, a Driver will provide them with a lift at a small cost (£1 either way).
- **Information Champion**
 - Information champions are trained to give Carers information and basic advice out in the community. They support our outreach activity and help raise awareness of Carers and the Carers' Support Service.
- **Trustee**
 - Trustees provide the Carers' Support Service with governance. They guide the Charity and ensure we stay focussed on the things that matter to Carers.

Jargon



CSS = Carers' Support Service

DD = Dementia Direct

CNA = Carers Needs Assessment - an assessment that all adult carers are entitled to by law (Care Act 2014), in order to identify their needs and support that may meet those needs.

SPA = Single Point of Access - North East Lincolnshire - The main number for adult social care, CNAs safeguarding, crisis support and out of hours GP.

EAC = Emergency Alert Card - A card that is attached to an emergency plan that is enacted should the Carer not be able to care in an emergency situation

FCT = Family Carer Team - North Lincolnshire - The team in Adult Social Care that carry out CNAs

DP = Direct Payment - A payment received by a Carer upon the identification of need via a CNA. DPs allow Carers to purchase their own support solutions, including alternative care to help them have a break from caring.

EHA = Early Help Assessment - An assessment that identifies the support needs of families that are struggling with a range of different issues, which could include caring for a child with additional needs.

EHCP = Education, Health and Care Plan - A Plan put in place by the Local Authority (LA) when a child has additional needs that must to be met/supported by education, health and/or care professionals.

CHC = Continuing Healthcare - Funding provided by the NHS when a person has the need for healthcare support on a continual basis to live their day to day life.

POA = Power of Attorney - The legal authority to make decisions on behalf of someone else should they lose capacity to make their own decisions. This must be given when the person giving it has mental capacity to do so. It is a legal process with a cost.

CIP = Carers In Partnership - North Lincolnshire - A Forum made up of Carers, former Carers and professionals that support the implementation of the North Lincolnshire Carers Strategy.

CP = Carers Partnership = North East Lincolnshire - As above.

Registration = The process we go through at CSS to identify the support needs of Carers when they first contact us for support.

ER = Enhanced Registration - North Lincolnshire - As above, but for a person living with Dementia.

VCSE = Voluntary, Community and Social Enterprise - usually used to describe organisations that operate in the third sector, such as charities and community interest companies. CSS is part of a local VCSE alliance.

Add your own

The list above is not exhaustive - health and social care has a lot of jargon and acronyms that you will get used to over time.

Wellbeing

When you support Carers, no day is the same.

Although Carers come to us with similar needs, their circumstances are as unique as they are.

Supporting Carers is most often rewarding. We make a real difference to the lives of Carers, and we are often told as much, but supporting Carers can also be difficult.

Caring can be emotionally challenging. Sometimes all we can do is listen. Caring can take people to the brink of crisis and beyond, and in those most difficult of circumstances, we have to show our resilience and practical thinking.

This is why we do what we can during recruitment to hire people who demonstrate resilience, the ability to self-reflect, the humility to ask questions and seek support. Knowing how to look after yourself mentally and emotionally is essential for your wellbeing.

We take your wellbeing seriously

There is a range of training that team members can access, including but not limited to:

- Managing Stress and Anxiety
- Mental Health Awareness
- Understanding Depression
- Safe Talk - Suicide Awareness
- Domestic Violence Awareness

**Always talk to
your manager if
you need support**

You will have access to training and support to help you manage your wellbeing, We will ensure that you have the skills and knowledge to deal with the wide range of issues that you may be presented with day to day.

It's Okay To Take a Break



- After an hour of screen time, spend 5 minutes away from your screen
- Stay hydrated. Making yourself a drink every hour will give you a break from your screen & a chance to stretch your legs. Refreshments are provided free for everyone
- Take your 30 minute lunch break, away from your desk
- Take a walk outside. A lap or two around the building can refresh you & help concentration
- It's not always possible, but if you can, have a break buddy for the day. You will have chance to catch up & encourage each other to take necessary breaks
- Turn off your screen. Put on some relaxing music. Close your eyes & breath... in for 4, hold for 7, out for 8. Repeat

WHY YOU SHOULD BE TAKING BREAKS...



