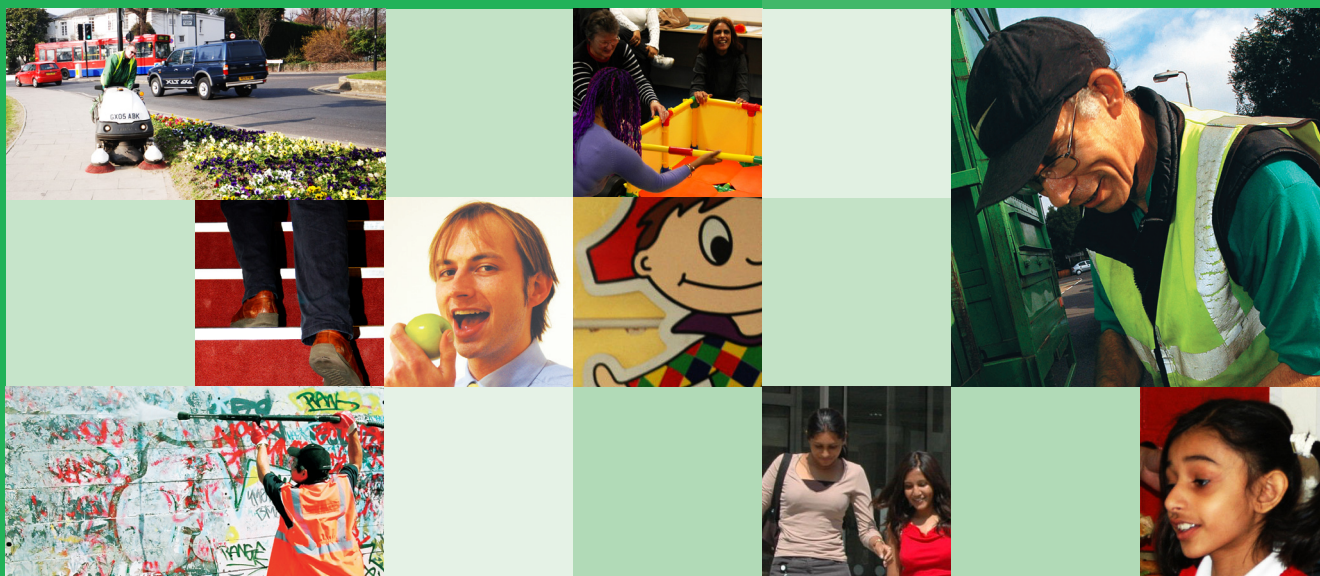


# Ealing Council



## Employee Handbook and Induction Checklist

May 2010, version 1.0

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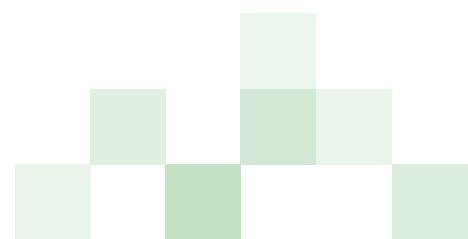
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# Welcome to Ealing Council

Dear Colleague,

I would like to take this opportunity to welcome you to Ealing Council. Whatever your role, I hope you enjoy working with us and that you will find your time here worthwhile and fulfilling both professionally and in terms of delivering services to our residents.

The purpose of this handbook is to help you settle into working for Ealing Council and into your new team as quickly as possible. It includes a wide variety of information and I hope it will become a useful resource for you in your first few weeks and months here.

This forms only one part of your initial induction programme which your line manager will have prepared for you. You are likely to have lots of questions about your work environment and your conditions of employment. Your manager should be your first point of contact and is there to support and help you with any issues you have.

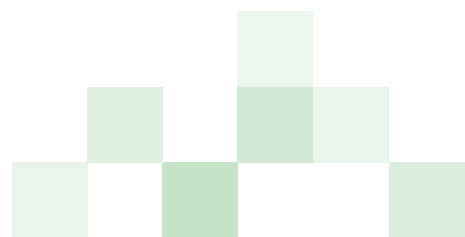
Alongside the Corporate induction course which all new employees need to attend, you can also access information from a variety of other sources including the intranet, your new colleagues and the Human Resources Shared Service Centre.

Best wishes during your time with Ealing.



Martin Smith

Chief Executive



# Introduction

This handbook and induction checklist are designed to ensure a structured and consistent approach to welcoming you to your new job.

Reading this handbook is the beginning of your induction programme. It will provide you with information about the Council and how it works, the main conditions of your employment and some of the Council's policies. It also includes an Induction checklist, which you should complete in conjunction with your manager as you go through your induction and if appropriate, your probationary /performance review period.

**The handbook and induction checklist apply to:**

- each new employee appointed to work for the Council
- each employee who has moved from another department or changed job
- temporary employees on fixed term contracts

Some parts of the handbook and checklist may not be applicable to all, for example, some employees have different employment conditions.

It is important to mention that the policies, procedures and conditions of employment highlighted in the handbook are summarised and that you need to refer to the original documents for full details. The documents are available on the Council's Intranet by accessing the Working in Ealing page or by contacting the Human Resources Shared Service Centre by telephoning **020 8825 9000**. Similarly, the handbook is not exhaustive so if you need further information please speak to your manager or contact the Human Resources Shared Service Centre by using the Service Ealing Portal: <http://serviceealing.com/> or telephoning the above number.

