

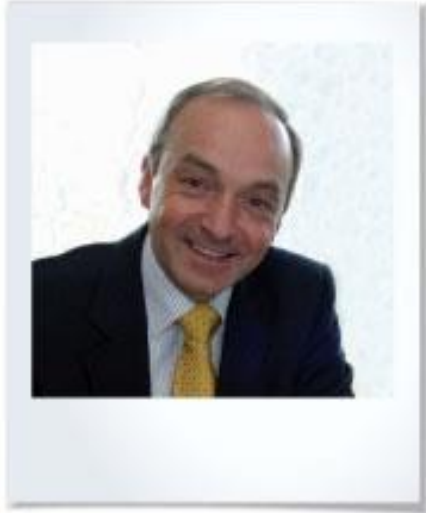
# Carmarthenshire County Council

## Employee Guide

Updated: July 2017

## Welcome to Carmarthenshire County Council

We are pleased to welcome you as an employee of Carmarthenshire County Council. You have joined a pro-active, high performing Council, which aims to provide high quality services and make Carmarthenshire a better place in which to live, work and enjoy your leisure time. We recognise that our ability to provide these services is dependent upon the commitment and dedication of our employees and we aim to provide you with the support you need at all stages in your career.



This guide is designed to provide you with the information you most need when you first join us, and we hope will continue to be a useful reference point in the future. Whilst it has been developed for non-teaching employees, teachers will also find some of the information useful.

If you require this information in large print, Braille or on audiotape please telephone, the People Management Division (01267 246123)

## **Table of Contents**

Welcome to Carmarthenshire County Council .....	2
About the Council .....	5
Our Values .....	5
Organisational Structure .....	7
Corporate Management Team (CMT) .....	8
Community Plan .....	8
Corporate Strategy .....	8
Improvement Plan .....	8
People Strategy .....	8
Business Plan .....	8
Customer Care .....	8
Equality & Diversity.....	9
Welsh Language .....	9
Employment Contract .....	9
Probationary Period .....	10
Personal Records .....	10
Data Protection & Confidentiality.....	10
Pay .....	10
Pay and Grading .....	11
Sick Pay .....	11
Local Government Pension Scheme (LGPS) .....	11
Holiday Leave Entitlement .....	13
Discipline .....	13
Code of Conduct.....	13
Declaration of Interests, Gifts and Hospitality .....	14
Use of Computer Systems/Workstations .....	14
Social Networking .....	15
Use of Telephones.....	15
Mobile devices.....	15
Use of Personal Vehicles for Business Travel.....	15
Good Communication .....	15

Induction.....	16
Managing Performance & Development Opportunities .....	16
Flexible Working .....	17
Maternity, Adoption and Caring responsibilities.....	17
Workplace Safety .....	17
Occupational Health .....	17
No Smoking Policy .....	18
Stress in the Workplace .....	18
WHA Healthplan .....	18
HSA Simply Health.....	18
Personal Medical Plan .....	19
Grievance Procedure .....	19
Alcohol in the Workplace and Drug Misuse Policies .....	19
Standards of Behaviour .....	19
Whistleblowing .....	19
Useful Contacts .....	21

## About the Council

Carmarthenshire County Council is one of the largest most diverse employers in South West Wales, employing almost 8,000 employees who work in a range of occupations and professions. The Council provides services across this rural county to a population of around 185,123.

The Council is managed by 74 elected councillors from a range of political groups. They are the decision makers and agree the Council's policies and spending priorities.

The Council is made up of 6 Directorates: Chief Executive's, Regeneration & Policy, Education and Children, Communities, Environment & Corporate Services.

