

# 2econdStep

Working for recovery and well-being

## Staff Benefits



## **SECOND STEP**

### **AIMS**

Second Step's aim is to deliver recovery and well-being opportunities for people with mental health and other support needs to achieve their hopes and ambitions.

### **VALUES**

- Second Step will treat everyone with integrity, respect and dignity
- The contribution and involvement across the whole organization of people who use our services is central to our ongoing success
- Hope is central to our work. We want to deliver recovery-orientated services building on people's strengths, courage, resilience and dreams. We will encourage empowerment, independence and responsibility
- We promote choice, flexibility and control for everyone who uses our services, underpinned by trusting, honest and open partnerships with staff
- We are passionate about social inclusion and will challenge mental health stigma and discrimination
- We value diversity and difference and are committed to Equality of Opportunity throughout the whole organisation
- Second Step values all its staff and volunteers. We are committed to good employment practices and to sustaining a rewarding working culture
- Second Step is well informed and strives to be at the forefront of good practice. We value learning and reflecting on our work in order to improve services. Celebrating success is also fundamental to our work
- Second Step values partnership and continues to invest in collaborative working to provide the best possible services

## **ABOUT SECOND STEP**

### **Where are we?**

Second Step's central office is based in Brunswick Square in the heart of Bristol, with local offices in Weston Super Mare and Bath.

## **WELL BEING AND WORK LIFE BALANCE**

### **Hours of Work**

Where possible Second Step operates a Flexi Time Policy with core hours from 10.00 am to 12.00 pm and 2.30 pm to 4.00 pm. A lunch break of at least half an hour must be taken between 12.00 p.m. and 2.30 p.m. Full-time employees work 37 hours, normally across a 5 day week. For some projects a flexible rota is in place to cater for the needs of the project including weekends, night work and some sleep-ins.

### **Paid Holiday**

The holiday year runs from 1 January to 31 December each year.

Holiday entitlement is 26 days per year (pro rata for part time staff) with additional holiday to all staff after 1, 2, 3, 4 and 5 years' service, subject to a maximum of 5 additional days.

### **Public Holidays**

Second Step recognises all statutory public and bank holidays.

In addition to the eight statutory public and bank holidays you are entitled to one discretionary day to be taken as directed, this is normally given at Christmas.

### **Employee Assistance Programme**

All employees and their immediate family have access to a comprehensive Employee Assistance Programme which gives access to telephone support, face to face counselling if required, consumer advice, debt counselling and legal advice. The service provided is confidential and is available 24 hours a day, seven days a week. You will be given information regarding this scheme at your induction, however, if you require further information please contact the HR Advisor. If you need to contact the EAP the number to call is 0800 282193. Further information is also available on their website: [www.ppcworldwide.com](http://www.ppcworldwide.com).

## **FINANCIAL BENEFITS**

### **Salary**

Salaries are paid monthly, on the 20<sup>th</sup> of each calendar month. Second Step do regular salary reviews and benchmarking to ensure that the pay offered is competitive within the sector.

### **Sick Pay**

Second Step makes Statutory Sick Pay payments when appropriate. Over and above this we have a company sick pay scheme which allows for full pay for a period of time and also half pay for a further period. This is dependant on your length of service and meeting the criteria detailed in your contract of employment.

## **Pension**

After six months from your start date Second Step will contribute 6% of your gross salary into a company pension scheme or your own personal pension scheme. Whilst personal contributions to the schemes are encouraged they are not obligatory.

## **Maternity Pay**

Second Step pays Maternity Pay in excess of the statutory requirements. Once you have completed two years continuous service, and you are intending to return to work, you will be entitled to receive twelve weeks full pay and a further six weeks at half pay before you revert to Statutory Maternity Pay provisions.

## **Paternity Pay**

Paternity Pay is in excess of the statutory requirements. Regardless of length of service you are entitled to one week Paternity Leave with full pay. Once you have completed two years' continuous service you are entitled to two week's Paternity Leave at full pay.

## **Travel Expenses**

If you use your own car or motorbike, or public transport on Second Step business your mileage and/or expenses will be reimbursed at the current agreed rate. Further details are available from the Finance department.

If you use your bicycle regularly on Second Step business we will make a weekly payment in recognition of this. Further details are available from the Finance department.

## **FAMILY FRIENDLY POLICIES**

Second Step is committed to supporting our employees and has a comprehensive range of family friendly policies including Maternity, Paternity and Adoption leave. We are open to flexible working requests and have successfully implemented several flexible working requests in the past.

### **Carers Leave**

Second Step appreciates that there may be times when people for whom you are responsible need attention at short notice. There are up to five additional days leave available every year to cover those emergency situations. This leave is specifically to allow you to care for a dependant in an emergency situation, such as sudden illness or problems with child care arrangements.

### **Flexible Working Arrangements**

Second Step has a Work/Life Balance Policy which covers several flexible working options. As an employee you are actively encouraged to consider your own work/life balance. Applications for flexible working arrangements will be considered carefully before a decision is made.

### **Unpaid Leave**

Second Step has a policy where requests for up to three months unpaid leave will be considered for employees who have in excess of five year's service.

## **OTHER BENEFITS**

### **Vaccinations**

Second Step funds vaccinations against Hepatitis B for front line staff at risk of exposure.

