



Induction Policy

February 2017

Contents

| | |
|---|---|
| 1. Purpose | 3 |
| 2. Scope | 3 |
| 3. General Principles | 3 |
| 4. Promoting equality and inclusion | 3 |
| 5. Roles and responsibilities..... | 3 |
| 5.1 Employees | 3 |
| 5.2 Line Managers | 4 |
| 5.3 Induction Buddy | 4 |
| 5.4 Human Resources | 4 |
| 6. Induction process | 4 |
| 7. Induction booklet | 5 |
| 8. Buddy system | 5 |
| 9. Induction Checklist | 5 |
| 10. Review and evaluation | 5 |
| 11. Monitoring | 5 |
| 12. Further Advice | 5 |
| 13. Appendix 1: Induction Checklist..... | 6 |

Document Control

| | |
|---|--|
| Version History | 1.0 |
| Summary of Change | Revision of Induction and Probation Policy 2005, which creates a new, standalone induction policy. |
| Contact (job title) | HR Policy Development Manager |
| Implementation date | February 2017 |
| Review Date | 6 th October 2018 |
| EqIA Date | 4 th October 2016 |
| Decision making body & date of approval | Staffing and Remuneration Committee 4 th October 2016 |
| Classification | Official |

1. Purpose

- 1.1 This policy sets out the framework as to how employees will be inducted to ensure that all employees are provided with the information that they need to settle into a new role as quickly and effectively as possible.
- 1.2 This policy replaces all previous documentation and local arrangements related to the Council's induction process.

2. Scope

- 2.1 This policy applies to all Council employees, except all staff based at schools operating under delegated budgets.
- 2.2 Although temporary employees, may not complete a formal induction due to the length of their contract, and although volunteers, agency staff and consultants are not considered as Council employees they are required to participate in any mandatory training courses that are relevant to their role. They are also expected to familiarise themselves **with the Council's employment policies** and to proactively obtain sufficient knowledge about the Council to enable them to effectively carry out their roles to the required standard.

3. General Principles

- 3.1 The Council is committed to:
 - Ensuring that appropriate elements of the induction process are provided to temporary/agency/interim/volunteer staff;
 - The on-going development of its employees, which starts with gaining an understanding of the Council's **vision, values**, and corporate priorities;
 - Helping managers support employees that have moved to new roles within the Council or whom have recently joined to understand their responsibilities;
 - Ensuring that the Council received the benefit of well-trained and motivated employees as quickly as possible.

4. Promoting equality and inclusion

- 4.1 The Council is committed to applying its equality policy to all stages of its induction process.
- 4.2 In applying this policy, the Council will have due regard for the need to eliminate unlawful discrimination, advance equality of opportunity, and foster good relations between people of diverse groups.

5. Roles and responsibilities

5.1 Employees

Employees being inducted are responsible for:

- 5.1.1 Reading and ensuring that they have understood the policies and standards, which are relevant to their work area and that impact on their role;
- 5.1.2 Working through the induction checklist with their line manager;

- 5.1.3 Undertaking any mandatory training identified by the line managers as necessary for the role;
- 5.1.4 Attending and actively contributing to their regular 121/supervision meetings and to their annual My Conversation Map meeting;
- 5.1.5 Investing time and energy in becoming a valuable member of **the Council's** workforce including obtaining knowledge of the organisational structure.

5.2 Line Managers

Line managers with employees being inducted are responsible for:

- 5.2.1 Working through the induction checklist with their employee and ensuring that this is signed by the line manager and employee once completed;
- 5.2.2 Conducting a local induction with employees who are new to their service and setting induction objectives where relevant;
- 5.2.3 Scheduling regular 121/supervision meetings with the employee to review work progress and performance; giving timely and constructive feedback;
- 5.2.4 Ensuring that any equipment identified as necessary to complete the role is provided, including where relevant, discussing with the employee whether there are any adaptations needed to support disabled employees.

