Welcome to the Priory Group and the team

I am delighted to welcome you to the Priory Group, the leading provider of behavioural care in the UK. We organise ourselves into four divisions – healthcare, adult social care, education, and elderly care – which together support the needs of more than 30,000 people each year.

For over 140 years, we have helped some of the most vulnerable people in society get their lives back on track, build new futures for themselves and regain their independence through our unique and integrated approach to delivering services.

We organise ourselves into four divisions – healthcare, adult care, older people’s care, and education and children’s services – which together support the needs of more than 30,000 people every year.

By joining our team of 15,000 professionals, you are taking on a key role in that process. Whether you are engaged in a support function or in a front line role in one of our schools, homes or hospitals, you have an enormous responsibility to look after the people in our care when they need us most.

We expect the very best from you because, together, we can make a real and lasting difference to the lives of thousands of people every year.

Kind regards,

Tom Riall
Chief Executive Officer

Our purpose and behaviours

Our purpose is:
To make a real and lasting difference to everyone we support.

The behaviours we aspire to are:

**PUTTING PEOPLE FIRST**
We put the needs of our service users above all else.

**BEING A FAMILY**
We support our colleagues, our service users and their families when they need us most.

**ACTING WITH INTEGRITY**
We are honest, transparent and decent. We treat each other with respect.

**BEING POSITIVE**
We see the best in our service users and each other and we strive to get things done. We never give up and we learn from our mistakes.

**STRIVING FOR EXCELLENCE**
For over 140 years, we have been trusted by our service users with their care. We take this trust seriously and constantly strive to improve the services we provide.
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Introduction

This handbook has a simple purpose: to help you understand the way we work together and the standards we expect from each other. It is important that you read it and keep it safe for future reference.

During your induction, which will take place during the first few weeks of your employment, you will learn about the company as a whole, as well as your particular service area and location.

This will give you a clear understanding of our objectives and how you can contribute to them. More than that, it will alert you to the qualities and behaviours we look for in everyone on our team. These include an enthusiastic and positive approach to work, high standards of performance, excellent time-keeping and attendance levels and a willingness to go the extra step to meet the needs of the people who use our services – even if that means sometimes going beyond the duties outlined in your job description.

Should we need to amend this handbook in future, we will let you know via local notice boards, the intranet or in writing – so please regularly check for any changes.

We hope that you will find the information contained in this handbook both informative and helpful. If you have any queries then please discuss them, in the first instance, with your manager.

To this end, we have developed a framework of resources, policies and benefits that will help you achieve your full potential.

Our objective is not simply to give you a safe and supportive working environment – important thought that is. We also aim to recognise your contribution, listen to your opinions and invest in your personal and professional development. What follows is a brief overview of exactly what you can expect from us.

Section 1:
What you can expect from us

Be safe

We commit to providing you with a safe environment which will include safety equipment, health and safety training and adequate supervision. You must work safely using that equipment and knowledge to ensure your own safety, that of your colleagues and the people that we care for.

Breaks

Breaks are linked to the hours you work and are unpaid. If you are entitled to a break, your line manager will work out the best time for you to take it so that we can continue to meet business needs.

Cars and car parking

Where possible, parking facilities are provided for employees’ cars, motorbikes and cycles. Please remember to park in authorised parking places only. The company disclaims all liability, whether in negligence or otherwise, for loss of, or damage to, any vehicle and its contents whilst left on the premises.

If you use your personal vehicle, either for company business or for the carrying of company goods, you must ensure that you and your vehicle are covered by your motor insurance for business use.

If you drive a company car, either pool or allocated, or your own vehicle on company business, you should ensure that you are authorised to do so by your line manager and that you adhere to company guidelines.
Employee engagement survey
Giving you the opportunity to voice your opinions about working with the company is an important part of our culture. This survey is carried out annually and is sent to all employees in the company. All results are published on the intranet and action plans are implemented to improve the business.

Employee assistance helpline
We appreciate that the demands of everyday life can be challenging and pressured. While these demands can be exciting and rewarding, there are occasions when the pressure of our jobs and private lives can lead to stress which can have an impact on both our health and our work.
Our employee assistance helpline is a confidential 24 hour resource for advice and counselling on various personal, work, legal and financial issues.
You can call this line at any time on 0800 531 6228 quoting 72002.

Equality and diversity
We believe that every employee is entitled to fair treatment, courtesy and respect irrespective of age, disability, gender, marital status, race, religion and belief, sexual orientation. We value the qualities that a diverse workforce brings to our business and encourage all employees to take an active role in promoting equal opportunities and preventing any form of discrimination. We welcome job applications from people with disabilities, and those we appoint will be provided with appropriate equipment and support to enable them to do their job.