Reduce Fatigue



Reduce Stress



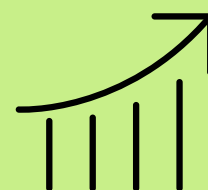
Improve
Concentration



Boost Wellbeing



Increase
Creativity



Increase
Productivity

Supervisions and Appraisals

Supervisions and appraisals are all about YOU! They are dedicated time you have with your line manager to talk about your work, your development, all the good stuff, what's not going so well and any health and wellbeing issues you have.

Supervisions and appraisals are important, for both you and your manager, so it is important that you put time in to plan when you are sent an invitation for one. Your manager has a template that they will send you and ask you to complete. Putting time aside to prepare means you will get the most out of your time with your manager.

Supervisions and appraisals are part of the bigger picture. You are asked to think about your future with the Carers' Support Service, and how you think the project or service you deliver could be developed for the benefit of Carers.

Most importantly, your manager will want to talk to you about any health and wellbeing concerns you have. This isn't just about physical health, it is about your mental and emotional wellbeing and making sure you have the tools, skills, knowledge and training to best manage and maintain your own health and wellbeing, as well as making sure the Carers' Support Service is doing what it can to best safeguard your health and wellbeing.



Tools, Links & Support

As an employer we have a responsibility to support you and ensure your work doesn't negatively affect your health and wellbeing. Speak to your line manager about any work concerns you have so we can explore the options available, up to and including, providing counselling.

Often our home life and other factors that are not work related affect our health and wellbeing, which can have an impact on our work. We try to be as flexible as possible, considering the needs of the services we provide, to accommodate requests that will support you through any difficult and challenging times, including a temporary change of work hours or agreeing unpaid leave.

Refer to the Leave Policy for more information about the different types of paid and unpaid leave you can request.



Humber and North Yorkshire Health and Care Partnership

Humber and North Yorkshire Our People

Everything you need to take care of your wellbeing in one place.

Join challenges, gain awards, build healthy habits; and access a range of self-help tools and podcasts.

A new app for health, care and emergency service staff living and working in North and North East Lincolnshire, Humber, East Riding and North Yorkshire.



IOS Android



Samaritans NL Website



Samaritans NEL Website



Online Suicide Awareness Zero Suicide Alliance



MIND - Information about Stress



Headspace - YouTube Videos

Staff Charter

The Charter seeks to promote positive relationships and good employment practice as a necessary part of achieving the Charity's mission and goals.

At the heart of the Charter lie expectations that all colleagues will be valued, treated with respect and supported both to contribute as fully as possible to the life and work of the Charity and to find their experience rewarding. It is also expected that colleagues will accord the same respect to one another and to the Charity, visitors, and Clients.

As team members,

We can all expect:

To be involved in setting goals and objectives for the CSS

To understand how our role contributes towards the 'bigger picture'

To be treated with respect and trust

Not to be treated unfairly or be disadvantaged in any way

A zero tolerance approach to discrimination, violence and prejudice

A clear sense of direction for our work

Encouragement, recognition and support

As much responsibility and autonomy over our work as possible

Individual and team objectives that are realistic and challenging

Trustees and managers to act in the best interest of the Charity

Our professional and personal learning goals to be considered when exploring training opportunities

Our wellbeing to be taken seriously and support to be provided to address work related stress issues

A professional, reasonable and understanding response to changes in personal circumstances.

The staff charter sets out how we can expect to be treated and how we are expected to behave. Following the charter will facilitate effective team working and the development of positive working relationships between colleagues.



As team members,

We are expected to:

Contribute to setting goals and objectives and seek to achieve them

Show courtesy and respect to all

Act in ways free from prejudice, bias and assumptions

Act on sensitivities to avoid offence.

