



# Employee Handbook

*Your guide to understanding Cafcass*

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# Welcome to Cafcass!

Our employee handbook has been designed to give you useful information about working at Cafcass, what our expectations are, and what you'll get from us in return. We hope that whether you are a new starter or an existing member of staff, you will find the information in this guide useful.

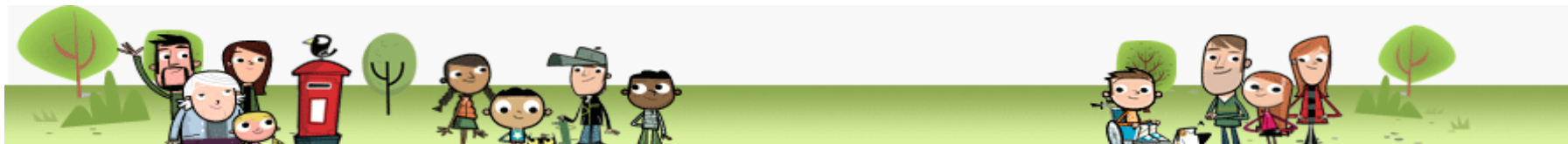
Cafcass was founded in 2001, bringing together staff from over 110 separate bodies for one purpose: to safeguard and promote the welfare of children who are involved in family court proceedings ensuring that their wishes are represented in court and their best interests acted upon.

We currently face a period of high demand for the work we do. From 2008, private law cases have risen by 22% and care cases by over 70%, which is set against the backdrop of a reduced budget; we work hard to ensure that we are able to continue to offer a high quality service, as judged by the court service, Ofsted, and, most importantly, the children and young people we represent.

We are passionate about achieving the best possible outcomes for children and families going through family court proceedings, and our dedicated staff members work each day to achieve this. We rely upon our skilled workforce to ensure we deliver the best possible service to every child and family we serve and are delighted you will be helping us continue this work.

By working together we are greater than the sum of our parts. Cafcass is entirely what you make of it, and we hope that with your help, we can continue to provide an exceptional service to some of the most vulnerable children in England.

**Anthony Douglas CBE, Chief Executive, Cafcass**



# Section I: Who We Are

## About Us

Each year we work with over 145,000 of the country's most vulnerable children and young people who are going through care (public law), or adoption (private and public law) proceedings or whose parents have separated and there is a dispute over contact (private law). Our practitioners are all experienced social workers, who provide judges with the impartial information they need to make a safe decision about a child's future. We are here for children and young people, and we provide an opportunity for them to make their wishes and feelings clear. We listen; we don't take sides in parental disputes and we always remain independent.

### Our role is to:

- safeguard and promote the welfare of children
- give advice to the family courts
- make provision for children to be represented
- provide information, advice and support to children and their families.



## Our departments

Please click [here](#) to view information about how we are organised.

## Operating Framework

For an overview of our work and responsibilities in the Family Justice System, read Cafcass' Operating Framework, available [here](#).

## Our values

Cafcass, doing such critical work for young people across England, employs people who share a similar set of core values, regardless of their role within the business:

- **Child centred** – We engage with children and families so that what we do is determined by their needs.
- **Equality** – We believe all children and young people have equal worth and equal rights.
- **Honesty and openness** – We measure and account for what we do so that our performance is open to scrutiny; we welcome feedback on our work and provide a transparent procedure for complaints.
- **Realism** – We seek the best we can for all the children and families we serve within the resources available to us.

## Valuing diversity

We are all individuals and we believe that people perform at their best when they can be themselves. Diversity enriches our society and our organisation through the variety of skills, approaches and experiences that it brings. Recognising equality is therefore vital for both supporting our workforce and in our work with service users, to ensure that we deliver a service that recognises, assesses and reflects individual needs. We are serious in our commitment to supporting our staff to feel comfortable about who they are, whatever their background or role in the organisation.

Our workplaces are free from prejudice, discrimination and intolerance and provide an environment that allows you to make a vital contribution to the lives of children. We expect all Cafcass employees, in return, to:

- view people as individuals
- treat people with respect and dignity
- understand our legal duties and our approach to Equality and Diversity

# Section 2: You've Started

## Your first week:

On your first day you will be introduced to the immediate members of staff in your team and, if necessary, the wider office. You will then be set up with your PC or laptop, be taken through the security and log in procedures, and shown the Cafcass Intranet. All offices operate a clear desk policy, so be aware not to leave any personal items/stationery on a desk overnight. Some offices also operate a 'hot desk' policy, which means you can log in to any phone or any computer terminal throughout the office and may sit at a different desk from one day to the next.