Family friendly leave
We understand that you and your family may need to deal with situations, planned or unplanned, that may affect your life from time to time. In order to support you with this we have a number of family friendly policies and arrangements in place:

Compassionate leave
If you suffer a bereavement in your immediate family – that is, parent, spouse or partner, brother, sister, son, daughter, grandparent, or legal guardian – you may request leave in order to make arrangements connected with, and to attend, the funeral. The amount of leave, and the question of pay, will be at the company’s discretion but will not normally exceed five working days. If you should need compassionate leave then please discuss further with your manager.

Flexible working
You will be able to make a request for flexible working under the statutory right if you meet the specified criteria as set out in the relevant flexible working policy. All applications will be considered by the Company.

Maternity
If you become pregnant you should inform your manager as soon as practicably possible, at least 15 weeks before the expected week of childbirth. This is to ensure that a pregnancy risk assessment can be carried out and to also allow you reasonable time off to attend antenatal appointments.

Shared Parental Leave
Shared Parental Leave aims to enable eligible parents to choose how to share the care of their child during the first year of birth or adoption and to give you more flexibility in considering how best to care for, and bond with you child. All eligible employees have a statutory right to take SPL and in some cases will be entitled to some Shared Parental Pay.

Adoption leave

If you are an adoptive parent you may be entitled to either adoption leave and pay or paternity leave and pay when a child is placed for adoption. If you wish to take adoption leave you should contact your manager in the first instance, who will advise you of what you need to do.

Parental leave
You are entitled to parental leave if you have a year’s qualifying service. You can take a period of unpaid leave to care for each child under five (or 18 in special circumstances). The maximum total amount of leave to be taken per child is 16 weeks or four months, up to their fifth birthday or 18 weeks for each child entitled to disability allowance up to their 18th birthday.

Paternity leave
Eligible employees can choose to take either one week or two consecutive weeks’ paternity leave. You should complete a notice of intention to take paternity leave form, which is printable from the intranet.

Time off to care for dependants
A dependant is defined as a spouse, parent, child or someone else living in the same household. This does not include tenants, boarders or lodgers. All employees have the right to take a reasonable amount of time off to deal with family emergencies. Such absences are unpaid unless the company agrees otherwise.
**Holidays**

**Annual leave**
Your annual leave year along with your leave entitlement is outlined in your contract of employment. In the year that you join or leave the company your holiday entitlement will be calculated on a pro rata basis. The company does not carry annual leave forward into the next year, nor will payment be made in lieu of this leave. Therefore any annual leave not taken will be lost.

You must agree the dates of your annual leave with your manager in sufficient time to allow for cover and rotas to be planned. You must ensure leave is authorised prior to any bookings for holidays or travel. No more than two weeks of annual leave may be taken at any one time without specific permission from your manager.

If you leave the company you will be paid for any part of your accrued holiday entitlement not taken. If you have taken more than your accrued holiday entitlement, the company can make an appropriate deduction for any excess holiday taken from your final pay.

**Bank holidays and public holidays**
Local arrangements apply to staff that are required to work on a bank or public holiday and your manager will provide details of these arrangements for you. Part-time staff receive a pro rata entitlement to bank holidays.

**Hours of work**
Your hours of work will be as detailed in your contract of employment. Your actual hours including starting and finishing time will be advised by your manager. The company reserves the right to change working hours in order to meet the needs of the business, subject to normal consultation with you.

You may be required to work a reasonable amount of additional hours when workload and other situations warrant it. Your manager will determine the need for such additional hours, when it is to be worked and who is required, taking into account the circumstances prevailing at the time. Except in the case of an emergency, you will be notified of the requirement at least 24 hours beforehand. Should you be unable to work overtime on any occasion, you must notify your manager so that alternative arrangements can be made. Additional hours arranged and authorised by your manager in advance will normally be taken as time off in lieu, or may on occasion be paid at flat rate, or at a premium local rate as advised to you separately.

**Jury service and other public duties**

**Juror** If you are required to serve as a juror, you must advise your manager, as soon as possible, of the dates that you expect to be absent – please ensure you submit a copy of the court summons. If you are not required at court during any part of your period of jury service, you must attend work whenever this is reasonably practical. The period of absence from work will be unpaid. However you can claim for loss of earnings and other expenses such as travel and lunch from the court. The Certificate of Loss of Earnings form can be found in your jury pack (which will be given at the start of jury service) and will need to be returned to the court with all relevant receipts.

**Justice of the peace** If you are a Justice of the Peace or a member of a public body such as a local authority, you must tell your manager as soon as possible the dates that you expect to be absent from work. In each case, please produce documentary evidence of the need for, and the period of, absence. All such absences will be unpaid, or if you prefer, you may request annual leave.