Speak openly and seek guidance and knowledge.

Value difference and the opportunity to work with and support people from diverse backgrounds.

Act with integrity and trustworthiness and be accountable for our conduct

Contribute to the building of good working relationships

Work co-operatively with and support managers and colleagues

Work as part of a team, and seek support as required

Self reflect, be responsible for reviewing our own performance and take advantage of opportunities for continued professional development

Keep our managers informed of progress with our work and any problems that may arise

Follow the policies and procedures of the Carers' Support Service

Be flexible in our approach to work and meeting the needs of the Charity

Day to Day

Duty

Duty is a pre-planned time that you are 'back-up' for reception. You will deal with incoming enquiries and visitors that reception can not deal with or allocate to another member of the team. Duty also covers extended hours.

Rota

Everyone is part of the rota. The rota ensures we have enough staff to cover all of our operating hours including extended hours. The Rota covers a period of weeks that is dependent on the number of people in the team. If the rota covers a 7 week period for example, you will be allocated a week between 1 and 7.

Out of Hours/Extended Hours

Out of hours or extended hours are covered by a mix of being in the office, and operating a mobile phone app away from the office.

North Lincs - 5pm to 8pm Monday to Thursday, 5pm to 6pm Friday, 9am to 5pm Saturday and 10am to 4pm Sunday. On Monday and Thursday you will be in the office until 8pm (you will start your day later) and on Saturday (so you will have a day off during the week) Tuesday, Wednesday, Friday and Sunday are covered via an app that you will have on your mobile phone.

North East Lincs - 5pm to 7pm Monday to Friday, 10am to 2pm weekends. On Thursday you will be in the office until 7pm and start later. You will also be in the office on Saturday and work a shorter day in the week. The remaining hours are covered with an app that you will have on your mobile phone.

Your contract will detail if you work these extended hours.

Diaries and Outlook

We use Outlook for emails and electronic diaries.

Diaries support our lone working practices, and show your availability. Your Outlook diary must be kept up-to-date and will be shared with the team.

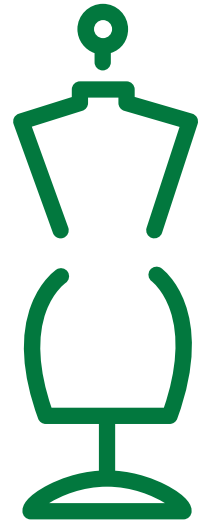
If you are working away from the office, refer to the lone working policy for the information you need to record in your diary.

Opening and Closing

Everyone who works at the Carers' Support Service is a key holder and is given the alarm codes. This shows the level of trust we have in our team. The opening and closing procedure is different for each building in Brigg and Grimsby. Your manager will cover this during your induction.

Dress Code

- We do our best not to be too prescriptive. We must always present in a professional way but look approachable, therefore the dress code is 'smart casual'
- Ensure you are adequately covered. This means no bare shoulders, low neck lines or short skirts.
- No sports/leisure wear or tops with large logos or slogans
- No footwear that is a trainer/sportswear or flipflop.
- No denim jeans
- Wear your ID lanyard at all times while working



Workplace Pension

Your workplace pensions starts following 3 full months of employment. If you start part way through a month, that month will not be included.

The Charity contributes 3% of your monthly salary to your pension. You contribute 4% but can choose to pay more or opt out completely.

Our pension provider is Legal & General. If you have any enquiries about your pension, they can be contacted on 0345 070 8686 8.30am to 7pm Monday to Friday. Email employerdedicatedteam@landg.com

During maternity leave, the employer contribution continues at 3%. Your contribution will change depending on the money you receive from the government.

Your full monthly salary is pensionable. Expenses are not pensionable or taxable.

Pay

The pay date for all team members is the 15th of each month. Pay is for the month the pay is received, which means the first half of the month is paid in arrears, and the second half is paid in advance.