5.3 Induction Buddy

Induction buddies are existing employees who volunteer to act as a support to new starters for the first six weeks of the new starter's **employment with** the Council. A Buddy is not a coach or mentor for the new starter and is not responsible for the growth or development of the individual. A buddy is responsible for:

- 5.3.1 Assisting a new employee to acclimatise to their new working environment;
- 5.3.2 Identifying resources in the workplace and providing information on policies and procedures;
- 5.3.3 Introducing the employee to others in the department and throughout the Council;
- 5.3.4 Answering questions and referring the employee to the appropriate resources.

5.4 Human Resources

- 5.4.1 Human Resources are responsible for advising on this procedure. HR is responsible for designing and reviewing the induction process to ensure that it remains up-to-date.

6. Induction process

- 6.1 The induction process consists of the following elements designed to provide employees with **information on the Council's corporate culture, policies and procedures**. The induction process marks the beginning of the relationship between employer and employee and is of fundamental importance in setting standards and patterns of behaviour for the future:
 - Induction booklet
 - Buddy system
 - Induction Checklist

7. Induction booklet

- 7.1 The induction booklet provides essential information to new starters as part of their induction. It is designed to assist new employees in their first few weeks in the Council, with more detailed information available on the staff intranet. Line managers of employees who do not have access to a computer due to their role should use the booklet as part of their induction with these new starters.

8. Buddy system

- 8.1 This programme is designed to assist new employees in the first six weeks of their employment by offering the opportunity to pair up with an existing employee who will act as point of contact for general queries regarding day-to-day issues.
- 8.2 The Buddy will help the new employee integrate into the Council by being a reliable, motivated, single point-of-contact for their basic questions regarding the Council's values, culture, and expectations.

9. Induction checklist

- 9.1 The induction checklist is a useful tool for line managers to ensure that all relevant information is given to a new starter within their team. It is designed to improve the induction process to ensure that all new employees are introduced effectively to the organisation.
- 9.2 The checklist is a guide that covers the minimum information required on an induction programme. Employees will have individual needs and line managers should add to the checklist to deliver a tailored, local induction that covers the essential information for their service area. Appendix 1 has a copy of the standard Induction Checklist.

10. Review and evaluation

- 10.1 Reviews between the line manager and a new starter are an integral part of an induction programme. These reviews should aim to consolidate learning, encourage the employee, to assess problem areas, and develop targets.
- 10.2 Induction reviews should form part of the regular scheduled 121/supervision meetings that a line manager arranges with the new starter.

11. Monitoring

- 11.1 SSC (HR) is responsible for monitoring the application of this policy.

12. Further Advice

- 12.1 Further advice is available from SSC (HR) contactable on 0208 489 7000 or via the SSC Self Service portal.

13. Appendix 1: Induction Checklist

This checklist is to be completed jointly by the line manager and the employee:

Employee:

Service Area:

Line manager:

Team/Department

Date of appointment:

| Part 1: Pre-employment | | |
|--|------|----------|
| Completed by the line manager before the employee starts in the role | | |
| Activity | Date | Initials |
| Call new employee to confirm start date and time, where they should report and if there are any special requirements | | |
| Prepare the new starter's induction programme ready for their first day of work | | |
| Provide the new starter with a personalised copy of the Induction Checklist, preferably by email | | |
| Diarise time to carry out the first day requirements with the new starter or delegate task to a named person | | |
| Make arrangements for someone to receive the new starter | | |
| Advise the service/team of the new starter's start date | | |
| Collate relevant policies and/or procedures to give to the new starter | | |
| Organise a "Buddy" (if applicable) | | |
| Arrange for a list of contact details to be printed (if applicable) | | |
| Arrange 'Welcome meeting' with line manager for first morning | | |
| Work Station/Office Equipment | Date | Initials |
| Use SSC Self Service portal to raise the following Change Requests: | | |
| New starter IT access: request user log on via "New User" change request (3 days from point of approval) | | |
| Laptop: To purchase a new laptop complete the "Order Laptop" change request | | |
| Desk Phone: Request a new desk phone or extension number via the "Telephone Extension Changes" | | |
| Reassign mobile phone: To change from previous account holder to the new starter via the "Amend details of a mobile phone" request. | | |
| Fuse: Step-by-step instructions on how to install Freja app onto a device to enable remote working. | | |