**Volunteer Reservists** In addition to the normal annual leave entitlement, the company will provide five days with pay for members of staff who have volunteered for the Territorial Army or Reservist Training and are required to attend training exercises and summer camps. Should you be mobilised, an appropriate period of unpaid leave will be granted. You must formally request time off for VRF training purposes and make sure that you give your line manager reasonable notice of any time off requested.
Learning and development

We are committed to investing in your personal and professional growth and recognise the importance of ensuring that you begin your work in a positive and supportive environment. Induction therefore is a fundamental part of integrating you into the organisation.

The company has developed a corporate induction programme – Foundations for Growth (FFG) which is at the centre of induction and staff development. It is delivered via an e-learning system and works in conjunction with local induction plans as a blended learning solution.

Each employee is assigned a pre-defined mandatory training programme which has been developed in line with regulatory bodies and Priory standards taking into consideration your role within the business. The induction process will provide you with an understanding of our core values and prepare you for your role within the company. Where learning and development needs are identified the company will, subject to budgetary provision, organise appropriate learning and development opportunities to enhance your skills to improve your job performance and to prepare you for possible promotion. Provided that you have been given reasonable advance warning, we require you to take part in appropriate learning and development opportunities applicable to your employment, which take place outside your normal working hours, or on days when you would not normally be required to work. You will be paid at your normal flat basic rate for such time.

Pay

Your rate of pay is included in your contract of employment. Any changes will be discussed and confirmed in writing.

Deductions from pay will be made for any statutory requirement (e.g. income tax, National Insurance, court orders). Other deductions may be made for reasons which include unpaid sickness, unauthorised absence, leave taken but not accrued at the time of leaving employment or outstanding debts to the company at the time of leaving your employment.

If for any reason you have been underpaid, the company will make up the amount in the next available pay run. If for any reason whatsoever, including mistakes of law and fact, you are overpaid, we reserve the right to adjust your future payments or make a deduction from your subsequent salary or require a repayment.

If you have any query about your pay please raise it with your manager who will investigate your concerns.

Overtime

On occasion you may be required to work a reasonable amount of additional hours when workload and other situations warrant it. Your manager will determine the need for such additional hours, when it is to be worked and who is required, taking into account the circumstances prevailing at the time. Except in the case of an emergency, you will be notified of the requirement at least 24 hours beforehand. Should you be unable to work overtime on any occasion, you must notify your manager so that alternative arrangements can be made.

At other times, as determined by your Manager, overtime hours may be available but not required. It will be for you to decide which, if any, such overtime you wish to accept. Once you have accepted an overtime shift you will be required to work it.

Additional hours arranged and authorised by your manager in advance (whether required or voluntary) will normally be taken as time off in lieu, or may on occasion be paid at flat rate, or at a premium local rates advised to you separately.

Pension

The company runs a pension scheme and all employees are eligible to join the scheme. Details of the pension scheme are detailed in your contract of employment. Further information can be obtained from the payroll department.

SMART benefits

The company offers various salary sacrifice schemes where you are able pay for certain benefits from your gross salary. This means that you will not pay tax or national insurance payments on these benefits. The SMART benefits we offer include cycle scheme, pensions, childcare vouchers and Just drive. The company also offer employee discounts at various high street stores and companies.

Further information on these benefits can be found on the intranet under Central Services/HR and Learning and Development/Benefits or the payroll department.
Section 2:
How we do things and what we can expect from you

Absence, reporting and timekeeping

Absence requests
We appreciate that you may need time off to attend dentist, doctor or hospital appointments. Where possible these appointments should be made outside of your normal working hours. If this is not possible the appointment should be made at either the beginning or the end of the shift to ensure there is minimum disruption to your working day. Any time spent attending appointments unless relating to pregnancy or maternity must be either made up or taken as unpaid leave, following discussion with your line manager.

If you require time off for any other reasons you should speak to your line manager as early as possible so that your request can be discussed and where agreed, arrangements to cover your role can be made.

Sickness absence
We accept that from time to time you may be unable to attend work as a result of sickness or injury. If this happens, it is important that you help minimise the impact that this will have on your team and the people who use our services by following this sickness absence reporting procedure:

- If you are unable to attend work as a result of sickness absence you must advise your manager, or the next most senior manager, by phone as soon as possible and at least one hour before the start of your first day/shift of absence so that arrangements can be made for cover – text messages are not acceptable
- You must give an indication of how long you expect to be away from work, advise whether or not you are consulting your GP and if your condition is a result of injury or illness sustained at work
- You must also keep in regular contact with your manager if you are likely to be absent for a lengthy period
- You should inform your manager when you know the date of your return to work so they can cancel any temporary cover arrangements

- If you are away for seven calendar days or more, you must get a Fit Note from your doctor and send it to your manager. Further medical statements must be provided to cover the complete period of absence
- You will be required to attend a return to work meeting after a period of absence, to discuss the nature of your absence in more detail

If you are absent for fewer than seven calendar days, the company may ask for a self-certification. For further information on sick pay please refer to your contract of employment.