Overtime and Time off in lieu (TOIL)

From time to time, you may work more hours than you are contracted. This will always be in agreement with and monitored by your manager.

When agreeing to work overtime, your manager will let you know if the time will be paid, or given back as time off in lieu. Additional pay is paid at the same time as your monthly salary. You will need to arrange with your manager to take time back.

To claim overtime payments, you will need to complete an Extra Hours Form and submit it to your manager. To bank time off in lieu, you will need to record additional hours you have worked on a TOIL form.

Travel and Expenses

If you are required to travel for work purposes outside of contracted duties and responsibilities, you can claim a mileage allowance. Mileage is paid at 45p per mile. This may change temporarily from time to time if it is deemed the impact of the cost of living and fuel costs impact negatively on your ability to travel.



You may incur expenses carrying out your day to day work. The most common expense is paying for parking.

Both travel and expenses are claimed using a travel and expenses form. It is your responsibility to submit forms on time for payment to be made.

Travel and expenses are paid at the same time as your monthly salary.

Health and Safety

Both offices (Brigg and Grimsby) have their own risk assessments which you will have been given on your first day, along with a Health and Safety Handbook and guidance on electrical equipment and using ladders.

Every member of staff completes a Display Screen Equipment check list to ensure their workspace is fit for purpose.

Everyone has responsibility for their own safety and that of colleagues. Report anything you see that needs attention to a manager.

Fire

The Fire Evacuation Plan details in full what team members should do in the event of the fire alarm sounding.

If you are not on duty, or on reception, you must vacate the building as quickly as possible via your nearest fire exit. You must not stop to pick up any personal belongings.

In Brigg the fire assembly point is on the grass across the car park, opposite the car park entrance, near the bench.

In Grimsby the assembly point is the bench at the front of the Library

Reporting sickness/absence

If you are unable to come into work, you must speak to a service manager from either site, or a more senior manager if they are not available at 9am on the first day of absence. A text, email or voicemail is not enough. If you are too unwell to call, someone else must call on your behalf. If you think you will still be unfit for work the following day, you must speak to a manager by 2pm. You must ring each day. Your first sick day is unpaid.

Periods of sickness up to 7 days will be self certified. Periods of sickness beyond 7 days will require a sick note from your doctor.

Upon your return to work, your line manager will conduct a return to work interview with you as soon as possible, to ensure we are providing any necessary support and to help us monitor sickness absence.

We are Age Positive

Rather than talk about 'the elderly', 'pensioners' or 'OAPs', which can be excluding or have negative connotations, we use the term '**older people**'.

The Carers' Support Service is committed to responding to people as individuals.




Team Meetings

Your line manager will aim to conduct a full team meeting once a month. Team members are expected to make every effort to attend, even on their non-working day. Your line manager will make arrangements to ensure you are paid or are able to take time in lieu if you work additional hours.

Computers

During your induction, you will receive information on how to log onto your computer, emails and the database. The confidentiality and GDPR policies also cover the use of computers. Things to remember are:

- You are responsible for the security of your login details and other passwords which should not be shared other than with senior managers who keep a secure record.
- You must always lock your computer screen (press the windows  key and L key together) when moving away from your desk.
- Never click links or open documents in emails when you don't know the sender or if the email is not from a known organisation.
- The internet is an essential tool in our work and some of our systems are cloud based. As such please be aware of the sites you are accessing.

Money

If you receive money for any purpose, you must hand it to those with Petty Cash responsibilities. In pre-planned instances, you will need to have a receipt book in order to provide a receipt and keep a record of money received.

Once handed to someone with petty cash responsibility, the money will be recorded on the petty cash spreadsheet with the reason the money was received.

Only those with petty cash responsibilities have access to petty cash. If petty cash is needed, it must be requested, the reason recorded on the spreadsheet, a petty cash slip completed with signatures and receipts kept and attached to the slip.

