

Carmarthenshire County Council

Employee Guide

November 2019



Welcome from the Chief Executive – Wendy Walters



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).

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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 5 Directorates: Chief Executive's, Education and Children, Communities, Environment & Corporate Services.

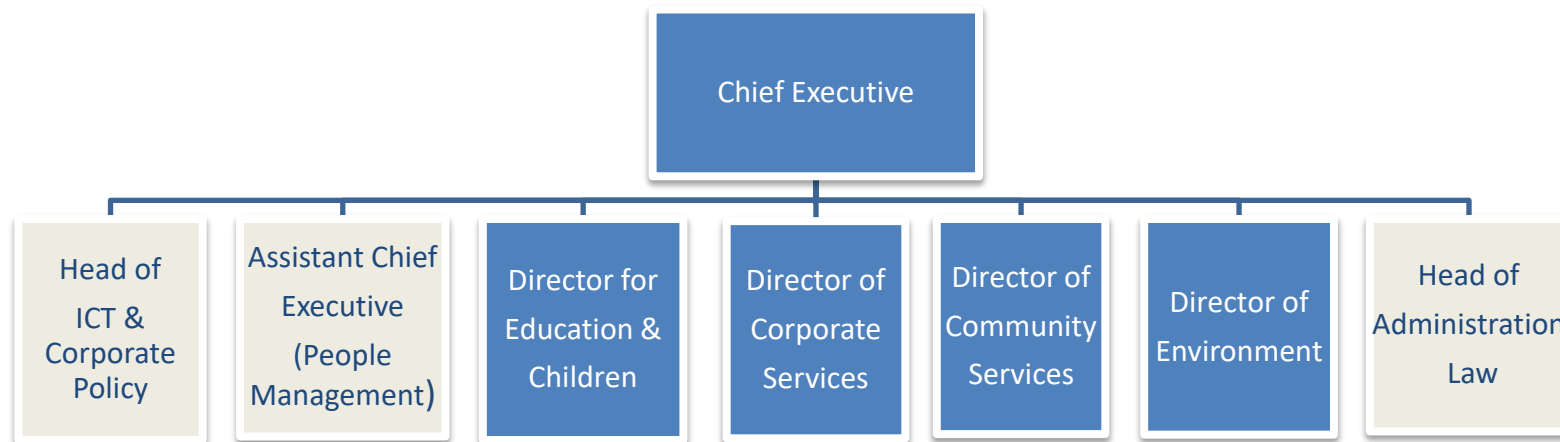
Our Values



- 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
- Take Responsibility:** we all take personal ownership and accountability for our actions

For further information please visit our [Intranet](#).

Organisational Structure



For further information please visit our [intranet](#).

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. Corporate Performance and political priorities and goals. For further information please visit our [Intranet](#)

Corporate Strategy

This 5 Year strategy was published in June 2018, it is refreshed and updated annually . The action plans and targets to meet the strategies objectives are monitored quarterly by CMT and elected members and a progress report is published annually. It sets out the Councils ambition as: *Life is for living, let's start, live and age well in a healthy safe and prosperous environment*

By law under the Well-being of Future Generations Act (Wales) 2015 we must apply the sustainable development principle . 'We must act in a manner which seeks *'to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.'* 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 service produces a Business Plan. These business plans show how the service will support the delivery of the Corporate Strategy. A copy of your department's business plan is available from your line manager or for further information please visit our [Intranet](#).

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 the Hwb at various locations across the County and these provide a one-stop-shop facility for Council Services to customers and by working with partners provide advice and assistance on employability, training and volunteering opportunities. We also have 'My Account' online for customers to access services personal to them 24/7, 365 days a year. Outside normal office hours Delta Wellbeing provides an emergency service .

Equality & Diversity

Celebrating diversity in the workplace creates a more productive working environment. The Council is committed 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.