## Our Values



**Customers First** – we put the needs of our citizens at the heart of everything that we do

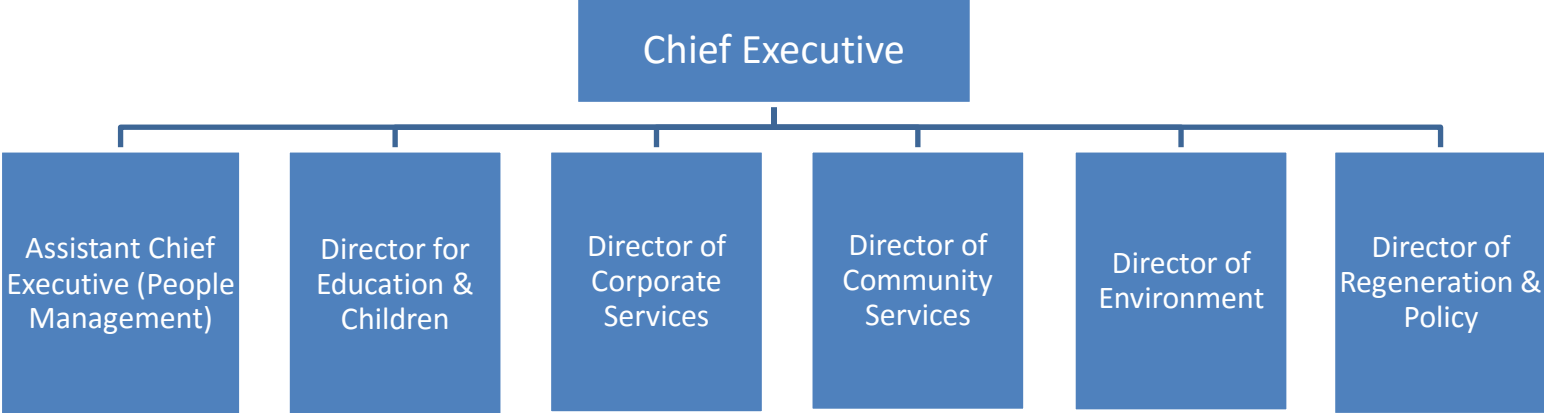
**Listening** – we listen to learn, understand and improve now and in the future

**Excellence** – we constantly strive for excellence, delivering the highest quality possible every time by being creative, adopting innovative ways of working and taking measured risks

**Integrity** – we act with integrity and do the right things at all times

**Taking Responsibility** – we all take personal ownership and accountability for our actions

# Organisational Structure



## Corporate Management Team (CMT)

Team meetings are chaired by the Chief Executive and include the Directors, Assistant Chief Executive and the Monitoring Officer (Head of Administration and Law). The focus is on strategic development and delivery – not day to day management.

CMT is responsible for leadership, development and implementation of Policy, e.g. Community Strategy Performance, Improvement Plan and political priorities and goals.

## Community Plan

Local Authorities are required to develop a Community Plan for promoting the economic, social and environmental well-being of their areas. The focus is on partnership working and the Council works with organisations such as the Police, Local Health Board, Welsh Government and voluntary sector in the development and implementation of the Plan. For further information please visit our Intranet or refer to your line manager.

## Corporate Strategy

This strategy is published and drives the Council's business planning and improvement planning processes. For further information please visit our Intranet or refer to your line manager.

## Improvement Plan

All Local Authorities must publish an Improvement Plan each year which focuses on the aims of the Council, and details how it performed last year, and planned improvements for next year. This is audited by the Audit Commission in Wales. For further information please visit our Intranet or refer to your line manager.

## People Strategy

The People Strategy sets out the Council's key priorities for managing and supporting its people. For further information please visit our Intranet or refer to your line manager.

## Business Plan

Every department and business unit produce a Business Plan, which, sets out objectives and resources for the year ahead. A copy of your department's business plan is available from your Line Manager.

## Customer Care



We expect our employees to provide the highest standards of customer care to all of our customers whether they be residents and non-residents of Carmarthenshire or our own work colleagues. We have Customer Service Centres at various locations across the County and these provide a one-stop-shop facility to customers. We also operate a 24 hour "Careline" facility, which provides a helpline service to older, disabled and vulnerable people in the county and also provides an out of hours emergency call handling service.

## Equality & Diversity

The Council makes a commitment to promoting equality and diversity both to its staff and the community it serves through its Strategic Equality Plan. It provides information and guidance to staff about our key priorities and our individual responsibilities to ensure we meet our goals.

As an employee this means that you should expect to be treated fairly in all aspects of your employment and not be discriminated against for reasons of race, colour, ethnic or national origins (including citizenship), language, disability, religion, belief or non-belief, age, sex, gender reassignment, sexual orientation, parental or marital/civil partnership status.

If you have any equality and diversity concerns during your employment with the Council, please contact a member of the [People Services Team](#) who will offer you advice.