A comprehensive induction to Cafcass during your first week aims to ensure that you settle in, understand more about how we work as an organisation and the role that you will undertake. All new starters are subject to a confirmation period, the length of which will depend on the role that you are appointed to; further details can be found in your contract. If you have any questions, please do not be afraid to ask – we are all here to help each other. You will also have to complete a few basic modules on our e-learning site, MySkills in order to familiarise yourself with the wider practices of working for Cafcass. As part of your induction, you will be required to complete a development module on MySkills to enable you to carry out your own Display Screen Equipment (DSE) assessment. If you require any support with this, please contact your line manager.

Please also spend some time visiting our Intranet, as this provides a wealth of information about the various teams at Cafcass, as well as organisational news.

## One month in:

By the time you reach one month with Cafcass you should understand what your new role involves and be familiar with the systems to support you. You should have taken part in at least one team meeting, and be fully conversant with core systems such as MySkills and iTrent. You should also be aware by now of the development opportunities available and how to access these, details of which you will find later on in this guide. If you do have any concerns, please speak to your manager to discuss them at your earliest convenience.

# Section 3: What We Offer To You

## Overview of benefits

Now that you know a bit more about who we are and what your role within our organisation is, let us tell you what we offer to you in return for your hard work. You will find a full list of our organisational policies in the appendix at the end of this document, however below is a snapshot of everything we have to offer.

## Your pay and benefits

At Cafcass, we feel staff should be compensated well for the vital work they perform for vulnerable children. All of our roles are subject to job evaluation so as to ensure fairness in salary across all positions. Our pay date is the **15th of each month** and this covers the first to the last day of the current month, i.e, a payment on the 15<sup>th</sup> August is for 1<sup>st</sup> to 31<sup>st</sup> August. Where the 15th falls on a weekend, you will always be paid on the Friday before.



## Pension scheme

Cafcass offers a generous Local Government Pension Scheme through the West Yorkshire Pension Fund (WYPF). If you decide to join the scheme, as your employer we will contribute on average £2 for every £1 that you pay. The actual amount you contribute to the scheme will depend on your annual salary. Do note, however, that you will receive tax relief on the contributions that you pay, and you will pay less national insurance as a result of being part of the scheme.

For further details of the benefits of joining WYPF, please visit [www.wyph.org.uk](http://www.wyph.org.uk); if you would like to join, please contact your local HR representative. Details of levels of employee pension contributions can be found in our Pensions Guidance.

With effect from 1<sup>st</sup> August 2013, Cafcass automatically enrolls employees into the WYPF scheme subject to certain criteria. More information will be provided upon commencement of employment.



### Give As You Earn scheme

At Cafcass we give you the opportunity of making charitable donations each month directly through your salary, allowing you to benefit from tax savings. You can either choose to give any amount as either a one off payment, or a regular debit from your salary, which can be cancelled at any time.

The scheme is completely flexible, allows you to save up to 20% or 40% per donation, determined by your tax band, and is automated each month. To enter the Give As You Earn Scheme, please speak to your local HR officer upon commencement of employment.

### Childcare Voucher scheme

If you are a parent and have parental responsibility for a child living with you aged up to 15(16 if your child has a disability) you could make savings on childcare costs by using our childcare voucher scheme. This operates on a salary sacrifice basis, enabling you to receive tax relief on your childcare costs. If you would like to register for childcare vouchers, visit [www.fideliti.co.uk/employeeeregister](http://www.fideliti.co.uk/employeeeregister), quoting scheme reference CAF8022.

### Travelling to work

We recognise the need to promote healthier and easier journeys to work for all our staff, and to support this we offer a **Season Ticket and Cycle Loan** to all of our employees.

You can apply for a loan in order to purchase either a season ticket or a bicycle to use to travel to work, which can be also used in your leisure time. Where a loan is agreed, you will be provided with an advance for purchasing either a season ticket or bicycle. For further details on how to apply to our Season Ticket and Cycle Loan scheme, please refer to our Season Ticket or Cycle Loan Policy on our intranet (available on commencement of employment).