### **Child Care Vouchers**

Second Step offers a Child Care Voucher Scheme which is run through Busy Bees and operates via a salary sacrifice system. Further information is available from HR or the Busy Bees website: [www.busybees.co.uk](http://www.busybees.co.uk).

### **Life Assurance**

Work is still taking place around this. All Second Step employees will be covered by this Group Life Assurance policy, which will be implemented around the 1 October 2010.

### **Cycle to Work Scheme**

Second Step is part of the Cycle to Work initiative which allows employees to claim tax relief on the cost of a new bicycle. Details are available from the HR Department.

### **Refreshments**

Second Step provides tea and coffee making facilities for staff and their visitors. We also provide lunch at training courses organised by us, and our expenses policy makes provision for meals when you are required to attend external courses where food is not provided.

## **TRAINING AND DEVELOPMENT**

We are dedicated to ensuring that you receive training and development relevant to your role and your personal development needs. All staff attend a two day induction course in addition to your role specific induction. We have a core training programme for all front line staff which includes working with people who present challenging behaviours, support planning, working with vulnerable adults, mental health awareness and recovery. We also provide Equalities and Diversity training for everyone.

Various specialist training courses are run throughout the year; you are encouraged to discuss your training needs in supervision as well as at your annual appraisal.

### **Supervision**

We believe that regular supervision with your line manager is an important focus of employee development. You will have a supervision contract supported by a Personal Development Plan which will be discussed during supervision meetings.

### **Team Away Days**

Every year each team is given one day to spend together team building. This gives every team the opportunity to spend time together away from the stresses of the working day, build relationships within the team and have quality time together.

## **Staff Events**

Second Step normally hosts two staff events, one in summer and one in winter. These events give everyone the chance to enjoy each other's company in a non work environment.

## **SUPPORT IN THE WORKPLACE**

We believe that looking after our employees is important, therefore a range of policies have been developed to ensure that if you face problems at work there is a way to resolve them.

### **Bullying and Harassment**

Second Step has a zero tolerance policy with regard to bullying or harassment of any nature within the workplace. Complaints of this nature are taken very seriously and always investigated. Further details of the bullying and harassment policies are available on request from the HR Advisor or can be found in the policies and procedures manual held by each team.

### **Grievance**

To ensure that employees have an efficient and fair way to raise a grievance we have an in-depth Grievance Policy which allows a grievance to be raised and answered in a timely manner.

### **Team Work**

Every team has its own Team Manager who, along with the senior workers, ensures that you have support and guidance in your work at all times.

### **Mindful Employer**

Second Step is part of the Mindful Employer Initiative. We believe that with the right support people with mental health issues can and do stay in work. At Second Step we aim to show a positive and enabling attitude to employees and job applicants with mental health issues. We have made a commitment to provide non-judgemental and proactive support to individual staff who experience mental health issues and we ensure that all line managers have information and training about managing mental health in the workplace. More information is available from the HR Advisor or from the Mindful Employer website: [www.mindfulemployer.net](http://www.mindfulemployer.net)

### **HR Support**

Second Step has a dedicated Human Resources function who can deal with all issues relating to your employment. If you have any problems relating to your employment, training or leave entitlements please contact either Alison Williams, HR Assistant on ext 221 or Sandra Dodd, HR Advisor on ext 222.

## **EQUAL OPPORTUNITIES**

Second Step prides itself on being an Equal Opportunities Employer and as such we have the following Equal Opportunities Statement of Intent:

Second Step will strive to ensure that both in its capacity as a provider of services and an employer it will not discriminate against any person on the grounds of their age, disability, gender, race, religion/ belief or sexual orientation, The organisation is committed to the effective promotion of equality of opportunity in all fields.

The procedures for the implementation of this policy are set out below in the Code of Practice and all staff must comply with these procedures. Failure to do so will be regarded as an action against Second Step's policy and as a breach of discipline.

As part of our commitment to Equal Opportunities and in order that the implementation of the policy can be assessed, Second Step will collect and monitor records of the age, disability, gender, race, religion/ belief and sexual orientation of applicants for employment/volunteering and services; our staff establishment and current service users, and staff leavers and people leaving our services. We may also carry out snapshot internal audits as required

In order to ensure the effective implementation of this policy the Board will appoint an Equal Opportunities Officer (E.O.O.) whose responsibilities are set out in Appendix 1. In addition the Board will nominate two board members to hold the Equalities Portfolio.

There will be an Equal Opportunities Working Group, which is chaired by the E.O.O. and comprised of staff representatives from each service and the HR Advisor. The Equal Opportunities Working Group will review and make recommendations about Second Step Equal Opportunities policy, procedure and practice as well as monitor the annual Equal Opportunities Action Plan, and input into and advise on any full Equalities Impact Assessment.

To assist with the effective implementation an annual Equal Opportunities Action Plan will be agreed and will direct the work of the Equal Opportunities Working Group.

To assist with the effective implementation Second Step will carry out Equalities Impact Assessments (EIA) to ensure that it promotes equality and does not discriminate. An Assessment will be carried out when:

- Developing a new service, policy or strategy
- Reviewing existing policies
- As advised by the Equal Opportunities Officer

All reports to the Board will assess any equalities considerations and report any appropriate action following an EIA.

Second Step will provide training and support and other measures as appropriate to ensure that our policies and procedures are effective.

Second Step will inform all applicants, employees, volunteers, service users and contractors of its Equal Opportunities Policy.

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