## Welsh Language

The Welsh Language Scheme outlines the Authority's commitment to deliver a bilingual service to our customers, promote the Language in our county and explains your role in delivering this.

The practical requirements of this are outlined in the Welsh Language Scheme Guidance available on the intranet or by contacting [WelshLanguage@carmarthenshire.gov.uk](mailto:WelshLanguage@carmarthenshire.gov.uk).

## Employment Contract

By now, you should have received, signed and returned your contract of employment. Your contract outlines the main terms and conditions of your employment with Carmarthenshire County Council. In particular, it sets out your Hours of Work, Holiday entitlement, Rates of Pay and other information relating to your employment.

If you change any of your personal details, such as name and/or address, you should advise your Manager and People Management Representative immediately or use the Self Service Facility on your PC to update.

## Probationary Period

Depending upon your role, the first 6 or 12 months of your employment with the Council will be a probationary period, during which you will be assessed to ensure that you are suitable for the job. If an individual fails to achieve the required level of performance during this time, their employment with the Council may be brought to an end. It is important, therefore, that you discuss any concerns or needs with your supervisor as soon as possible. Some employment policies and procedures, such as the full Disciplinary procedure do not apply during the probationary period.

## Personal Records

The Council operates a digital HR/Payroll system which records all your details from the time you are appointed. Your personal details, career history, pay, training, performance and other related information will be securely retained and updated on this system.

Keeping your personal details up to date is your responsibility and you will be asked to validate this information from time to time, usually at the time of your appraisal or when logging on to the Self Service facility on your PC.

Self Service is a web based module of the HR/Payroll system and we are continuously improving the facilities we can provide to staff. If you have access to Self Service you can request annual leave, update your address or view a payslip for example. Similarly line Managers are able to view relevant details about their staff, their posts and make online authorisations.

You should be provided with set up and access information during your first days with the Council but if not, please contact your manager in the first instance. If your manager is unable to assist, please contact: [HRPayroll@carmarthenshire.gov.uk](mailto:HRPayroll@carmarthenshire.gov.uk).

## Data Protection & Confidentiality

The Council operates within strict data protection principles. Any personal data you provide is processed only for the reason for which it is requested e.g. to enable payroll to process your pay, and is held confidentially. Likewise, any information you hold and process as part of your role with the Council must be treated confidentially.

## Pay

Your pay will be paid directly into your bank account on a monthly or 4 weekly basis – please check your employment contract for further information. It is important that you supply your bank details and P45 as soon as you start work to ensure that payment is made on time and is taxed correctly.

You will either be provided with an electronic or hard copy payslip, which will set out your gross pay and deductions such as income tax, national insurance and pension contributions.

You will be paid according to current nationally negotiated pay rates, which are reviewed in April of each year. Your pay rate and any incremental pay increases to which you are entitled will be detailed in your contract of employment.

## Pay and Grading

Information on the Authority's pay, grading structure, and terms and conditions can be found on the Council's intranet or Corporate Web Pages. If you have a specific query about your terms and conditions please speak to your manager in the first instance or contact the [People Services Team](#).

## Sick Pay

The Council operates an Occupational Sick Pay Scheme which maintains your normal pay during periods of sickness absence, dependent upon the duration of absence and your length of service.

During the first year of service this is:

- 1 month's full pay (after completing 4 months service)
- 2 months half pay.

If you are unable to attend work due to sickness you must contact your manager as early as possible on the first day of absence. A self-certification form is required for absences of up to and including 7 days, with a medical certificate from your doctor or hospital required for absences exceeding this.

## Local Government Pension Scheme (LGPS)

The government has introduced a law designed to help people save more for their retirement. It requires all employers to enrol workers into a work place pension scheme if they:

- Are not already in one in respect of an employment,
- Earn over £10,000.00 a year (2017-18 earning threshold, reviewed annually) (or pro-rata per pay period) in that employment,
- Are aged 22 or over, and
- Are under State Pension Age.

The workplace pension scheme we provide is the Local Government Pension Scheme (LGPS) and the LGPS is a qualifying pension scheme, which means it meets or exceeds the government's standards.