Gifts

From time to time, Carers may give staff a gift. All monetary gifts must be given to the Carers' Support Service as a donation, and cannot be kept by any member of staff.

If a non-monetary gift is received, staff can accept it (up to the value of £30) but must report the gift giving to a manager. Staff must not give gifts to anyone they or the Charity support. Staff must act in line with the Charity's Anti-Bribery policy. All gifts will be recorded on the gift register by the manager you inform of the gift/donation given.

Facilities

Parking

Our Grimsby office has no staff parking. Most staff choose to park in the free B&Q/Halfords car park which is a steady 5 minute walk from the building.

Our Brigg office has free on-site parking.

Accessibility

Both Carers' Support Service buildings are fully accessible for people with a disability.

The Carers' Support Service is an equal opportunities employer which means that we ask about reasonable adjustments during the recruitment process. We will work productively with any member of the team who experiences a change in circumstances during their employment.

Refreshments

The team are provided with free refreshments (Tea, coffee, water). We provide alternatives for those with dietary requirements, for example: decaf or dairy free.

Toilets

Toilet facilities are gender neutral

Housekeeping

Team members are expected to maintain a clean and tidy workspace. Items used for lunch and refreshments must be cleaned after use and put away.

We are all expected to clean/clear away any mess that we make.

The Carers' Support Service has a cleaner. The cleaner's job is primarily to clean surfaces, dust, Hoover and clean/sanitise the toilets. The cleaner is instructed not to clean desks that have things left on them, and they are not to wash cups and plates left in the sinks.

We are responsible for cleaning/sanitising our own equipment (laptop, PC, desk phone, keyboard and mouse)

Equipment

You will be provided with all of the equipment you need to carry out your role. Equipment remains the property of the Charity.

Confidentiality

GDPR (General Data Protection Regulations)

We all have a duty to keep personal information and data safe. By following data protection principles, we ensure that information is:

- used fairly, lawfully and transparently
- used for specified, explicit purposes
- used in a way that is adequate, relevant and limited to only what is necessary
- accurate and, where necessary, kept up-to-date
- kept for no longer than is necessary
- handled in a way that ensures appropriate security, including protection against unlawful or unauthorised processing, access, loss, destruction or damage.

The Carers' Support Service has a confidentiality policy and data protection policy that you must read and understand.

Any requests for personal information must be made in writing. Anyone using the Carers' Support Service has the right to request a copy of the information we hold about them, meaning we should only record and store accurate, relevant and factual information.

Mike Humphries (Joint CEO) is the named Data Controller for the Carers' Support Service.

Volunteers

Volunteers must also follow the confidentiality and Data Protection policies. Specific members of staff will have responsibility for volunteers. In most cases this will be the Volunteer Co-ordinator, but as a member of the team, you may be in the position of supporting a volunteer.

Those responsible for or in supporting roles for volunteers must help to ensure volunteers follow the principles above.

All staff and volunteers access GDPR training as part of their mandatory training programme.

Safeguarding

Adults and Children

Safeguarding is everyone's responsibility
We must never judge or assume to know a situation

If you have concerns about the safety of an adult or child speak with the Operations Director who is the designated safeguarding officer.

Any concerns for the safety of a child must be reported. Adult safeguarding is not as straight forward, however knowing the different types of abuse and what you are looking out for can help.

The Carers' Support Service mainly supports adults, but it does also support siblings of children with additional needs and on occasion, Young Carers.

Safeguarding adults and safeguarding children training are part of the essential training programme for all staff and volunteers. Here are some useful links for adult safeguarding:

Types of abuse



Training & Resources



Refer to the
Carers' Support
Service
safeguarding
policies and
procedures for
more information

There are 6 key principles to adult safeguarding:

1. **Empowerment** - People being supported and encouraged to make their own decisions and informed consent.
2. **Prevention** - It is better to take action before harm occurs
3. **Proportionality** - The least intrusive response to the risk presented
4. **Protection** - Support and representation for those in greatest need
5. **Partnership** - Local solutions through services working with their communities.
6. **Accountability** - Accountability and transparency in safeguarding practice

Social Media

Social media refers to any online tools and applications that are used to communicate, create and share content. The Carers' Support Service routinely use Facebook, Twitter, Instagram and LinkedIn.