Those with access can also use the Service Ealing portal to access HR self-service, which allows you to view and update some of your personal details and view your pay slips. You can also claim expenses, book leave and record your appraisal. If you are a manager you will be able to view details of your team and use a variety of the manager self- service modules. For further information please see the Council's Intranet by going to Working in Ealing, HR self-service.

You can also use the Intranet to find further information about your employment conditions and other Council policies by visiting the Working in Ealing section.

Jacqueline Wiltshire

Director of Human Resources and Organisational Development

# The Council and how it works

The Council is divided into five directorates. Four of these are headed by an Executive Director. They in turn report to the Chief Executive. The Chief Executive is also responsible for his own Directorate.

Children and Adults
Chief Executives
Corporate Rescouces (includes Finance, Human Resources, Legal and Democratic Services and Business Services Group )
Environment and Customer Services
Regeneration and Housing

## Political Organisation of the Council

Councillors are elected by residents to represent them on the Council. There are elections every four years. A detailed breakdown of party numbers and Councillors can be found on the Council's Intranet.

[http://www.ealing.gov.uk/services/council/councillors/councillor\\_by\\_party/](http://www.ealing.gov.uk/services/council/councillors/councillor_by_party/)

## The Cabinet

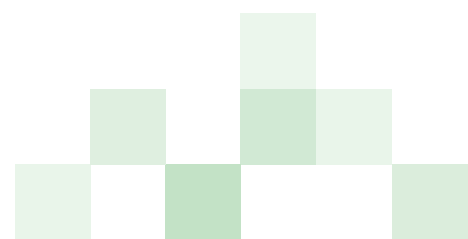
The Cabinet provides political leadership and strategic direction for the Council.

Please see the link 'About Committees' on the Intranet for more information.

[http://inside-ealing.lbe.gov.uk/services/council/committees/about\\_committees/](http://inside-ealing.lbe.gov.uk/services/council/committees/about_committees/)

The majority political party selects the Leader of the Council. The Leader also has a deputy. It is the Leader's responsibility together with their Cabinet to provide the overall political direction of the Council and to ensure that the manifesto commitments on which the Council has been elected are fulfilled.

Each member of the Cabinet has a specific area of responsibility (also known as a portfolio) and is accountable for the Council's everyday decision-making process. Details of each Cabinet member can be found in the council and democracy section on the Council's website. [http://www.ealing.gov.uk/services/council/councillors/councillor\\_by\\_party/](http://www.ealing.gov.uk/services/council/councillors/councillor_by_party/)



## Mayor

The Mayor is the first citizen of the borough and is the ceremonial head of the Council. The Mayor represents the borough on all important civic occasions and chairs meetings of the full Council. The Mayor undertakes extensive programmes of visits during their year in office to a wide range of organisations and raises funds for designated charities. There is also a Deputy to support the Mayor in the duties described above as well as undertaking their own duties.

## The roles of other Councillors

The council and democratic services section on our website has details of which Councillors chair the different Council committees and in particular those which relate to your service area.

<http://www.ealing.gov.uk/services/council/committees/>

Councillors from all parties exercise important functions in representing the views of their ward constituents on both individual and collective issues.

You may have direct dealings with Councillors or be required to supply information for other staff who are dealing, for example, with questions or requests for information from Councillors. You may also be required to contribute or take primary responsibility for the provision of information to be included in reports for committees.

This will be an important part of your role as a Council employee and your manager will brief you as to what may be required of you. Your manager will explain to you the importance of political neutrality in your role as a Council officer in your dealings with Councillors.

Opposition Councillors are minority members of Council committees. They challenge and invoke debate on the policies which are being implemented by the majority party.

## Our priorities and objectives

**The Council** has a number of priorities and objectives that reflect what residents have consistently told us they want most improved in the borough. Details of the Council's priorities and objectives can be found on the Council's intranet:

[http://inside-ealing.ealing.gov.uk/services/council/the\\_vision/](http://inside-ealing.ealing.gov.uk/services/council/the_vision/)

# Working in Ealing

## Diversity

Ealing Council is committed to providing and promoting equality for all its employees and the wider community and to challenge all forms of discrimination.

You should read the Council's Equality and Diversity Policy, compliance with which is contractually binding. You may be subjected to disciplinary action if you don't act in accordance with the requirements and principles of the Equality and Diversity Policy.

An equalities toolkit has been developed and can be found on the Intranet in the equality and diversity section.

[http://inside-ealing.ealing.gov.uk/ealing2/export/sites/ealingintra/services/council/equality\\_diversity/toolkit\\_documents/\\_toolkit\\_docs/EqualityDiversityPolicy1.pdf](http://inside-ealing.ealing.gov.uk/ealing2/export/sites/ealingintra/services/council/equality_diversity/toolkit_documents/_toolkit_docs/EqualityDiversityPolicy1.pdf)

## Continuous service

You will read frequent references to the above phrase in this booklet. It is important because it affects what you are entitled to in a number of instances. Your entitlement will be greater in some instances if you have already worked for another local authority or an associated organisation and came to Ealing without a break in your service. Your service will be continuous for example if you left your previous local authority employer on Friday and started with Ealing on the following Monday. A break of even one day may mean that your entitlements are reduced to the minimum in some instances.

## Salary

Details of your grade and salary are shown in your contract of employment. Your salary will be paid into your bank account on or by the 26th day of each month.