Joining the Local Government Pension Scheme (LGPS) is one of the best ways to plan for your retirement, as it has an excellent range of benefits that include:

- A guaranteed index linked pension payable for your lifetime from your retirement.
- Life Cover from day one.
- Employer Contributions into the Pension Fund
- No administration fees
- Ill-health protection; if you were to become ill and unable to work (subject to qualifying service)

You will pay a % of your salary into the LGPS – please see your contract of employment.

## Holiday Leave Entitlement

Your leave year runs from your date of birth and increases with length of service as shown in Table 1. Leave should be booked in advance with your line manager, and is subject to the needs of the service.

Table 1

Completed Years' Service	Number of days	Statutory Days	Total
0-5	26	8	34
5-10	31	8	39
10 plus	34	8	42

For employees employed on part-time contracts, leave is calculated on a pro-rata basis.

## Discipline

The Council has a disciplinary procedure, which is followed when dealing with employee conduct issues. For further information please visit our Intranet or refer to your line manager.

## Code of Conduct

The Employee Code of Conduct sets out the standards of conduct expected of all employees. (Social Care workers also operate under a Code of Practice).

Your attention is drawn to the Code of Conduct – Employees and the requirement to declare any potential conflict of interest. You should note that this also includes additional work carried out for other employers. You are required to have prior permission to engage in this outside activity whether it is paid or unpaid. If in doubt, always declare any outside activities.

For further information please visit refer to your line manager or speak to our [People Services Team](#).

## Declaration of Interests, Gifts and Hospitality

To ensure that the Council and its employees comply with the Code of Conduct and is seen to be open and transparent, you must declare any non-financial or financial interests that you consider could bring about conflict with the Council's interests, and Membership of any organisation not open to the public without formal membership and commitment of allegiance and which has secrecy about rules or membership or conduct.

In addition, all offers of gifts and hospitality (whether accepted or not) with a value estimated to exceed £25.00 (twenty five pounds), which arise as a direct result from your duties with the Authority must be formally declared. Declaration of interest forms are available on the intranet, or from Line Managers.

## Use of Computer Systems/Workstations

Our ICT Policies set out the rules regarding use of the Authority's ICT Systems and services. Use of ICT and the Council's network is monitored and improper use may result in disciplinary action. If you are an ICT user, please familiarise yourself with these policies.

You should ensure that your workstation is properly set up to avoid unnecessary stress and strain building up on your body, please refer to the [Display Screen Equipment](#) (DSE) section on the Health and Safety pages of our Intranet.

## Social Networking

The Council understands that employees will use social media for work and personal reasons. All personal use of the internet and social media must be done in your own time.

Please remember that anything posted on a social networking site is in the public domain and therefore care must be taken to ensure that any views expressed do not reflect negatively on your role or the Council. Please see the Social Media Guidance for further information available on our Intranet or from your line manager.

## Use of Telephones

Telephones must be answered bilingually, with a greeting eg "Bore Da, Good Morning" your name and the name of the department. Telephones are provided for business use only. However, should you wish to use the telephone for a personal call, please contact your manager who will advise you of the procedure for booking these calls.

It is important to re-direct your phone when you are not in the office. For information on how to do this, please ask your line manager or a colleague, information is also available on our Intranet.

## Mobile devices

In the interests of safety, current legislation prohibits the use of a 'hand held' mobile telephone whilst driving. Further information can be found on our Intranet or from your line manager.

## Use of Personal Vehicles for Business Travel

You will have been advised whether or not you are required to use your own transport for work reasons, and you will be able to claim reimbursement for these journeys. You must ensure that your vehicle insurance covers your business usage, as failure to do so could invalidate a claim in the event of an accident. Your department will have arrangements in place for submission of travel claims. Your department may also have a pool car, which is available for business use. Staff are asked to check if the pool cars are available before using their vehicles for journeys. For further information please refer to our [Travel Policy](#) or speak to your line manager.

## Good Communication

Good communication is vital to the smooth running, and day-to-day activities of the Council. We have a Media and Marketing team, which promotes internal and external communication and a number of formal channels include:

- Line Manager / Team Meeting - as well as regular meetings with your manager to discuss performance, progress, etc. you should expect a regular team meetings to discuss a range of topics.
- Y Gair & Departmental Newsletters
- Payslip
- Council Website & Intranet Site
- Notice Boards
- Trade Unions - The Council recognises both teaching and non-teaching Unions and consults and negotiates with them on many issues affecting employees. The main non-teaching unions recognised are UNISON, UNITE and GMB. A Corporate Employee Relations Forum (CERF) meets regularly to facilitate this.