### **Cycle to Work**

In a scheme run by Evans Cycles, staff can save between 32%-42% on the costs of a bike and accessories, by benefiting from tax savings through salary sacrifice over 12 months. Alongside this, you can also benefit from free entry to a Cycle race, a complimentary bike service and up to £50 worth of free cycling accessories.

Further information on how to register with the scheme and the FAQs will be available on commencement of employment. For a calculator to show the savings benefits you'll be able to achieve, please click [here](#).

### **Tastecard**

From an exclusive partnership with Tastecard, staff can purchase an annual membership card for just £24.95 (RRP £79.95). This offer will be available at select windows through the year.

Tastecard offers 50% off or 2 for 1 on over 6000 restaurants across the UK, including chains like Pizza Express, Strada, GBK and more. For a full list of participating restaurants, please see [here](#).

### **Social Worker Benefits**

Cafcass will pay for HCPC membership for all social work staff; to access this, please email the HR team.

As part of our commitment to your ongoing training and development, we will also enrol all social work staff into the College of Social Work, found [here](#), upon arrival to Cafcass. This will provide you with a range of resources on the latest social work practice, and access to a national mentoring network, amongst many other benefits.

### **Mobile and Hotel Discounts**

Cafcass staff are eligible for 20% off monthly contract costs with Vodafone.

You can also access up to 40% off weekend rates at the Hilton. Further information on both, including FAQ's, will be available on commencement of employment.

## Expense reimbursement

We understand that sometimes you will incur costs as part of carrying out your role effectively. All reimbursement claims should be made using an electronic claim form on iTrent self service. Where claims are made and authorised before the payroll deadline for the month - usually around the 7<sup>th</sup> - expenses will be paid directly into your salary for that month. If claims are authorised after this date, any monies will be paid in the following month. All claims must also be made within three months of the expense incurred. The Expenses Re-imbusement e-learning on MySkills will help you understand how to make a claim.



## Travel

We have offices throughout the country and at times you may be required to travel. All train tickets over £20 and any overnight accommodation should be booked through our electronic booking system. Where required, authorisation should be sought for any overnight stays and long train/car journeys.

## Value for money

We seek constantly to ensure best value for money and best use of the budgets that we have available. Therefore, we ask that you try to keep your expenses to a minimum, though it is essential that service delivery isn't compromised. If you do need to travel somewhere, you should use the cheapest mode of transportation available, while considering the most efficient way of getting to your destination. Full details of all of the areas where claims can be made are detailed in our Expense Reimbursement Policy.

# Section 3.1: Your Flexible Technology

## Technology

At Cafcass, we ensure you are able to use any IT equipment you will need to perform your role effectively. You will usually be provided with either a desktop, laptop or tablet computer. In addition, all frontline staff and managers are provided with Blackberry smart phones to enable them to access their emails whilst away from the office.

You will be responsible for the sensible and safe use of your IT equipment. This includes ensuring that equipment is only used by you, that you do not share your password, and that laptops and mobile phones are stored securely. If you should lose any IT equipment that has been provided to you, this should be reported immediately to your line manager.

For a copy of our IT security policy, please click [here](#).

## MySkills

MySkills is our online e-learning portal. This allows you to access a number of courses to assist your learning and development. Courses include presentations and materials from workshops that have taken place, and set out the must-know policies for your role. It is constantly being updated and developed, so make sure to review regularly what packages are on offer. Most take less than thirty minutes to complete, providing a perfect 'coffee break' learning activity. You can complete these modules at times that are convenient to you, as they are all accessible 24/7 from any internet connection.

## myWork

myWork is Cafcass' electronic tool that enables colleagues to directly access a range of personal information relating to their work, learning, health & wellbeing and PLR discussions. The information on myWork is updated weekly and is accessible to staff via the Cafcass Intranet. Please click [here](#) to contact the myWork team with any questions, queries or feedback.



## **iTrent Self Service**

iTrent is our HR and Payroll system. You will be able to access our iTrent Self Service system to:

- View and Update your Personal Details;
- Request Annual Leave;
- Record and Submit Expense Reimbursement Claims;
- View your Electronic Payslip;
- Update your Sickness Absence;
- Book onto Learning and Development Courses;
- View your performance and learning review data;
- To start using iTrent Self Service, you'll need to complete the iTrent Self Service e-learning module on Myskills;
- As iTrent and Myskills are both web-based, they can be accessed from any computer with an internet connection, or from your work Blackberry.