Why do we use Social Media?

Social media is an essential tool, that helps us communicate our work. It is sometimes important for staff to engage with the content we create and our audiences.

Who creates content for the Charity?

Certain members of the team are trained to use social media appropriately, and ensure that our content follows our brand guidelines.

Each member of the team is able to request that information goes onto our social media platforms, but only those trained to create content can post content.

Content creators have access to the Charity's social media accounts via their own personal accounts or accounts created for work purposes. Every effort must be made to protect those accounts and the devices those accounts are accessed on. Passwords must not be shared at any time.

Content must not be created that breaches copyright law. The Charity uses Canva to create marketing and social media content. This ensures we only use images, videos and sounds that we have permission to use.

Use of personal social media

Conflicts of interest between the Carers' Support Service and Staff and volunteers must be avoided. Be aware that the information you make public could influence how people perceive the Carers' Support Service.

You must not post about the Carers' Support Service on your personal accounts, other than to share a post from one of the official platforms. The only exception to this is if you have explicitly been asked to create content for your personal social media by a member of the management or social media teams.

Use of personal social media continued..

Use a common sense approach to using social media. Be aware that at all times your views could be construed as being those of the Carers' Support Service, particularly the views of those in senior positions.

If you are contacted by the media about any of your social media posts relating to the Charity, you must not respond, and talk to the Operations Director or one of the joint CEO's as soon as possible.

If a member of the public contacts you regarding a post you may have shared about the Charity, direct them to the relevant telephone number or email address (**North Lincolnshire**: 01652 650585, info@carerssupportcentre.com. **North East Lincolnshire**: 01472 242277, info.nel@carerssupportcentre.com) avoid giving a direct response unless the response is simple and factual.

Prohibited use

You must not make social media communications that bring the Charity into disrepute.

You should not defame or disparage the Charity, its staff and volunteers or professional/charitable contacts and client confidentiality must be upheld at all times.

You should never post photographs or images of staff colleagues, volunteers, clients or third parties without their express permission and understanding.

Any such actions could result in disciplinary action including dismissal, and so may failure to comply with any request to remove such content.



Policies

This section gives you an **outline of policies** that you may more frequently need to refer back to. **Full policies are available on the Google Drive which you will have been sent a link to.** You can ask your manager for a copy of policies at any time.

Annual Leave

More details of leave entitlement are in your contract.

You must make every effort to use your leave within the leave year.

The leave year runs from the 1st April to the 31st March.

With authorisation from the Operations Director, you can carry over up to two days (pro rata) annual leave to the following leave year.

To request leave, you must complete an annual leave request form and submit it to your manager.

Your manager will consider the impact of your leave on the service before giving you a decision. The main factor in granting your leave will be whether or not other team members are already planned to be on leave.

There are times during the year when annual leave is restricted, this is during Carers Week in June, Dementia Action Week in May and Carers Rights Day in November.

You must wait for a response to your request before making arrangements for your leave. The Charity is not responsible for any financial commitment made by you prior to authorisation.

Absence from work

You may need to be away from work because of appointments, sickness, injury, caring responsibilities, on compassionate grounds or to carry out public service such as jury duty.

Other than for sickness or injury, time away from work should be pre-planned with your manager. Every effort should be made to limit the impact on your work and the Charity.

Sick pay entitlement is detailed in your contract.

Requests for time away from work, including flexible working arrangements and career breaks will be considered and treated both sympathetically and practically and in line with any statutory obligations relating to your request.

Policies

Equal Opportunities and Diversity

The Charity values diversity and will promote diversity and equality in service delivery and in employment and volunteering opportunities.