## Induction

On your first day and during the first weeks of your employment, you will be guided through your workplace induction including E-Learning. This will give you the opportunity to meet your new colleagues, find out more about your new role, as well as what it is like working for the Authority.

## Managing Performance & Development Opportunities

The Council understands that all staff play an important part in achieving the objectives set out of in the Corporate Strategy and departmental business plans. You should therefore expect to have regular meetings with your manager and appraisals where you can receive feedback on your performance and to allow you to discuss development opportunities or other support to do your job.

There are a wide range of development opportunities available to you from training courses to coaching, mentoring and e-Learning.

We update this information regularly and will share new ideas and good practice we've come across.



## Flexible Working

The Council offers a range of permanent and temporary flexible working arrangements, which may help you achieve a balance between your work and personal life. An example of the type of working arrangements that may be offered are flexitime, home working, part time working, job sharing, compressed hours.

If you wish to discuss any of these options, please see your line manager but remember that the service you and your team is providing has to be the priority consideration and for this reason, it may not be possible for all staff to access these arrangements. For further information please refer to our Intranet or speak to your line manager.

## Maternity, Adoption and Caring responsibilities

We have a range of policies, which provide paid and unpaid leave to employees depending on length of service and other criteria, including:

- Occupational Maternity Scheme
- Shared Parental Leave
- Paternity Leave
- Adoption Leave
- Parental Leave
- Time off for Dependents
- Flexible Working Policy
- Secondment Policy
- Career Break Policy

Please see the individual policy for detailed information which are all available on our Intranet.

In addition, we offer a [Childcare Voucher Scheme](#) to support you with the cost of registered and approved childcare, e.g. day nursery, after school club, holiday club. Further information is available on our Intranet or from your line manager.

## Workplace Safety

Within a short time of commencing work you will be taken through a workplace induction, which will include the Authority's Health & Safety Policy. This will alert you to any particular risks in your workplace, and local rules and procedures relating to health & safety. Further information is available on our Intranet or from your line manager.

## Occupational Health

The Council has an Occupational Health Unit which, as well as undertaking health screening of new employees and ill health referrals, will be increasingly involved in proactive health initiatives which you will be advised of from time to time. Further information is available on our Intranet or from your line manager.

## No Smoking Policy

The Council operates a no smoking policy. Anyone wishing to smoke must do so outside the workplace and will be required to "clock out" for smoking breaks. Please note, staff must smoke well away from any main doors, entrances, open windows or air intakes, associated with Council or other buildings. Most Authority owned/run sites are now 'smoke free'. Our policy can be found on our Intranet or you can check with your line manager on how you will be affected.

## Stress in the Workplace

Stress is a complex issue, it can arise from a variety of sources and builds up over time and affects all of us in different ways. The Council is putting great effort into management training, communication and staff appraisal as a means of reducing the potential for workplace stress.

In addition, the work life balance policies outlined previously give staff greater opportunities to balance their personal needs with their working lives.

If however in spite of this you feel in need of some additional support, a counselling service is available to all employees and is located in the Occupational Health Unit at St David's Park, Carmarthen telephone no 01267 246060.

## WHA Healthplan

The Welsh Hospitals and Health Services Association provides a health care cash plan. This is a contributory scheme with various membership rates, from which you can claim cash benefits for a range of health care treatments and services. Contributions can be taken out of your pay. More information can be found on the WHA website: [www.whahealthcare.co.uk](http://www.whahealthcare.co.uk)

## HSA Simply Health

This is a form of low cost health insurance. For fixed monthly payments you can claim back money to help cover a whole range of costs, from a new pair of prescription glasses, to a filling in a tooth, to many other benefits. The plan offers a variety of contribution and benefit levels to suit the everyday health needs of both families and individuals.

## Personal Medical Plan

An affordable type of private medical insurance. The plan provides you with a quick way of getting to see an experienced consultant or complementary therapist privately, allowing you to get tests and treatment you need without waiting. It can cover every day surgical procedures, complementary therapies, heart and cancer conditions, or all three depending on your needs.