Attendance and timekeeping
We expect excellent standards of attendance and timekeeping, which are of the utmost importance in maintaining high standards of care and service. Therefore it is important to be ready to start work at your scheduled time. You will normally be expected to make up any time lost.

On occasions, circumstances such as disruption to transport or adverse weather conditions may make it difficult for you to attend work on time, however we expect you to do whatever is reasonably possible to get to work in these circumstances. You will normally be expected to make up any time lost.

If you know that you are going to be late you should contact your line manager in advance to advise them and to explain the reason why. The same applies to returning from breaks.
Alcohol, drugs or other toxicants
Aside from medically prescribed drugs, you may not bring onto, consume or distribute, alcohol, intoxicants or drugs of any kind, either upon the company’s premises, or whilst on company business. Any medically prescribed drugs must be kept in a secure place.
If there is reasonable grounds for believing you have taken controlled drugs, alcohol, intoxicants or other substances and your work performance is impaired, you may be suspended from duty.
Due to the nature of our business the company reserves the right to randomly test for any illegal substances, alcohol or drugs.
In addition to general health and safety requirements there are specific needs regarding the control and use of controlled drugs within company workplaces. Each member of staff is responsible for becoming familiar with the written instructions confirming the control, use and storage of such drugs within the workplace. You are expected to adhere to these instructions.

Bribery
The Priory Group condemns bribery and corruption in all its forms and takes a zero-tolerance approach to bribery and corruption. It is our policy to conduct all of our business in an honest and ethical manner. The Priory Group is committed to acting professionally, fairly and with integrity in all its business dealings and relationships wherever in the UK it operates, and where necessary implementing and enforcing effective systems to counter bribery.
All individuals working within the Group must take responsibility for their own actions, you must ensure that you understand the company’s stand on this subject and what your obligations are under it.
Please refer to and familiarise yourself with the HR08 Bribery Policy on the intranet.

Cash handling
You may be involved in financial transactions and handling of money as part of your duties. You must ensure that you follow cash handling procedures as shown to you. You should also ensure that you do not carry money in the pockets of your uniform whilst on duty.

Changes to your personal details
It is important that we are kept up to date with any changes to your personal details. Please inform your manager in writing of any changes to your name, home address, telephone number, bank account and your next of kin (or other such person) for emergency contact purposes.

Company property
You must at all times treat any item of company property with respect and use it only for the purpose it was intended. Any damage to company property must be reported to your line manager.

Mobile telephones
If you are issued with a company mobile telephone, it is for company related use only and is not to be used for personal calls. The security of the telephone is your responsibility.

Laptop computers
If you use a company laptop computer it is your responsibility to take reasonable precautions to keep it secure. Unless specifically permitted you are not to load personal software onto the machine. Please refer to the company IT security and data protection policy.
**Vehicles/cars**
If you have a company car as part of your remuneration package you will be advised separately of the company car policy.

If you are required at any time to drive a company vehicle, you must ensure that you are aware of the restrictions on use. You will be responsible for any fines or penalties that may be incurred whilst the vehicle is allocated to you. Under no circumstances are you to drive a company vehicle if it is illegal for you to do so.

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**Confidentiality and data protection**
You must always protect the confidentiality of any sensitive information about the Company, employees and service users both during and after your employment, in accordance with your contract of employment. The only exceptions are when you need to share this type of information either as an essential part of your role, or when required by law.

We comply with all aspects of the Data Protection Act 1998. You must make sure any personal data on other colleagues or customers to which you have access is kept confidential.

If you feel that information is not being treated with due care, you should raise this with your line manager.

**Criminal offences**
You must tell us if you have any current criminal conviction. You do not have to tell us about any previous criminal convictions that are now classed as ‘time spent’.

Criminal offences outside employment shall not necessarily be treated as a reason for disciplinary action. In such cases the appropriate manager will conduct an investigation, and if appropriate, a disciplinary hearing will be convened.

Where criminal charges are pending against an employee, the manager will consider the question of the employee’s employment independently from the outcome of any court hearing. Each case shall be considered separately taking into account all the circumstances.
Disclosure barring service (DBS), Access NI and Disclosure Scotland

Where stated on your offer letter or subsequent amendment, your appointment, or continuing employment with the company, will be subject to the receipt of an enhanced disclosure from the DBS, Access NI or Disclosure Scotland, which is satisfactory to the company. The level of disclosure and the frequency of renewal will be at the company’s discretion.