## Employee code of conduct

Your manager will explain to you as part of your induction what this means within the context of your job. It is essential that public confidence in Council services is maintained and enhanced and in particular in relation to any potential conflicts of interest between your role as a Council employee. You are required to devote all of your working time to Ealing Council and you must declare any other employment or activity which may conflict with your job as a Council employee.

Please ensure that you have read the employee code of conduct which is part of your contract of employment. Speak to your manager at the first opportunity if you are in any doubt as to what is required of you.

You need to be aware that if you do not follow the code you could face disciplinary action. This can have serious consequences, including the possibility of dismissal from the Council.

[http://inside-ealing.ealing.gov.uk/ealing2/export/sites/ealingintra/services/working\\_in\\_ealing/policies\\_and\\_rights\\_at\\_work/\\_policies\\_docs/codeofconduct.pdf](http://inside-ealing.ealing.gov.uk/ealing2/export/sites/ealingintra/services/working_in_ealing/policies_and_rights_at_work/_policies_docs/codeofconduct.pdf)

## Probation

Most new employees serve a minimum probationary period of six months.

It is important that you meet with your manager as soon as possible to start discussing what is expected of you during your probationary period to make sure you pass with flying colours. You will have regular meetings with your manager to discuss how your work is progressing and you will agree requirements for performance, deadlines and workload. The probationary period also allows you both to identify areas of concern, if any, which can be managed during this period. Your employment may be terminated if your conduct and/or performance and/or attendance are unsatisfactory.

[http://inside-ealing.ealing.gov.uk/services/working\\_in\\_ealing/policies\\_and\\_rights\\_at\\_work/probation/index.html](http://inside-ealing.ealing.gov.uk/services/working_in_ealing/policies_and_rights_at_work/probation/index.html)



## Sickness absence

We hope that while you are working with us you will enjoy a healthy and productive time, free from any periods of illness.

It is possible however, that there will be occasions when you feel you are too ill to attend work. If this occurs, you must follow this procedure:

- You must telephone your manager on the first day of absence and state: the first day you became ill; the nature of your illness and; the expected date of return. You should also discuss briefly any work issues, which may be affected by your absence.
- You must then telephone again on or before the fourth day if you are still unfit for work;
- Contact your doctor if you expect to be absent after the seventh day (Saturday and Sunday count for this purpose) to obtain a Medical Certificate.
- You will also be required to complete the Council's own Self Certification Form known as the PD26 to cover the first seven days of your absence. You will also be required to attend a return to work interview.

A procedure exists for managing unacceptable sickness absence, which may involve referral to the Council's Occupational Health Physician.

Prolonged periods of sickness absence of either a continuous or an intermittent nature may be reviewed under the Council's Medical Capability Review Policy and Procedure. This is a formal procedure which can, as a last resort, result in the termination of your contract of employment.

If you are a manager you can use the HR Self Service module via the Service Ealing HR portal to record and manage absence.

<http://serviceealing.com>

Your entitlement to paid sick leave will depend on your continuous service as follows:

### 1. During first year of service

One month's full pay and after completing four months' service two months half pay

### 2. During second year of service

Two months' full pay and two months' half pay

### 3. During third year of service

Four months' full pay and four months' half pay

### 4. During fourth and fifth year of service

Five months' full pay and five months' half pay

### 5. After five years service

Six months' full pay and six months' half pay

Your entitlement to paid sick leave is calculated on the first day of each period of sickness absence by deducting the amount of sick leave you have had in the preceding 12 months.





## Disciplinary policy

The Council has a disciplinary policy and procedure to deal with instances where an employee fails to adhere to expected standards of behaviour and conduct. Where a problem is identified and depending on how serious it is, managers will try to deal with issues informally in the first instance. However, there are circumstances when it may be appropriate to initiate the formal procedure. This may lead to formal warnings and possible dismissal in serious cases. The primary aim of the policy and procedure is, however, to help and encourage employees to improve. The full procedure can be viewed on the Intranet.

[http://inside-ealing.ealing.gov.uk/ealing2/export/sites/ealingintra/services/working\\_in\\_ealing/policies\\_and\\_rights\\_at\\_work/\\_policies\\_docs/disciplinary\\_procedure.pdf](http://inside-ealing.ealing.gov.uk/ealing2/export/sites/ealingintra/services/working_in_ealing/policies_and_rights_at_work/_policies_docs/disciplinary_procedure.pdf)

## Grievances

The Grievance Procedure provides a mechanism for the prompt consideration of employees concerns. You should only invoke the formal Grievance Procedure when informal attempts to resolve your concern have failed. Please raise any problems you have in the first instance with your manager or the person concerned if this is possible. You may want to seek the advice from your trade union representative before invoking the procedure.

[http://inside-ealing.ealing.gov.uk/ealing2/export/sites/ealingintra/services/working\\_in\\_ealing/policies\\_and\\_rights\\_at\\_work/grievance\\_policy\\_and\\_procedure/policies\\_docs/Grievance\\_Policy\\_and\\_Procedure\\_01-07-08.pdf](http://inside-ealing.ealing.gov.uk/ealing2/export/sites/ealingintra/services/working_in_ealing/policies_and_rights_at_work/grievance_policy_and_procedure/policies_docs/Grievance_Policy_and_Procedure_01-07-08.pdf)

## Whistleblowing policy

The Council has a Whistleblowing Policy whereby staff can raise issues of malpractice, which may involve amongst other matters financial corruption, abuse of staff, breach of legislative requirements and Council policies.