More information can be found on the HDA websites, at this address: [www.hsa.co.uk](http://www.hsa.co.uk)

## Grievance Procedure

The procedure is in place to provide a fair and consistent process to resolve a concern, problem or complaint you may have about an issue relating to your employment. It does not cover collective disputes, grading of posts, disciplinary matters and non-confirmation of employment during probationary periods. For further information please refer to our Intranet or speak to your line manager.

## Alcohol in the Workplace and Drug Misuse Policies

Employees are not allowed to consume alcohol or other substances during working hours. Further information can be found on our Intranet or by speaking to your line manager.

## Standards of Behaviour

The Council strives to provide a working environment, which values the contribution all its employees make to the delivery of quality services. To enable this we aim to create and foster good working relationships and a culture, which respects the right of the individual and their dignity at work.

Bullying and harassment are not acceptable forms of behaviour in the Council and will be managed via our Standards in the workplace guidance. If you are being bullied or harassed at work, please contact your Line Manager, People Management teams, Trade Union, Occupational Health or a work colleague. For further information speak to your line manager or visit our Intranet.

## Whistleblowing

If you find yourself in the difficult position of having to report a serious wrongdoing at work, for example physical or sexual abuse of any person, our Whistleblowing Policy allows you to express your concerns confidentially and without fear of victimisation, discrimination or disadvantage. Further information is available on the Intranet or from your Departmental Whistleblowing Officer.

All the information contained within this Guide can be accessed via the Council's Intranet site. If you are unable to access the Council's Intranet site, you can obtain the information by speaking to your line manager or by contacting the People Management Division on 01267 246123.

## Useful Contacts

<b>Contact:</b>	<b>Tel No:</b>
People Services Team (HR)	T: 01267 246184 T: Ext 6184
Organisational Development Team (Learning & Development)	T: 01267 246187 T: Ext 6187
Employee Wellbeing Team (Health & Safety and Occupational Health)	T: 01267 246060 T: Ext 6060
Payroll Team	T: 01267 246141 T: Ext 6141
Pensions Team	T: 01267 224157 T: Ext 4157
IT Services Team	T: 01267 246789 T: Ext 6789

<b>Trade Unions: Non Teacher Representatives</b>		
<b>Contact:</b>	<b>Tel No: Email address:</b>	<b>Address:</b>
Unite (Regional Office)	T: 01646 690618	Unite house Milford haven Pembrokeshire SA73 2HS
GMB (Regional Office)	T: 01792 467803 Fax: 01792 457806	GMB Swansea Office Alexandra House (GroundFloor 1 Alexandra Road Swansea West Glamorgan SA1 5ED
UNISON (Regional Office)	T: 0800 0 857 857 E: <a href="mailto:cymruwales@unison.co.uk">cymruwales@unison.co.uk</a>	UNISON Cymru/Wales UNISON House Custom House Street Cardiff CF10 1AP

<b>Trade Unions: Teacher Representatives</b>		
<b>Contact:</b>	<b>Tel No: Email address:</b>	<b>Address:</b>
UCAC	T: 01970 639950 F: 01970 626765 E: <a href="mailto:ucac@athrawon.com">ucac@athrawon.com</a>	Prif Swyddfa UCAC Ffordd Penglais Aberystwyth Ceredigion SY23 2EU  Pen Roc, Rhodfa'r Mor, Aberystwyth, Ceredigion SY23 2AZ
ATL	T: 02920465000 E: <a href="mailto:info@atl.org.uk">info@atl.org.uk</a>	Karen Evans 9 Columbus Walk, Brigantine Place Cardiff CF10 4BY Wales
NASUWT	T: 0292054 6080 F: 029 2054 6089 E: <a href="mailto:rc-walescymru@mail.nasuwt.org.uk">rc-walescymru@mail.nasuwt.org.uk</a>	Charles Meredydd, Greenwood Close Cardiff Gate Business Park Cardiff CF23 8RD
NAHT	T: 02920 484 546 E: <a href="mailto:Cymru@naht.org.uk">Cymru@naht.org.uk</a>	9 Columbus Walk Brigantine Place Cardiff CF10 4BY
ASCL	T: 01162 991 122 F: 01162 991 123 E: <a href="mailto:info@ascl.org.uk">info@ascl.org.uk</a>	Association of School and College Leader Dorian Williams 130 Regent Road, Leicester

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