If on appointment, either prior to starting or during the probation period an unsatisfactory enhanced disclosure is received, your appointment may not be confirmed and will terminate with immediate effect without notice or payment in lieu.

If during your employment an unsatisfactory enhanced disclosure is received, you may be suspended from duty immediately. An investigation into the circumstances will take place and you may be subject to the disciplinary procedure up to and including dismissal. If you refuse to comply with an application for an enhanced disclosure from the DBS, Access NI and Disclosure Scotland, you may be suspended immediately and will be subject to the disciplinary procedure up to and including dismissal.

You must notify your manager immediately if you are under caution for any questioning or arrested by the police, or charged, cautioned or convicted in connection with any criminal matter. Failure to do so could result in disciplinary action up to and including dismissal.

Dress code and appearance

You are required to maintain a clean and smart appearance at all times. The specific dress code for your location and job role will be advised to you by your manager. It is essential that you adhere to it at all times. Generally though the following will apply:

- Clothing should allow free movement and maintain decency
- Jewellery worn should be minimal with consideration given to the safety of yourself and others and to the risk of loss or damage to the items
- Shoes should be comfortable, secure and cover the toes
- Other items of dress should be chosen with safety and appearance in mind

Anyone who attends for work wearing clothing that, in the opinion of their manager, is inappropriate may be turned away. In such a case, whether you are paid will be at the discretion of your manager.

If you are provided with a company uniform it must be worn correctly at work. You are responsible for keeping your uniform clean and in good condition. The uniform must be returned when you leave the company. Failure to return it will result in a deduction from your pay.

Employer’s liability insurance

As an employee you are covered by the company employer’s liability insurance. Copies of the policy document are posted on your local notice boards and on the intranet.

Employment of family members

Within the company you may work at the same workplace or in the same team as another member of your family. However, due to the potential conflict of interest, a member of the same family should not normally work under the direct authority or supervision of another family member, where family includes common law or live-in partners. You must inform your manager, in confidence, of any such relationship or any change in a relationship with colleagues so that appropriate measures may be put in place.

Employment of recovering people in ATP units

It is acknowledged that employees working specifically in the addiction treatment programmes (ATP) may be in recovery from addictive behaviours themselves.

If you work in these units you must be aware that if you are in recovery from addictive behaviours and you relapse from abstinence from active addiction, you will not be permitted to continue working in the service within the company. We will support you during this time but may not be able to sustain your employment at the unit. The same principle applies if you are working in an ATP unit and not in recovery, but are diagnosed as having an addiction problem.
Eligibility to work in the UK

As an employer, we have a responsibility to prevent illegal working in the UK. We are therefore required to check the entitlement to work in the UK of all existing and potential employees, regardless of their race, ethnic or national origin, colour or nationality. Up to date visas and authority to work in the UK should be produced when requested. For individuals who do not have an entitlement to work in the UK, we will consider obtaining permission to work via the Points Based System (PBS). Where an application under the PBS is made, employment is conditional upon this application being successful.

Employees’ property

The company accepts no responsibility for loss of, or damage to, your property left on the premises. However, in exceptional circumstances, consideration will be given to replacing clothing damaged by the people who use our services during the course of your duties. We will, of course, take every reasonable step to recover lost property.

Expenses

Reasonable expenses incurred as a result of company business may be claimed through the business expense system. Any claim must be made on the appropriate claim form, available from the intranet, using the prevailing company business expense rates. Original receipts must be attached and claims must be authorised. You will be advised who is authorised to sign for business expenses. Expenses will be paid by credit transfer to your bank account.

Gifts and loans

Satisfied and grateful service users or their families are often keen to express their gratitude to key individuals concerned with treatment. Whilst this is understandable, we must be mindful of the fact that teams deliver the service. The company also wishes to protect its staff from allegations of bribery or improper receipt of gifts and loans.

Any offer of gifts, no matter how small, must be notified to your manager. Where small gifts are brought to the site, you should ask the donor to take the gift to the most senior member of staff on site at that time who will seek guidance on the treatment of the gift.

You must not ask for or accept gifts or loans from persons who do business or might do business with the Priory Group. You must record all gifts and hospitality made or received in the register maintained by the site manager at your site or the gifts and hospitality register on the intranet.