[http://inside-ealing.ealing.gov.uk/ealing2/export/sites/ealingintra/services/services/audit\\_investigation/\\_audit\\_docs/whistleblowing\\_policy.doc](http://inside-ealing.ealing.gov.uk/ealing2/export/sites/ealingintra/services/services/audit_investigation/_audit_docs/whistleblowing_policy.doc)

## No-smoking policy

Smoking is not permitted in any Council offices by staff or visitors.

## Alcohol

Drinking alcohol whilst at work/on duty is not permitted.

The Council's rules about drinking alcohol are set out in the Council's employee code of conduct and the alcohol and drugs policy. These rules are in addition to, and not instead of, any rules that apply to specific posts/ service areas. For example, some jobs (such as drivers of Council vehicles) have strict no drinking rules, including drinking alcohol during breaks, and for a certain period of time before going on duty. It is your responsibility to be aware of, and comply with, any such specific rules affecting your job.

## Electronic communications policy

This should have already been provided to you and covers use of the internet, intranet, email, telephone and other electronic devices which are provided for the conduct of the Council's official business. They are not provided for the conduct of private business.

This does not mean that during your lunch break you cannot access legitimate websites for your private purposes provided that this does not prevent someone else from doing their work. You must not in any circumstances access or distribute pornography or other inappropriate material as you will leave yourself open to disciplinary action which could result in your dismissal. You must not use these facilities for private commercial purposes.

[http://inside-ealing.ealing.gov.uk/ealing2/export/sites/ealingintra/services/services/information\\_management/\\_idm\\_docs/ElectronicCommunicationsPolicy.pdf](http://inside-ealing.ealing.gov.uk/ealing2/export/sites/ealingintra/services/services/information_management/_idm_docs/ElectronicCommunicationsPolicy.pdf)

## Information security and data protection

Ealing Council is required by law to collect and use personal information about people with whom it deals in order to perform its statutory functions. This personal information must be used properly however it is collected and recorded. Please ensure that you read the Council's guidelines. [http://inside-ealing.ealing.gov.uk/ealing2/export/sites/ealingintra/services/council/data\\_protection/\\_data\\_protection\\_docs/DataProtectionPolicyV2.doc](http://inside-ealing.ealing.gov.uk/ealing2/export/sites/ealingintra/services/council/data_protection/_data_protection_docs/DataProtectionPolicyV2.doc)

## Health and safety

Health and safety is an essential element in everything that we do. Employees, as well as Ealing Council have statutory duties placed upon them and you will find out more about this when you complete your health and safety induction training. All employees must comply with requirements such as mandatory training, know what actions to take in the event of a fire, how to report accidents, assaults or injuries at work and co-operate on all matters relating to health and safety. [http://inside-ealing.ealing.gov.uk/services/working\\_in\\_ealing/policies\\_and\\_rights\\_at\\_work/health\\_and\\_safety\\_handbook/index.html](http://inside-ealing.ealing.gov.uk/services/working_in_ealing/policies_and_rights_at_work/health_and_safety_handbook/index.html)

## Annual leave

Your annual leave entitlement is shown in your contract of employment. If you have access, and depending on your work pattern, you can book leave online using the HR self service module via the Service Ealing portal and if you are a manager you can also authorise leave and view a team calendar of the leave you have authorised. <http://serviceealing.com>  
Please ensure your line manager authorises your leave before you make any arrangements.

## Maternity, paternity and adoption leave

We offer a generous scheme, which includes periods of paid and unpaid leave. Your entitlement will depend on your length of continuous service with the Council. The provisions are complex so please refer to the Intranet in the first instance or contact Human Resources Shared Service Centre for further details. [http://inside-ealing.ealing.gov.uk/services/working\\_in\\_ealing/policies\\_and\\_rights\\_at\\_work/adoption/index.html](http://inside-ealing.ealing.gov.uk/services/working_in_ealing/policies_and_rights_at_work/adoption/index.html)

## Special Leave

Managers can grant up to a maximum of five days paid special leave eg for care of dependants in exceptional circumstances or for study before an exam. Managers may also grant any period of unpaid leave. [http://inside-ealing.ealing.gov.uk/ealing2/export/sites/ealingintra/services/working\\_in\\_ealing/policies\\_and\\_rights\\_at\\_work/conditions\\_of\\_service/\\_extracts/Special\\_leave.pdf](http://inside-ealing.ealing.gov.uk/ealing2/export/sites/ealingintra/services/working_in_ealing/policies_and_rights_at_work/conditions_of_service/_extracts/Special_leave.pdf)

If you have access, you can request special leave using the HR self service module via the Service Ealing portal and if you are a manager you can use the portal to authorise this leave.

## Working hours and flexible working

You may be an employee who works flexi time. This means that subject to certain limits set by your manager you can choose when you come to work and when you leave.

All employees other than those on leave are required to be at work between 10am-3.30pm. It is your managers responsibility, however, to decide how many staff need to be in the office from 8.30am-10am and from 3.30pm-5pm to ensure that services can be provided effectively. Some employees have different start and finish times depending on customer service requirements.

Different forms of time recording are used in the Council and your manager will explain the system in use where you work. You may work more than the hours shown in your contract in which case you can ask your manager to authorise flexi leave. You may only carry over a maximum of 10 hours from one four-week accounting period to the next.