## **iTrent People Manager**

iTrent People Manager is available for those who are responsible for the line management of others. It allows managers to authorise annual leave and expense claims for staff, and monitor sickness absence, alongside a number of other functions. If you have any questions about using the system, please review the People Manager Guide.

If you are a manager and have not received People Manager training, contact your local IT Trainer to set up a session.

# Section 3.2: Keeping You in the Loop

## Keeping you informed

At Cafcass, we want you to remain informed about the latest developments within the organisation and within wider social work practice. We use a variety of communication tools to ensure you know the latest developments in all our work.

**Our Intranet** is full of useful information about all aspects of Cafcass. Daily news stories ensure you know about the latest developments within the organisation and the wider sector.

Keep an eye out for news stories, key statistics and other information in 140 characters or less by following Cafcass on **Twitter** at [@MyCafcass](https://twitter.com/MyCafcass).

**Team meetings** ensure you are able to keep up to date with all the latest developments across Cafcass and ensure that you keep in contact with your colleagues. They usually take place monthly. Speak to your line manager to ensure you know the dates of your next team meeting.

**Channel C** is our monthly newsletter that provides the latest practice news from around the organisation. If you have a news story that you would like to share, you can contact the Communications Team to contribute.

# Section 3.3: Your Work/Life Balance

## Working with you

At Cafcass, we employ a diverse range of people with different needs, interests and lives. We understand the need to balance each individual's working life with their personal time, and therefore have a range of policies and working practices to ensure all staff can ensure a healthy work/life balance.

## Flexible work patterns

In some circumstances, you may wish to make a request for a flexible working pattern. You can request this through your line manager. For further information regarding groups of staff that have a statutory right to make a flexible working request and how to make one, please discuss with your line manager or local HR officer.

All practitioners and managers are provided with laptops and BlackBerry's that enable staff to work in different locations, as required.

## Annual leave

All new starters have 25 days annual leave, all bank holidays and three statutory days leave, which are to be used for our close-down period between Christmas and New Year. These three days are non-transferrable and cannot be used at any other time.

After five years of service with us, or if you join us with continuous service totalling five years or more, you'll be entitled to 30 days annual leave per year, in addition to the statutory days and bank holidays. If you are part-time, your annual leave entitlement will be considered on a pro-rata basis. You will be given a pro-rata entitlement to bank holidays also, so that you don't miss these if they fall on your non-working days. All annual leave is booked and approved through iTrent.

## Special Leave

In the event of an emergency, you may request special leave from your line manager. An emergency may involve the bereavement or serious illness of a close family member. All requests will be considered on an individual basis by your line manager, and a maximum of five days leave may be granted to you, dependant on the circumstances.

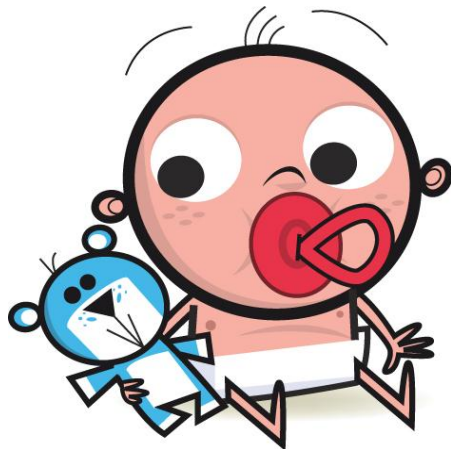
## Family leave – before birth

### Maternity/Adoption Leave

If you are pregnant or adopting a child, regardless of your length of service, you will be entitled to 26 weeks ordinary maternity/adoption leave and 26 weeks additional maternity/adoption leave. Your maternity/adoption pay and benefits will be dependent on a qualifying period of service.

### Ante-natal care/Attending Application Vetting Interviews

If you are pregnant, you will be provided with paid time off to attend all ante-natal care appointments. If you are adopting a child, paid time off for application vetting interviews will be provided, where proof of appointment is provided.



## Family leave – after birth

### Birth Support Leave

At Cafcass, we offer Birth Support Leave and Pay as an enhanced contractual benefit to Statutory Paternity Leave and Pay provisions. Birth Support Leave of 15 days with pay will be granted to the child's father or the expectant mother's spouse, civil partner or nominated carer at or around the time of the birth.