Health and safety

As a Company we are committed to ensuring the health and safety of all our employees, service users and others. We therefore provide the following:

- Protective equipment, premises and systems of work that are safe
- Information, instruction, learning and development to enable employees to carry out their work safely and without risks to health
  - Promotion of safe and healthy workplaces and practices
  - Regular reviews of the Health and Safety policy to ensure it is delivering up to date health and safety management, in line with legislative requirements

As an employee we expect you to understand your role and responsibilities in ensuring your own safety as well as that of those around you. In particular, you must:

- Work safely in the interest of yourself and others, and cooperate in the promotion and implementation of good health and safety practices as required by our Health and Safety policies and procedures
- Use safety devices and personal protective equipment (PPE) where required
- Ensure your ability to work safely has not been reduced or compromised through alcohol, drugs, fatigue or lack of sleep
- Report all work-related accidents, injuries, illnesses and dangerous occurrences to your line manager and follow the procedure for reporting incidents and accidents
- Report any injuries or medical conditions (and if you are on prescribed medication) that may prevent you from carrying out your work safely, or that may cause further injury to you or others.

Fire safety

You must familiarise yourself with the instructions displayed on the notice boards. Emergency instructions are displayed and you must ensure you are always familiar with the emergency and evacuation procedures for the part of the building in which you work. Please acquaint yourself also with at least the two nearest fire exits and the location of fire alarms and extinguishers in the area in which you are working.

When you are working in a new or different location please make it a priority to familiarise yourself with that location’s fire prevention arrangements.

Regular training and fire drills will be organised and you must attend these sessions when required.
First aid
During normal working hours, first aid treatment is available from appointed first-aiders. Your manager will be able to tell you who is authorised and qualified to give treatment. Please ensure that you seek treatment for any injury sustained at work, no matter how slight it may appear at first. Any injury must be recorded on an accident/incident reporting form and your manager informed as soon as possible and at the latest within two days.

Information Technology (IT) security
The company depends on its computers, data, and information processing capabilities for our day-to-day business. IT systems are a critical part of our information infrastructure. It is vitally important therefore, that the security of these systems and the data held by the company is maintained.

During your induction through Foundations for Growth (FfG), you will cover the IT security and data protection policy, a copy of which was issued to you upon commencement of your employment and which can be found on the intranet.

Leaving the Priory
Your contract of employment will detail the period of notice you will need to give the Company if you decide to leave. This notice should be given in writing to your line manager. The notice you can expect to receive from us is also in your contract of employment. In the unlikely event of redundancy situation, your statutory rights are protected. You will be paid any monies due to you on the normal pay day following your departure. Your P45 will be sent to you by post. You must ensure that any property or clothing including mobile phone, computer laptop, car, keys or badges that were issued to you by the company are returned upon leaving.

Literature and other material
Many of the people who use our services are vulnerable and/or volatile; therefore you must always be mindful of their sensitivities. You are not permitted to bring to work or distribute among your colleagues at work, any written or pictorial material that may harm or jeopardise the treatment or stability of any of the people who use our services.

This includes material downloaded at work from the Internet or sent/received by email. Examples include films with violent or sexual content, inflammatory articles and magazines with unsuitable subject matter.

Money owing to the company
The company has the right to deduct from your wages/salary, or sums payable to you on your departure from employment, the amount of any outstanding loans or other monies owed by you, including overpayment of any salary or wage payment, for whatever reason, to the company.

Name badges
If you are issued with a name badge you must wear it whilst at work in any of the company’s establishments.

“I’ve had great opportunities to progress here. There are lots of options to develop new skills and take on new challenges and roles.”
Other employment

If you wish to take up secondary employment with another employer, or to pursue outside business interests you must seek the approval of your site manager or executive director prior to commencing the activity. The company will not unreasonably restrict your external activities, however, where there may be a conflict of interest or where any other business is in competition with the company, it reserves the right to refuse permission.

You must not become engaged in any other occupation that may interfere with your standard of performance at work. In particular, the company is required to have knowledge of any additional employment undertaken in order to carry out its obligations on working hours and rest periods under the Working Time regulations.

Performance management

Managing performance is a continuous process which involves making sure that the performance of employees contributes to the goals of their teams and the business.

As part of our aim and purpose, we are committed to providing all our employees with a fulfilling working environment and encouraging staff in their personal and professional development. We are passionate about providing the highest standards of care, treatment and education in safe, positive and flexible environments. This is a two way process, our aim is to engage with employees so they are highly motivated, high performers and in return believe it is the employee’s responsibility to meet the requirements of their role and adhere to all work systems and procedures.

There will be a regular dialogue between line managers and their team members which is at the heart of performance management. Reviewing performance will include regular informal meetings where line managers discuss current work and development including training needs and an annual appraisal review where the work of the year is discussed and feedback given.

Unfortunately there are occasions where poor performance will need to be addressed, in such cases a Performance Improvement Plan with clear concerns, training needs and measurable targets will be communicated. Managers will provide ample support during this time.

Private trading

Private trading on company premises is not allowed and could lead to dismissal without notice under our disciplinary procedure.

Probationary period

As a new employee you will be placed on a probationary period, the duration of which is detailed in your contract of employment. During this period your performance at work will be assessed and a formal review carried out.