## Flexible working policy

The Council has extended the right to request flexible working to all employees beyond those who have the statutory right. You need to have been working in Ealing for 26 weeks to make a request. Should you decide to make a request you can do so using the flexible working application form. [http://inside-ealing.ealing.gov.uk/ealing2/export/sites/ealingintra/services/working\\_in\\_ealing/policies\\_and\\_rights\\_at\\_work/\\_policies\\_docs/flexibleworking\\_policy.pdf](http://inside-ealing.ealing.gov.uk/ealing2/export/sites/ealingintra/services/working_in_ealing/policies_and_rights_at_work/_policies_docs/flexibleworking_policy.pdf)

## Childcare vouchers

You can pay for your childcare and receive tax relief if you join our childcare voucher scheme.

[http://inside-ealing.ealing.gov.uk/services/working\\_in\\_ealing/staff\\_benefits/childcare\\_vouchers/](http://inside-ealing.ealing.gov.uk/services/working_in_ealing/staff_benefits/childcare_vouchers/)

## Travel

To assist you with your travel arrangements you can apply for a season ticket loan or take advantage of our bicycle purchase and loan schemes. To access further information on this and other employee benefits go to:

[http://inside-ealing.ealing.gov.uk/services/working\\_in\\_ealing/staff\\_benefits/](http://inside-ealing.ealing.gov.uk/services/working_in_ealing/staff_benefits/)

## Expenses

Staff can claim for a variety of expenses necessarily incurred in the performance of their duties with the permission of your manager. These include amongst others, car mileage, travel on public transport, overnight accommodation, season ticket loans. Claims must be authorised by your manager upon production of valid receipts. If you have access to the HR self-service module via the Service Ealing portal please claim your expenses using the portal and if you are a manager you can also authorise any claims using manager self-service.

<http://serviceealing.com>

## Advice, information and counselling service

The Council provides employees with access to a free confidential helpline service. You can speak in confidence to an independent advisor on a variety of work or personal issues provided by Care First.

Free 24 hour helpline 0800 174319.

You can also contact Care First online for advice via a real-time chat.

This service is available from 8am – 8pm, Monday to Friday, and can be accessed at [www.care-first.co.uk/index.php?section=69](http://www.care-first.co.uk/index.php?section=69)

Username: eal001

Password: ling1234

You can also access the service away from the office, visit [www.care-first.co.uk](http://www.care-first.co.uk) and go to log in, client area and then enter the username and password as above.

## HR Personal files

You may ask to view the contents of your personal file by giving three working days notice to HR Shared Service Centre.

## Trade unions

The Council supports the principles of collective bargaining and consultation and encourages its employees to be members of recognised trade unions. The Council recognises the role of Trade Union Lay Officials who are its employees and will provide appropriate facilities in accordance with statutory requirements, the ACAS Code and good employee relations practice.

UNISON: tel. 020 8825 7999

GMB: tel. 020 8825 8796

## Employee Forum

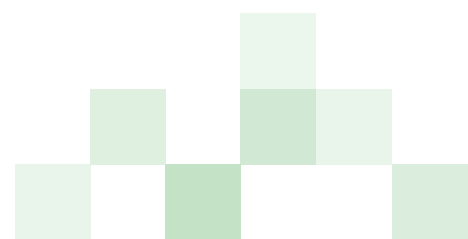
The Council has an Employee Forum which provides the opportunity for employees to be consulted on a range of issues relating to the management and operation of the Council and in particular issues which affect employees. The Forum consists of a group of up to 50 elected individuals, all employees.

You can elect representatives who represent your views on the forum. Your manager will tell you the name of your representative. You can find more information about the Employee Forum on the Intranet.

[http://inside-ealing.ealing.gov.uk/services/council/employee\\_forum/index.html](http://inside-ealing.ealing.gov.uk/services/council/employee_forum/index.html)

## Leaving the Council

You are required under the terms of your contract to give the Council notice if you decide to leave. The period of notice is stipulated in your contract of employment. You must return all Council property to your manager including your ID Card.



# Your Development

## Induction and training

Your manager will finalise your induction programme with you during the first week of your employment. This may include a combination of on the job training relating to the particular work of your section as well as attendance on one of our corporate induction courses. The Council is committed to a process of continuous development for all employees.

Your manager will show you the learning and development opportunities available to you including e-learning. These can be accessed using the LearnCenter.

[http://inside-ealing.ealing.gov.uk/services/working\\_in\\_ealing/learning\\_and\\_development/learncenter/](http://inside-ealing.ealing.gov.uk/services/working_in_ealing/learning_and_development/learncenter/)

You may also be allocated a “Buddy” with whom you can raise issues on an informal basis. This will normally be a member of your peer group.

## Supervision and appraisal

Your manager will schedule a series of regular meetings throughout your period of employment. The frequency and nature of the meetings will vary from one service area to another. Your manager will also explain to you how our performance appraisal process works including the personal objectives against which your performance will be measured and the competencies of your role. During supervision and appraisal your manager will discuss with you your learning needs and help you embed and evaluate what you have learnt.

If you have access to HR self service, managers and employees can record and track appraisal progress using the HR self service module via the Service Ealing HR portal.

# Communications

## Intranet - Inside Ealing - online

Inside Ealing - online is available to employees and tells them the latest news and information about working in Ealing.

[http://inside-ealing.lbe.gov.uk/services/working\\_in\\_ealing/](http://inside-ealing.lbe.gov.uk/services/working_in_ealing/)

There are hundreds of useful documents and forms and signposts to useful contacts within the Council.