### Extended Paternity Leave

Fathers who are employed by Cafcass will be able to take up to six months of additional paternity leave if the mother has returned to work before her period of additional maternity leave has expired. This leave will be paid at the Statutory Paternity Pay rate.

### Parental Leave

If you have one year of service, we will grant up to 18 weeks unpaid parental leave for each of your children born or adopted. You can take a maximum of four weeks of unpaid leave in any year for any individual child, with the leave being taken in multiples of one week, unless the child has a disability, in which case it may be taken as individual days.

# Section 3.4: Your Health and Wellbeing

## Medical appointments

All GP, dental and hospital appointments should ideally be made in your own time. If an appointment can only be scheduled during working hours you should discuss this with your line manager and, where reasonable, time off with pay may be granted.

Further details on any of the above can be found in our Managing Attendance Policy, available upon commencement of employment.

## Managing attendance

We recognise that at times you may be unwell and unable to work. If this does happen, we will seek to assist you in recovering and returning to work as quickly as possible.

If you feel unwell and unable to work:

1. Telephone your line manager no later than 9.30am to inform them of your illness; please do not advise your line manager by text message or email.
2. If you are unable to contact your line manager, please contact your Head of Service or a member of the Human Resources Team.
3. You should remain in contact with your line manager if your absence lasts more than one day.
4. If your absence is for more than seven consecutive days, including weekends and bank holidays, you'll need to obtain a medical certificate from your doctor or from a hospital. Any certification should be sent to your line manager during your period of sickness absence.





## Your health and wellbeing

At Cafcass we are committed to creating an environment that enables you to feel engaged, motivated, and where you feel able continuously to improve the way you work to provide the best services possible to the children and families who need us.

We will work with your manager to ensure that your working environment is safe, your workload is manageable, and that you are equipped and supported to carry out your role.



## Our Health and Wellbeing Plan

Staff members have access to our Health and Wellbeing plan, provided by Medicash. This plan provides you with a range of healthcare benefits, including eye care, routine dental care, discounted gym membership, health screenings, complimentary therapies, access to advice from medical experts and much more. Up to four dependent children can also be included under your plan, and you have the opportunity to enrol your partner or upgrade your level of cover for a small additional monthly cost. Treatments can be claimed back from Medicash directly, with most treatments being refunded within three working days, paid directly into your bank account. Staff will be enrolled at Solo Level 1 upon joining, unless you decide to opt out. As the health plan is considered a benefit in kind, members of the plan will be subject to a small level of tax, equating to no more than £2 per month.

In addition to providing health benefits to you, our health plan offers you access to a range of retailer discounts via the Medicash Extras page, with up to 15% off many high street brands, including Sainsburys, TopShop, Next, B&Q, Cafe Nero, Apple, and many more.

For more information about the health plan and the discounts on offer, please visit the Health and Wellbeing page on the intranet.

### **Employee Assistance Programme**

Our Employee Assistance Programme is available to all staff, providing free and confidential advice and support 24 hours a day, seven days a week, 365 days of the year on any work, personal or family issues that you may be facing.

In addition to this, online counselling support and information is also available, and, if you should need them, up to six face-to-face counselling sessions, including the provision of Cognitive Behavioural Therapy.

To contact your free employee assistance programme call 0800 111 6387.

### **Occupational Health Service**

Our Occupational Health Service identifies any support and assistance you may need, where health issues may impact your ability to work.

OH advisers and physicians differ in their approach to a GP or practice nurse, as they will assess the condition described in light of the work context. Should you feel you need one, a request for referral can be made through your line manager to your local HR Representative.

### **Display Screen Equipment user assessments**

We have a responsibility to provide users with a Display Screen Equipment assessment to ensure workstations are safe, so you can perform your role without problem.

For further information about your health and safety at work, please see our Health and Safety Policy, available [here](#).

### **Your health and safety**

We are responsible for ensuring that you have a safe place to work, which we achieve through undertaking risk assessments and routine workplace checks. We need your assistance to help maintain a safe place of work. If you see anything that you believe could cause an accident or injury to yourself, your colleagues or any visitors then please advise your manager.

If you are involved in an accident or incident at work or during the course of undertaking your work, you should also report this to your line manager to ensure that appropriate action is taken, and the necessary support is offered to you.