Equality and diversity is not about treating everyone the same, but valuing and working with people as individuals, ensuring everyone has equal and equitable support and access to opportunities.

The Charity takes a zero tolerance approach to harassment and discrimination and works to the principle of treating people just as we would treat those we care about.

The Charity works to ensure that employees can succeed in their employment; the services we provide meet individual needs and no one is disadvantaged. The Charity recognises the value of the social model over the medical model. The social model highlights the following barriers that we must address to properly empower and reduce inequalities:

- **Attitudinal Barriers** - The language we use and the way we have become used to being treated/treat others.
- **Policies** - The design and delivery of policy and services.
- **Physical and other** - The design of the environment and communication systems that take specific and different access needs into account.

Recruitment and Selection

No job applicant or employee will be discriminated against, either directly or indirectly on any unlawful grounds.

The Carers' Support Service will follow fairer recruitment guidance in all recruitment processes.

Disclosure and Barring scheme (DBS checks)

Due to the nature of the work the Charity carries out, all members of the team are required to have a DBS check to satisfy the Charity that you do not pose a risk to the adults or children we work with. The level of DBS requested will depend on your role. The cost of your DBS check is covered by the Charity.

Policies

Using personal mobile phones for work purposes

Mobile phones are used for a number of reasons:

- To make and receive calls for work purposes, via an app.
- To communicate with colleagues, particularly in lone working situations.
- Where using a mobile phone is the best option for communication.
- To facilitate the operation of the Helpline.
- For marketing and publicity.

Some of these reasons may apply to different members of the team at different times.

The Carers' Support Service reasonably expects its paid staff to use their mobile phone for work purposes, facilitated by the use of an app, that employees are reasonably expected to download onto their device.

The app makes use of the Carers' Support Service telephone system, meaning that personal numbers are protected from view.

The Carers' Support Service will cover any costs incurred through the use of personal mobile phones for work purposes. Expenses are to be claimed via an expenses claim form and will be paid with employee salaries.

The use of mobile phones for personal reasons during working time must be reasonable and kept to a minimum. Staff are permitted to keep their mobile phones on their person for easy access.

Use of mobile phones for personal reasons must not be disruptive to other members of the team and must not interfere with the completion of work tasks.

Mobile phones should never be used for personal reasons while supporting a client/carer, except in an emergency.

Policies

Training and Development

The Carers' Support Service values its staff and regards training as a very important way of preparing and supporting staff in their work.

Training needs will be identified, and you will have the opportunity to talk about any training you feel you need during your induction, and subsequently during supervisions and appraisals with your line manager.

For training to be granted, it must benefit the delivery of services and/or help the Charity achieve its broader aims and objectives. An exception to this is when training will provide personal benefit and there is no cost to the Charity, other than allowing time to access such training.

If you leave within 12 months of starting employment, you may be asked to pay for the training you have accessed.

Environmental Policy

The Carers' Support Service is committed to sustainable delivery and development of services and operations and recognise the importance of managing and minimising our impact on the environment. Concern for the environment is a fundamental part of this commitment. We aim to reduce the impact on the environment from our operations.

Key actions to achieve and desired outcomes are:

- Roll out the use of electronic records
- Provide recycling facilities ensuring all recyclable materials are recycled.
- Turn off electronic equipment, lights and heating as necessary.
- Energy efficiency will be considered when purchasing electronic goods.
- Monitor the use of utilities consumption
- Miles travelled will be kept to a minimum, utilising electronic methods of attending meetings and providing support where possible.
- Communication and information provision will be electronic where this is appropriate, effective and meets the needs of the end user.
- The environmentally friendly option will be chosen when purchasing cleaning materials.
- Buying local goods and services will always be a preferred option.
- Improve environmental awareness amongst staff.
- Environmental impact will be considered in decisions that are made.

General Information

Insurance

Staff and volunteers are covered by the Charity's insurance during the course of their work for instances of injury or death, payable if the Charity is found to have been negligent. Any accidents or injuries must be reported to your manager and recorded appropriately.