Inside Ealing is the Council's intranet and is there to ensure you have everything you need to perform to the best of your abilities and develop your career here at the Council.

<http://inside-ealing.lbe.gov.uk/>

## The Intranet contains:

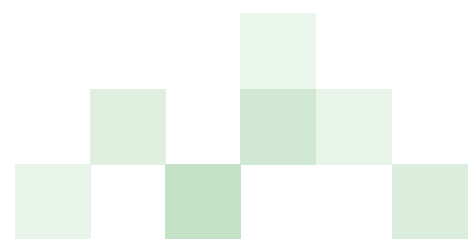
- The latest news
- Information on salaries, HR policies and procedures, benefits and training
- Classified section where you can buy and sell goods
- Information about jobs
- Contact information for departments
- Staff telephone directory
- A comprehensive A-Z of services to help you quickly find what you need.

Your computer screen will automatically default to Inside Ealing when you click on to Internet Explorer.

Inside Ealing is administered by the web team, in the Marketing and Communications division. To contact the team, call ext 6159 or 6738.

If you have access to the Intranet please use the 'Working in Ealing' page as your first point of reference when seeking any Human Resources information/advice.

[http://inside-ealing.ealing.gov.uk/services/working\\_in\\_ealing/](http://inside-ealing.ealing.gov.uk/services/working_in_ealing/)



### Inside Ealing - magazine

This is your full colour staff magazine published monthly. The magazine version is distributed to around 1,700 employees. It's also available from the Intranet home page.

Inside Ealing - magazine presents Council news and information in a light-hearted and easy to digest format that signposts staff where to go for further information.

In your role, if you think you have a story or idea for Inside Ealing - magazine then contact the editor on **ext 6439** or email [inside@ealing.gov.uk](mailto:inside@ealing.gov.uk).

### Inside Ealing - news

Every week staff receive an email giving them updates of key Council stories and issues.

### Around Ealing

Around Ealing is the Council's monthly award winning magazine, designed to keep residents, partners and local businesses informed about the work of the Council. It is distributed to every household and business in the borough and is available on the Council's **website** <http://www.ealing.gov.uk/>. If you live outside the borough you can pick up a copy from the ground floor of Perceval House.

### The Media Team

The Council has a dedicated and experienced Media Team that deal with all media enquiries relating to the Council from journalists and other media.

If you receive a phone call from a journalist or other member of the media you are prohibited from giving them any comment and you must transfer them to the Media Team on ext 8686.

If you are unable to do this for any reason, you must inform your manager immediately to undertake this on your behalf.

Please note: Only members of staff employed within the Marketing and Communications Unit, and other specified staff, are authorised to speak directly to the media.

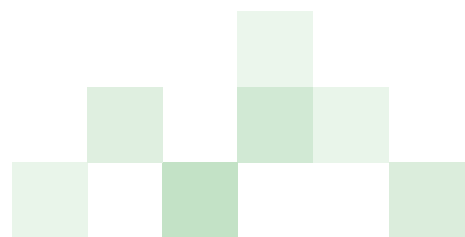
### Print, design and advertising

To ensure the Council is always portrayed in the best light possible and that all documents and publications comply with corporate identity requirements, all print and design must be sourced through PrintOut, part of Marketing and Communications. PrintOut's role is to secure the best design and print at the most cost-effective rates. No one else is permitted to create their own designs.

If you ever need to use the Council's logo in a publication, please consult PrintOut.

PrintOut are also responsible for placing all advertisements other than statutory notices in the local press (excluding recruitment advertising). Officers wishing to place any advertising should contact PrintOut with sufficient advance notice.

**Contact PrintOut for advice on ext. 5516 or email [printout@ealing.gov.uk](mailto:printout@ealing.gov.uk)**





# Induction Programme

## Initial meeting

Your manager should arrange to meet with you during your first week of appointment to discuss your induction programme. Your manager should develop your programme specifically for you. At this meeting you should go through the induction checklist, which is attached to this handbook, schedule a series of meetings and agree attainment targets and performance measures so your performance can be monitored and reviewed. Your manager should also discuss any training and development you may require to perform your job. This may be on the job training or attending a specific training course.

## Probation

Because for most employees appointment is subject to the successful completion of a 6 month probation/performance review period managers will if appropriate follow the Council's Probation Policy and Procedure during this period. The Probation Procedure contains details on how and when your performance will be reviewed during your first 6 months and what will happen should your performance fall below the expected standard. Your attendance and conduct will also be reviewed during this period.

## Induction checklist

This sets out the key issues that should be addressed during your induction. Not all issues will be relevant to all employees so your manager should have adapted your induction programme to suit your role. In particular, your manager should explain any local protocols and priorities within your service area.

## Induction training course

Your manager should arrange for you to attend the Corporate Induction course within the first four weeks of your appointment. The course gives an introduction to Ealing as a London borough and as an employer. It also includes a tour of the borough.

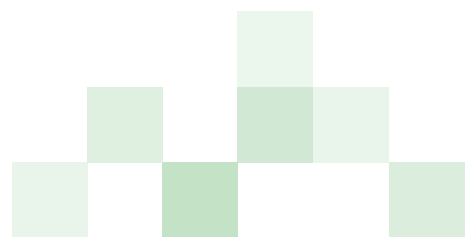
## If you are a manager

If you are a manager you should also attend the New Managers Induction training and discuss with your manager any key management courses you should attend. It is recommended that over time you plan to attend the following key courses:

- appraisals
- essential financial management for budget holders
- managing attendance
- managing unsatisfactory performance
- managing grievance
- managing discipline
- recruitment and selection
- risk management training

These courses can be booked using the LearnCenter via the Intranet.