If your performance does not meet the standard required during this period, your probationary period may be extended, or your employment may be terminated with notice as outlined in your contract of employment.

If your performance has met the requirements of the role, your manager will confirm your appointment in writing.

Professional registrations and PIN numbers

If you are professionally qualified, you will have been required to produce your certificate of professional qualifications before commencing employment. You are required to comply with any Code of Conduct issued by your professional organisation and to maintain your professional registration (i.e. for a doctor GMC and for a nurse NMC). This is a condition of your continued employment.

As the company cannot allow you to operate without the appropriate professional registration, it reserves the right to move you to other duties, where available on the appropriate rate of pay, for any period when your registration may have lapsed. Where this is not possible, you may be suspended without pay until your registration is confirmed. In cases where registration cannot be obtained your employment may be terminated without notice.
Relationship boundaries

You must inform your line manager prior to the start of, or during your employment if you are in a personal or intimate relationship with another employee. If you are in a relationship with a colleague it is important to remain professional at all times and should not allow your personal/private life to detract from conflict with your professional duties or productivity. The company will take steps to ensure that you will not report to your partner or vice versa due to potential conflict of interest and where possible those in a relationship should not work alongside each other. In the event of a relationship coming to an end you may inform your line manager so appropriate support can be given.

Many of those who come to us for treatment, care or to study are vulnerable. Therefore it is not permissible for employees to enter into a non-therapeutic relationship with our services users or their families. Nor is it permissible for any employee to have social contact with ex-service users who have received Priory Group care and treatment within the last three years, or where the ex-service user is still a child or is a vulnerable adult or where contact could result in vulnerability.

Security and search

All those working in the company are responsible for the security of each other. If you see someone who does not appear to have authority to be in a hospital, school or home you should alert your manager immediately. Similarly, if you see or receive a suspicious package you must immediately inform your manager.

The company is aware of the obligations concerning privacy arising from the Human Rights Act. However, where the company has a reasonable suspicion of misconduct, the contents of any parcel, package, bag, clothing or case etc. may be inspected before it is brought onto or taken off the premises by an employee or worker. Employees and workers and/or their vehicles entering or leaving the premises may also be searched. The company may also search the living accommodation of residential staff at any reasonable time.

The employee/worker and a third party will be present at any search. If an employee refuses to be searched, the company may have to make a decision based upon the facts available, in light of such a refusal.

Smoking

Smoking is illegal in all substantially enclosed workplaces and public places. Smoking is not permitted on company premises, except in areas specifically notified.

Social functions and training events

You are encouraged to attend Company social functions and training events and enjoy yourself. You are however asked to treat other colleagues and guests at the event with respect. If you do not act in a professional and appropriate manner it may amount to a disciplinary offence and depending on the circumstances may result in dismissal.
Social networking sites and personal blogs

Employees must be aware that they are legally responsible for any content that they publish on the internet – contribution to blogs, message boards and social networking sites.

If an employee posts any content to the internet – written, vocal or visual, which identifies, or could identify you as an employee of the Priory Group and in the content discusses anything related to the Priory Group or its business, customers, staff or the people who use our services, they will be held personally liable even if the content is created, updated, modified or contributed to outside of working hours or when using personal IT systems.

Telephone calls and correspondence

The use of company telephones for private incoming or outgoing calls is restricted to cases of genuine emergency. If you need to use a company telephone in this manner you must obtain approval in advance by your supervisor or manager. You may not make or take personal mobile calls during work time.

You are not permitted to use the company address or company headed paper for personal correspondence.

At the Priory Group, we develop relationships with each other based on mutual trust and respect. We also demand the highest standards of competence and professionalism from everyone on our team. However, there are times when things go wrong – an instance of unacceptable conduct, for example, or a level of performance that falls below expectations.

Rare though these occasions may be, we take them very seriously and have developed policies and procedures to resolve them as quickly, efficiently and fairly as possible. Along with details of these, the next section will also describe a special Your Say Forum we have created to encourage better communication, facilitate the exchange of ideas and promote better understanding between managers and staff at the Priory Group.
From time to time it may be necessary for the company to take disciplinary action against an employee for a variety of reasons when behaviour or performance at work falls below that expected. This includes, but is not limited to, unsatisfactory performance for capability as well as conduct related reasons.

The procedure aims to encourage you to achieve, maintain and improve your standards of conduct and performance at work. It also serves to facilitate fair treatment of all staff, to establish the facts as far as is possible and to ensure that the employee is clear of what is expected of them at work.