# Section 3.5: Your Personal Development

## Supporting your development

Cafcass strives to employ and develop some of the most talented people in England, to ensure that we can effectively support the children who need us. We are committed to your personal development to ensure that you remain equipped and knowledgeable to complete your work effectively, in the light of an ever changing social work profession.

We view your development as a continuous process, and we will encourage you to complete activities that will improve your performance in your role, and expand your working skills and knowledge. We've provided a variety of ways for you to develop your knowledge of both Cafcass and social work.

## Review and support

You will receive support and regular reviews with your line manager to ensure you have the required skills and tools to effectively carry out your role. If there is anything you need that will assist you in your job please discuss this with your line manager.

What do the Performance Learning Reviews (PLRs) mean for me?

- You will know the priorities for our organisation, for your team, and for you.
- You will have regular feedback on the quality of your work
- You'll know what your strengths are and what your learning points and areas for development are, to support you in delivering a high standard of performance in your role.





## Supervision and Performance Learning Reviews (PLR)

Regular supervision means that advice and support is available to you, at the point of need, rather than as an event that takes place periodically. We call this “situational supervision” and it might include consultation with your manager about a case, problem solving and personal support. Good supervision is evidence-based and informed by two-way discussions about the standard of work, what needs to be encouraged and what, if anything, needs to be changed.

PLRs will usually be held at three monthly intervals between you and your line manager. The purpose of these is to review the work you have undertaken and your achievements during the period, and to identify your key challenges and areas of development over the next three months.

## Managing Talent within Cafcass

Talent Management at Cafcass involves all staff, regardless of role, position or length of service. It is designed to enable individual employees to realise their aspirations for job enrichment, role and career progression, while contributing to continuous service and practice improvement.

- **Job Enrichment:** We are committed to ensuring that there is opportunity for all staff to deepen and strengthen their skills, expertise and experience. As part of your PLR discussions with your manager, you will have the opportunity to have a wider discussion about your future potential, career and professional aspirations.
- **Emerging Talent:** This programme is aimed at those employees with the aspiration, motivation and potential to progress to the next higher graded role within a period of no more than 24 months. This ensures that those identified as performing at a consistently good to outstanding level and aspiring to progress have opportunities that will help them add greater value to the organisation, and progress through the career pathway as potential Cafcass senior leaders of tomorrow. To apply for the Emerging Talent Programme, talk to your line manager about upcoming opportunities.
- **Development for Managers and Leaders:** A range of resources for managers and leaders will be on offer. An enhanced induction programme with tailored development is offered to all new managers, as well as any refresher courses when needed.

# Section 4: Your Role

## Resolving issues

Everyone's working life should be enjoyable and rewarding. All employees should be treated with respect and dignity, and we are vigilant to ensure that our workplaces are free from harassment or bullying. When issues do occur, however, we are always keen to try and resolve these informally to ensure a swift but effective resolution to any problems.

We expect all of our staff to behave and adhere to acceptable professional standards of conduct, both at work and also outside of work. Where misconduct is alleged to have taken place, this will be considered in line with the Employee Relations Policy.

## Environmental awareness

At Cafcass, we strive to be as environmentally friendly as possible. We therefore have numerous different recycling bins throughout our offices which we would ask you to use appropriately. When booking rail journeys, we also provide details of the carbon usage.

## Whistle-blowing

We aim to provide a culture which encourages you to feel confident in raising any serious concerns you feel you may have. Under our Whistle-blowing Policy, if you do make a disclosure, this will be treated confidentially and we would like to reassure you that you will be protected from any possible reprisals or victimisation.

## Health, safety and fire

Your health, safety and welfare are of paramount importance to us which means we have a duty, as your employer, to identify health, safety and fire hazards in advance, and to control the risks. We do, however, need your help to maintain safe working conditions. You must take reasonable care for your own health and safety, and that of others, and cooperate with us in meeting the requirements of the relevant laws. You must familiarise yourself with our health, safety and fire procedures.

## **Confidentiality**

Due to the nature of the work undertaken at Cafcass, you must not discuss any aspect of your job that could be considered confidential with anyone else. If you do discuss your role with someone, then certain details must remain private. This is especially important when the leak of sensitive information could have a detrimental effect on the life of any child that we represent.