[http://inside-ealing.ealing.gov.uk/services/working\\_in\\_ealing/learning\\_and\\_development/learncenter/](http://inside-ealing.ealing.gov.uk/services/working_in_ealing/learning_and_development/learncenter/)



## Policies

It is important to read over time the Council's employment policies that are available on the Council's Intranet. However, there are some key policies that you need to read and understand before you start working. These include the following policies:

- Employee code of conduct
- Health, safety and welfare policy
- Data protection policy
- Electronic communications policy
- Equalities and diversity policy
- Freedom of information

[http://inside-ealing.ealing.gov.uk/services/working\\_in\\_ealing/policies\\_and\\_rights\\_at\\_work/](http://inside-ealing.ealing.gov.uk/services/working_in_ealing/policies_and_rights_at_work/)

If you do not have access to the Council's Intranet please request copies from the HR Shared Service Centre ext 9000 (020 8825 9000).

Your manager will ask you to confirm whether you have read and understood the policies and whether you signed a declaration before you started stating that you have done so. If you have any questions relating to how they specifically relate to you in your new role you must ask your manager to explain this to you as soon as possible.



# Induction Checklist

Employee Name:

Start Date:

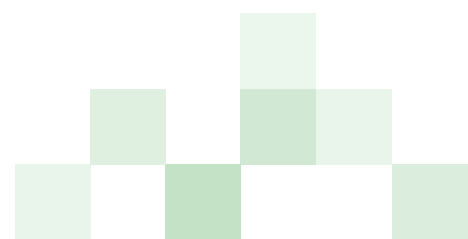
Job Title

Section

Directorate

Manager Name and Title

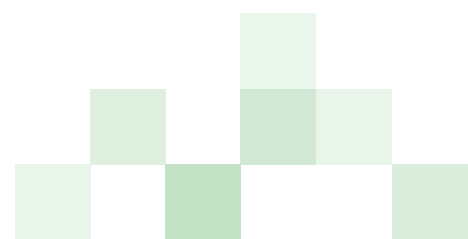
Date of first probation/performance  
review or appraisal



# Stage One

To be carried out by your manager before you start

Activity	Date/Initials
1. Arrange any reasonable adjustments for a disabled employee.	
2. Obtain dates for Corporate Induction Course / New Managers Induction.	
3. Prepare an individual induction programme ready for the individual's first day (using this checklist and the managers guide).	
4. Provide your new employee with a personalised copy of the Employee Handbook and Induction checklist preferably by email.	
5. Allocate time to carry out the first day requirements with the new employee or delegate to a named person.	
6. Make arrangements for someone to receive the new employee .	
7. Advise section of new colleague's start date.	
8. Gather relevant policies and procedures.	
9. Organise 'Buddy'.	
10. Work station: provide office equipment, stationery, PC, system passwords, e mail address, telephone extension, contact list.	



# Stage Two

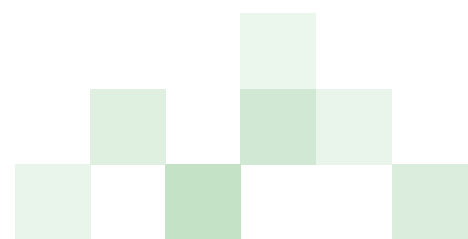
Action/discussion required on the first and subsequent days

Information & activities	Date/Initials
1. Introduction to managers.	
2. Introduction to colleagues.	
3. Tour of workplace.	
4. Location of toilets.	
5. Fire evacuation procedure.	
6. Health & safety risk assessment and other mandatory health and safety information and training.	
7. Accident reporting procedure.	
8. First Aid/First Aider location.	
9. Security (personal belongings).	
10. Office entry, hours of opening/closing.	
11. I.D. badge (request photograph and arrange issue).	
12. Check reasonable adjustments as required.	
13. Identify any religious/cultural needs.	
14. Working hours including flexi time scheme, staggered hours/overtime, Work life balance and timesheets as appropriate.	
15. Service Area structure.	
16. Role profile and person specification including competencies.	
17. Probation policy and procedure.	
18. Supervision arrangements.	

## Stage Two (cont)

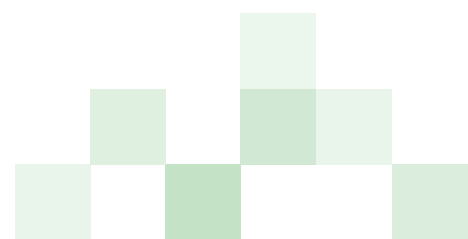
Action/discussion required on the first and subsequent days

Information & activities	Date/Initials
19. Salary details and method of payment - ensure contract has been returned to the Human Resources Shared Service Centre otherwise payment will be delayed.	
20. HR single contact number x9000 and if accessible, HR portal and self service.	
21. Pension scheme.	
22. Allowances e.g. mileage claims.	
23. Holiday entitlement and booking leave.	
24. Sickness absence reporting procedure.	
25. Disability Discrimination Act.	
26. Car parking arrangements, and season ticket loan scheme.	
27. Cycle facilities.	
28. Eating venues.	
29. Mobile Phone (if applicable).	
30. Check ISA registration/ Criminal Records Bureau disclosure received (if appropriate).	
31. Information, advice and counselling service.	
32. Intranet induction page.	
33. Raise awareness of policies and procedures located on the Intranet, 'Working in Ealing' and in the Employee Handbook:	