All issues will be fully investigated in the first instance. If there is a case for disciplinary you will be invited to attend a disciplinary hearing. You will be provided with full written details of the allegations against you, including all documentation relevant to the case at least 5 calendar days before the hearing. You will have the right to be accompanied by a work colleague or trade union representative. You will be given written confirmation of the outcome of the meeting and will have the right to appeal against the outcome of the hearing.

**Levels of warning**

**Letter of concern**
A minor breach of standards may warrant a letter of concern. The letter of concern will include details of the expected improvement and any timescales within which the improvement should occur.

**First written**
Further action is necessary or where the offence is deemed to be sufficiently serious, a formal disciplinary hearing will be convened. The written warning will, in most cases, remain valid for 12 months from the date of issue.

**Final written**
Where an incident constitutes serious misconduct or where there is a failure to improve or repetition of an issue dealt with previously at stage two, a final written warning may be issued. The warning will, in most cases, remain valid for 12 months from the date of issue.

**Dismissal**
Where an employee has previously received a final written warning and further action is necessary, termination of employment with notice will be considered. In cases of gross misconduct an employee may be dismissed without notice and without recourse to the earlier stages of the procedure.

**Anti-bullying and harassment**

Sometimes people unintentionally cause offence and the quickest and simplest way to resolve this is to let them know. This behaviour becomes harassment if it continues after it has been made clear that it is unacceptable.

If the matter cannot be resolved informally, we have a policy for protecting our employees from on-going harassment and bullying. The procedure for investigating claims is the same as the grievance procedure. We will handle all cases sensitively and with care.

The company will not tolerate bullying and harassment of other employees, workers, the people who use our services or members of their families or friends. All complaints of harassment or bullying will be taken seriously and investigated.

If you are aware of any such behaviour, you must report it to your line manager. We strictly prohibit any form of retaliation against anyone bringing genuine concerns to our attention in good faith. If this informal approach fails, or is inappropriate, you may raise a formal grievance. Please also refer to the Whistleblowing/confidential reporting section of this handbook.

**Disciplinary procedure**

This procedure applies to all our employees regardless of their type of employment contract. It does not apply to bank workers or employees within their probation period.
Gross misconduct

Gross misconduct is behaviour/misconduct resulting in a serious breach of the contract of employment. In the case of gross misconduct, employees will normally be summarily dismissed without notice and without any warning being issued as detailed above. It is normal for an employee suspected of gross misconduct to be suspended on full pay for the duration of the investigation and disciplinary process.

Action short of dismissal

In some cases, demotion or redeployment may be offered as an alternative to dismissal.

Grievance procedure

It is our aim to provide a good working environment in which employees are able to participate in meeting the objectives of the company. In the majority of cases personal differences can be addressed at an informal level, either by discussion between the parties involved or by discussion between the employee and their manager, this is to be encouraged. However, from time-to-time differences may arise that requires formal intervention.

The company wishes to provide a process whereby employees can raise these differences, have them considered and have the right of appeal against any decision about which they are unhappy. Managers will make every effort to fairly resolve any formal grievance as quickly as possible.

Where an employee believes they have been unfairly treated they should follow the procedure laid out below. At both stages every effort will be made to resolve a grievance within five working days but this may not always be possible.

If you have a grievance relating to your employment that you have not been able to resolve informally and you would like it to be addressed formally, you should raise it in writing in the first instance with your immediate manager. A meeting will be held to discuss the issues and the outcome will be communicated in writing to you. If you believe that the response to your grievance was unsatisfactory you may appeal against the outcome, in writing to your manager’s manager, detailing the areas of dissatisfaction.

Your Say Forums

The Your Say Forums represent all employees and encourages the active participation in the affairs of the company by:

- Providing a forum where new ideas, policy changes and business matters can be discussed freely and proactively
- Encouraging communication and consultation on matters affecting the joint interests of management and staff
- Supplementing the existing channels of communication within the company on business issues
- Providing an effective two-way feedback mechanism to promote better understanding and healthy relationships between management and staff

The Your Say Forum is an information and consultation forum and does not have negotiating rights.

Whistle blowing/confidential reporting

We aim to develop a culture of openness. Our employees may well be the first to realise when there is something illegal or improper at work. You may not be able to express these concerns because you feel that by doing so you may be disloyal to your colleagues or to the company. Our whistle blowing/confidential reporting policy aims to encourage you to feel confident in raising serious concerns, provides avenues to raise those concerns, ensures you receive a response to those concerns and reassures you that you will be protected from any possible reprisals. Our company procedures and the law, encourage workers to exhaust internal processes before considering any course of action external to the company.

These options for action within the company procedures include:

- Contacting your line manager, or senior managers within the organisation
- The grievance procedure which is outlined earlier in this section of the handbook
- Contacting FirstAssist which is our confidential whistleblowing line on 0800 197 3166 quoting reference number 71191