| | | |
|---|--|--|
| Part 2: Action/discussion required on the first day and subsequent weeks | | |
| Mandatory Training: E-learning on Fuse | | |
| Child Sexual Exploitation | | |
| IT Security Awareness - Basic | | |
| Data Protection | | |
| Data Handling | | |
| Equality Analysis | | |
| Basic Safeguarding Awareness | | |
| Each job role will have other specified learning and development needs: Please add the specifics below: | | |
| On arrival – Introductions and welcome | | |
| Site induction | | |
| Introduction to immediate colleagues and tour of immediate working area including welfare facilities i.e. toilets and refreshment facilities | | |
| Management structure of immediate work area explained | | |
| Arrange collection of IT equipment | | |
| Identify if you have any religious and/or cultural needs | | |
| Telephone usage (voicemail if appropriate and business/personal) | | |
| Car parking (if appropriate) | | |
| | | |
| ID badges Processed at Podium South, River Park House (AMEY). Employee must complete the ID badge application form (Word, 15KB) and have it signed by the line manager. | | |
| HR provisions. This is to include | | |
| • Procedure for booking annual leave, | | |
| • Reporting and recording sickness absence, | | |
| • Core hours/flexible working (where relevant), | | |
| • My Conversation process | | |
| • Shared service single contact Ex 7000 and if accessible, SSC Self Service portal | | |

| | | |
|---|--|--|
| Communications. This is to include: | | |
| • Photocopier/printer/ scanner operation | | |
| • Postal arrangements | | |
| • Booking meeting rooms | | |
| • Team IT folders and systems | | |
| Health and Safety. This is to include: | | |
| • Fire exits and fire wardens | | |
| • Evacuation procedure and meeting points | | |
| • First aider and first aid arrangements including accident reporting | | |
| • Building security and out of hours working | | |
| Policies and standards – documents new starter must read | | |
| • Corporate Plan | | |
| • Capability Policy | | |
| • Code of Conduct | | |
| • Declaration of Interest Form (to be completed by new starter and returned to the line manager on commencement of employment. Form must be regularly updated throughout employee's time with the Council where applicable.) | | |
| • Disciplinary policy and procedure | | |
| • DSE Staff Guidance | | |
| • Employee Assistance Programme | | |
| • Grievance Policy | | |
| • ICT acceptable Usage Policy and Personal Commitment Statement | | |
| • Probation Policy | | |
| • Whistle blowing Policy | | |
| Service specific documents: (managers should use this section to add any role/department related key information relevant to the new employee) | | |
| | | |
| | | |
| Action required before the end of five months | | |

| | | |
|--|------------|-----------|
| Probation confirmed as successful | | |
| If appropriate confirm that failure to reach expected standards may result in termination of employment | | |
| <p align="center">Following the completion of the Induction Programme please complete the section below</p> | | |
| <p>Employee's comments on their induction:</p> <p>Do you understand your responsibilities and how you fit into the department/team?</p> <p>Are you aware of training and development opportunities available to you?</p> <p>Is there anything that you feel was missing from your induction?</p> | | |
| <p>Interested in Trade Union membership?</p> <p>Are you happy for us to share your details with the Council's recognised Trade Unions who will contact you to discuss the benefits of joining a trade Union?</p> <p>(PLEASE NOTE THAT ONLY YOUR NAME AND CONTACT INFORMATION IS SHARED WITH THE TRADE UNIONS)</p> | <i>Yes</i> | <i>No</i> |
| <p>Signature:</p> <p>Date:</p> | | |