All staff must uphold a level of privacy commensurate to your role.

## **Social media**

As social media becomes an ever increasing aspect of our lives, every member of staff must be aware of the potential danger that can arise from its use and as such it must be treated in the same way as if you were having a face-to-face conversation with someone.

## **Communications**

You must maintain the highest standards of professionalism and integrity in all that you do, including your communications to colleagues, service users and other professionals both inside and outside of your place of work. This applies to all forms of communication. All work related emails should be sent using your Cafcass allocated email address. No work related emails should ever be sent from a personal email address: this is due to security reasons.

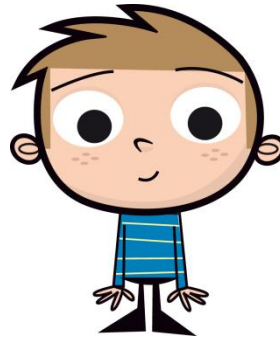
## **Giving or receiving gifts and benefits**

You must not accept or give any gift, hospitality or other personal benefit that is likely to influence or that other people may think likely to influence your judgement, or be construed as bribery or conflict with your duties to any customer or colleague. Certain rules apply if your refusal to accept or give a gift might be perceived as impolite, or the gift is of nominal value.

## Information assurance and data protection

We are all responsible for protecting the confidentiality of our service users and colleagues. Great care must be taken by all staff when handling personal and sensitive data. As part of your induction, you are required to complete an Information Assurance Training e-learning module on MySkills to ensure that you fully understand your responsibility in terms of protecting information. You will need to refresh your learning and knowledge of this periodically; you will be advised when to do this.

Further details regarding Information Assurance and your responsibilities can be found in the Information Assurance Policy, found [here](#).



## Information about you

We hold all personal information securely and only your line manager and members of the HR service can access your personal file, should they need to. If any of your personal details change, for example your name, address or emergency contacts, you can update your information through iTrent self service.

## Freedom of Information and Subject Access Requests

The Freedom of Information Act (2000) gives everyone the right to request official, non-personal information that is held by public authorities and public bodies. Under the Data Protection Act (1998), individuals are able to make requests for personal information that may be held by us about them. These requests are referred to as Subject Access Requests (SARs).

If you are approached for information by any individual and are not sure if you should be sharing it, or whether this request is being made under the Freedom of Information Act or Data Protection Act, please discuss with your line manager in the first instance or contact [Governance@cafccass.gsi.gov.uk](mailto:Governance@cafccass.gsi.gov.uk).

# Section 5: You're Leaving Us

We understand that at a point in your career, you may wish to leave Cafcass and join another organisation. Firstly, we must thank you for the contribution you have made in the lives of vulnerable children and young people. Without your help, we would have been unable to achieve what we can today.

## Notice

If you decide to leave us, you need to give your manager your resignation in writing, detailing the appropriate amount of contractual notice. Similarly, if we terminate your employment for any reason, this will also be confirmed in writing. You will normally be required to work your full notice period. Holiday requests made during notice periods will be considered in line with operational requirements. Any outstanding holiday entitlement on leaving will be paid along with your final salary, or a deduction will be made if you have taken more holiday than you have accrued at this date.

## Membership of the Medicash Health Plan

Your membership to the Medicash health plan will be automatically ended on the last day of the last full month you work for us; for example, if your leave date is the 20<sup>th</sup> August, your last day of the plan will be the 31<sup>st</sup> July. All claims and treatments must have been made by this time.

## Payment of final salary

Any final payments of salary and expenses will be made to you in the normal way, unless any deductions are due to the company. Once all final payments have been made, you will be sent your final pay slip and relevant statutory forms such as your P45. Any adjustment for accrued holiday which has not yet been taken, or where you have taken more holiday than you've accrued, will also be made or deducted within your final payment. These holiday days will be paid at your basic pay rate.

## Return of company property

If you leave Cafcass, you will need to return all company property allocated to you during the course of your employment. All property will need to be returned on or before your last day of work. This will include building passes, mobile phones or Blackberrys, laptops and anything else that was provided to you for work.