# POLICIES, PROCEDURES AND GUIDANCE

- Employee code of conduct (including declaration of interest)
- Equalities and diversity policy
- Smoking policy
- Alcohol and drugs policy and arrangements policy
- Diversity and equality in service delivery and employment policy
- Whistle-blowing policy
- Managing sickness absence policy and guidance for managers
- Stress (managing work related stress policy and guidance)
- Special leave
- Job share
- Data protection policy
- Electronic communications policy (includes e mail and internet usage)
- E-mail policy
- Dignity at work (dealing with harassment and bullying)
- Flexible working policy and procedure
- Medical capability review policy and procedure
- Managing unsatisfactory performance policy and procedure
- Grievance policy and procedure
- Disciplinary policy and procedure
- Maternity, adoption and parenting policy
- Probation policy and procedure
- Health, safety and welfare policy (corporate and departmental)
- DSE workstation checklist
- Home working policy and guidance
- Performance/ appraisal process
- Reporting and recording racist incidents
- Retirement policy
- Confirmation that read and understood key policies and procedures ie employee code of conduct, freedom of information, health, safety and welfare policy, electronic communications policy , data protection policy, equalities and diversity policy



# Stage Three

## Action required in the first week

Activities during the first week	Date/Initials
Items for the first week include some of the areas already listed for the first day. This is to ensure that more information is provided at this stage. It is in your first week that if appropriate you will have your initial probation/performance review meeting.	
<b>1. Introduction to the job</b> <ul style="list-style-type: none"> <li>- Discuss probation/performance review procedure (if appropriate)</li> <li>- Arrange schedule of one to one supervision meetings</li> <li>- Go through role profile (job description /person specification / competencies)</li> <li>- Agree training/development programme</li> <li>- Set objectives/attainment targets</li> <li>- Discuss relevant job training methods</li> <li>- Discuss learning and development policy</li> <li>- Discuss learning and development opportunities and process</li> <li>- Discuss performance/appraisal process</li> <li>- Discuss managing sickness absence policy and guidance</li> <li>- Notice period</li> <li>- Provide team meeting dates</li> <li>- Confidentiality</li> </ul>	
<b>2. Explain organisation, department and section structures</b> and provide structure charts and corporate / business/service plans	
<b>3. Office Procedures</b> <ul style="list-style-type: none"> <li>- Internal and external post system</li> <li>- Computer systems</li> <li>- Telephone answering standards</li> <li>- Fax</li> <li>- Photocopying</li> <li>- Procedures for overtime/car mileage claims</li> <li>- Petty cash/subsistence claims procedure</li> <li>- Stationery ordering</li> <li>- Local protocols/ office standards</li> <li>- Office cover</li> <li>- Dress code</li> </ul>	
<b>4. Internal Communications</b> <ul style="list-style-type: none"> <li>- Inside Ealing staff magazine, Inside Ealing staff e mail,</li> <li>- Council Intranet, Departmental newsletters</li> </ul>	
<b>5. Any other information or issues discussed</b>	

# Stage Four

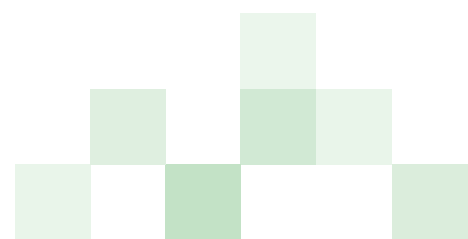
## During the first four weeks

Activities during the first four weeks	Date/Initials
<b>1. Finding your way about (if appropriate)</b> <ul style="list-style-type: none"><li>- Perceval House</li><li>- Ealing Town Hall</li><li>- Acton Town Hall</li><li>- Other locations</li></ul>	
<b>2. Continuous performance review</b> <ul style="list-style-type: none"><li>- Continue to meet regularly to review performance/conduct / attendance and provide support if required</li><li>- Review frequency of one to one meetings and adjust if necessary</li><li>- Review training requirements and agree individual learning and development plan</li></ul>	

# Stage Five

## Action required in the first three months

Activities during the first three months	Date/Initials
<b>1. The Local Authority</b> <ul style="list-style-type: none"><li>- Structure of Ealing Council</li><li>- Local Government Finance (as appropriate)</li><li>- Committee Structures</li><li>- The Role of the Elected Member</li><li>- Any Statutory Training</li></ul>	
<b>2. At the end of three months</b> <p>Mid probation /performance review meeting (if appropriate)</p> <ul style="list-style-type: none"><li>- Any concerns to be recorded</li><li>- Failure to reach expected standards may result in termination of employment</li></ul>	





# Stage Six

## Action required before the end of five months

Action required before the end of five months End probation /performance review meeting (if appropriate)	Date/Initials
<ul style="list-style-type: none"><li>- Probation /performance review confirmed as successful</li><li>- Any concerns to be dealt with formally (see probation / performance review policy and procedure)</li><li>- If appropriate confirm that failure to reach expected standards may result in termination of employment</li></ul>	

### Manager comments

Manager name.....

Manager signature.....

Date.....

### Employee comments

Employee name.....

Employee Signature.....

Date.....