Damage or loss to personal property

Damage or loss should be reported to a manager immediately. Payment will only be made to cover damage or loss where the Charity is seen to have been negligent.

Change of address and personal circumstances

You must advise the Charity, in writing, when you have a change in circumstances that will affect your personal record. Examples include: details of your address, telephone number, emergency contact and bank detail. For changes to address and/or bank details, ask for the relevant form, which must be completed and submitted to a manager. Your manager will pass your new information on to finance.

Health and Hygiene

Relevant health and safety notices are posted around the buildings for you to familiarise yourself with.

You must familiarise yourself with the Health and Safety Handbook, supplementary health and safety material and general risk assessments.

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

Contact with any person who has an infectious or contagious disease must be reported to Management before commencing work.

Rights of Search

The Charity maintains a right of search in order to combat misappropriation of the Charity's property, stock losses, or if the Charity genuinely believes that drugs or any illegal substances are on the premises. The right of search is to address problems relating to the above issues. It is understood that such checks in themselves do not imply suspicion in relation to the individual concerned.

Criminal Records

Many posts within the Charity are exempt, because of the nature of the work, from the provisions of Section 4(2) of the Rehabilitation of Offenders Act 1974, by virtue of the Exceptions Order 1975 as amended.

This means that for exempt posts all convictions, including those that are “spent” under the terms of the Rehabilitation of Offenders Act 1974, but excluding those that are “protected” under the Exceptions Order, will be made known to us. Disclosure and Barring Service (DBS) checks are carried out on relevant employees at the commencement of their employment and any subsequent convictions must be notified to a member of Management.

Smoking

It is illegal to smoke in enclosed or substantially enclosed workplaces and the Charity has a policy that prohibits smoking except in outside areas, sufficiently distanced from the building.

Smoking on the patio areas at the Brigg Centre immediately outside the buildings is not permitted. Smoking in Grimsby is only permitted in the courtyard area to the back of the building.

Smoking breaks must not be excessive/exceed 15 minutes in total in a 7.5 hour working day.

Drugs and Alcohol

The use of drugs or the consumption of alcohol by employees is inappropriate at any time during working hours and before work. If medication is prescribed by a doctor that may affect an employees ability to perform their work, they must discuss this with their manager.

The Charity reserves the right to introduce testing, including random testing, for illegal substances and alcohol at any time without prior notice.

Lay off/Short Time Working

If a situation arises where there is a reduction of work, or there is any other occurrence that affects the normal running of business, the Charity has the right to either lay off without pay other than Statutory Guarantee Pay or to implement shorter working hours. This procedure is in line with your terms and conditions of employment.

Whistle blowing

Employees are encouraged to make disclosures of any wrongdoing. Those who do are commonly referred to as whistle-blowers.

Whistle-blowers are legally protected under certain circumstances. These are when disclosures are “qualifying disclosures” which must relate to:

- Committing a criminal offence
- Failing to comply with a legal obligation
- A miscarriage of justice
- Endangering the health and safety of an individual
- Environmental damage
- Concealing any information relating to the above

Use of private vehicle on the Charity’s business

You are responsible for ensuring that the vehicle you use is in a roadworthy condition, with a valid MOT certificate (if applicable) and that you have adequate insurance cover in place before taking any business travel. The Charity does not accept any liability in the event of any accident, prosecution or fine.

Online Resource Area*

Because of the sector we work in, there are a lot of resources, services and support for the Carers we support, the people they care for and even ourselves.

To make this information easily accessible, you have access to a staff only area of the Carers’ Support Service website.

You will often see communication from members of the team about new resources, changes to resources and resources that perhaps we just didn’t know about before. The online resource area will be kept up-to-date with all of this useful information.

To access it:

- 
-
-
-

**as of 01/01/2026 the staff area is still being developed*

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Space for notes



Charity Number 1070028.

Company Number 3540988.