# Section 6: Glossary, Useful Contacts and Appendix

<b>BS</b>	<b>Business Support</b>
<b>CMS</b>	Case Management System
<b>DBS</b>	Disclosure and Barring Service (has replaced Criminal Records Bureau)
<b>DfE</b>	Department for Education
<b>E&amp;D</b>	Equality and Diversity
<b>EIT</b>	Early Intervention Team
<b>FCA</b>	Family Court Adviser
<b>FJC</b>	Family Justice Council
<b>FSW</b>	Family Support Worker
<b>HCPC</b>	Health Care Professions Council (regulatory body)
<b>HoS</b>	Head of Service
<b>HR</b>	Human Resources
<b>IRO</b>	Independent Reviewing Officer
<b>LA</b>	Local Authority
<b>LSCB</b>	Local Safeguarding Children's board
<b>MIS</b>	Management Information Service
<b>MoJ</b>	Ministry of Justice
<b>NAPO</b>	National Association of Probation Officers
<b>NBC</b>	National Business Centre
<b>NIS</b>	National Improvement Service
<b>OH</b>	Occupational Health
<b>OM</b>	Office Manager
<b>PLR</b>	Performance learning review
<b>s. 31</b>	Public law – care orders, supervision orders and supervision extensions
<b>s. 7</b>	Section 7 of the Children's Act 1989 which empowers the court to request Cafcass or LA to become involved in a case.
<b>SCR</b>	Serious Case Review
<b>SEC</b>	Self Employed Contractor
<b>SM</b>	Service Manager
<b>T&amp;S</b>	Travel and Subsistence (expenses)
<b>Unison</b>	Public service union

## Useful contacts

### HR

Tel: 0844 353 1975  
[hr@cafccass.gsi.gov.uk](mailto:hr@cafccass.gsi.gov.uk)  
[hrtransactionalteam@cafccass.gsi.gov.uk](mailto:hrtransactionalteam@cafccass.gsi.gov.uk)

### Payroll

Tel: 0844 353 1624  
[Cafccass.payroll@cafccass.gsi.gov.uk](mailto:Cafccass.payroll@cafccass.gsi.gov.uk)

### iTrent help

[i-Trent@cafccass.gsi.gov.uk](mailto:i-Trent@cafccass.gsi.gov.uk)

### IT

[Cafccass.IT@cafccass.gsi.gov.uk](mailto:Cafccass.IT@cafccass.gsi.gov.uk)

### Myskills

[myskills@cafccass.gsi.gov.uk](mailto:myskills@cafccass.gsi.gov.uk)

### IT helpdesk (Flex)

Tel: 0844 875 0410  
[servicedesk@flex-r.gsi.gov.uk](mailto:servicedesk@flex-r.gsi.gov.uk)

### Legal Helpline

Tel: 0844 353 3392

### Employee Assistance Programme

Tel: 0800 111 6387

### Cafccass Incident Line

Tel: 0800 141 2582

### Medicash – Health Plan

Tel: 0151 702 0202  
Website: <http://www.medicash.org/>

### Fideliti - Childcare Vouchers

Tel: 0800 288 8727  
[enquiries@fideliti.co.uk](mailto:enquiries@fideliti.co.uk)

### Pension : West Yorkshire Pension Fund

Phone: 01274 434 999  
[wypf@bradford.gov.uk](mailto:wypf@bradford.gov.uk)  
Website: [www.wypf.org.uk](http://www.wypf.org.uk)

## Appendix

<b>Name Policy</b>	<b>What it covers</b>
<b>Equality &amp; Diversity</b>	This policy explains Cafcass' commitment to Equality & Diversity throughout our organisation.
<b>Managing Attendance</b>	This details our policies regarding annual leave, sickness absence, TOIL, parental and adoption leave and so on.
<b>Expense Reimbursement</b>	A guide on how to claim back reasonable expenses incurred in the course of your job, and what is claimable
<b>Employee Relations</b>	Here you will find a number of different policies all relating to Employee Relations.
<b>Health &amp; Safety</b>	A comprehensive guide to our approach of ensuring your safety when working for us
<b>Health &amp; Wellbeing</b>	This details how we are dedicated to creating an environment which empowers and enables employees to feel committed, engaged, and motivated to continuously improve the service.
<b>Talent Management</b>	A guide on how we aim to recognise the talents and skills that every employee has
<b>Operating Framework</b>	This outlines Cafcass responsibilities in the Family Court Service, and sets the standards of our organisation.
<b>Workforce Development Strategy</b>	The Workforce Development Strategy sets out how we encourage staff to progress through the organisation.