All employees are required to adopt a positive, open and fair approach and ensure the Authority's Equality and Diversity Policy is adhered to and applied consistently to all irrespective of race, colour, nationality, ethnic or national origins, disability, religion and belief or non-belief, age, sex, gender identity and gender expression, sexual orientation, pregnancy or maternity, marital or 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. Further information is also available on our [Intranet](#).

Welsh Language

Carmarthenshire is a bilingual county with over 78,000 Welsh speakers according to the 2011 census. The Council works to a set of Welsh Language Standards set through the Welsh Language Measure 2011. The Standards ask us to 'ensure that the Welsh language is treated no less favorably than the English language', and specifically states that, '*Persons in Wales should be able to live their lives through the medium of the Welsh language if they choose to do so*'. These Standards apply to you as members of staff and also to all of the Council's service users and residents. The practical requirements of this are outlined in the Welsh Language Standards Guidance available on the [intranet](#) or by contacting:

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, rate 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 notify People Management immediately at the following e-mail address CE HR People Man (CEHRM@carmarthenshire.gov.uk) 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 you fail to achieve the required level of performance during this time, your 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.

For further information please visit our [Intranet](#).

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 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: CRPayroll@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. For further information please visit our [Intranet](#).

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. For further information please visit our [Intranet](#).

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](#).

Employee Benefits

We offer a range of benefits to support employees in their working and personal life. For more information please contact the [People Services Team](#) or visit our [Intranet](#).

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 first year of service 1 month full pay and, after completing 4 months service, 2 months half pay.
- During the second year of service 2 months full pay and 2 months half pay
- During the third year of service 4 months full pay and 4 months half pay
- During the fourth and fifth year of service 5 months full pay and 5 months half pay
- After five years' service 6 months full pay and 6 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. For further information please visit our [Intranet](#).

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. For further information **please visit our [Intranet](#).**

Holiday Leave Entitlement

For most staff on NJC (green book) terms and conditions, 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. If you are unsure what date your leave year starts please refer to your line manager for advice.

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. For further information please visit our [Intranet](#).

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 our [Intranet](#) or 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 your 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. For further information please visit our [Intranet](#).

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.
- Weekly Staff News bulletin
- Y Gair
- Departmental Newsletters (in some Departments)
- 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.

For further information please visit our [Intranet](#).

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 be in two parts. Your manager will take you through your Employee Workplace Induction which will give you the information you need for your new role and an opportunity to meet the people in your team. Your Corporate Induction will help you understand more about working in the Authority and give you an opportunity to meet with new colleagues from different parts of the organisation.

Managing Performance & Development Opportunities

The Council understands that all staff play an important part in achieving the objectives set out 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, part time working, job sharing, compressed hours, home working.

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

These policies apply to all staff regardless of sexual orientation and gender identity.

Please see the individual policy for detailed information which are all available on our [Intranet](#).

Agile Working

As an organisation we promote the use of agile working to support efficient service delivery that suits our customers and the needs of our business. We have an organisational charter, which sets out what is expected of you and what you can expect from your line manager and the Council's senior management. The organisation has also published a set of 'Agile Working Principles' to guide and help you work in an agile way. For further information please visit our [Intranet](#) or speak to 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 Centre which promotes and assists in maintaining the highest degree of physical, mental and social well-being of employees in all occupations. This is achieved by preventing departures from ill health, by controlling risks, the promotion of good health and wellbeing, and by the adaptation of work to people, and people to their jobs.

Occupational Health is involved in proactive health initiatives which you will be advised of from time to time to ensure you are looking after your own health and wellbeing.

The authority also has a network of health and wellbeing champions, which you can become involved with.

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.

Management of Stress and Mental Health 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 provides information and support on stress and mental health and takes a proactive approach on how to recognise the signs and symptoms and how to manage it in the workplace. Management training and communication is provided as a means of recognising and 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, speak to your line manager who will be able to advise. There is a Wellbeing Support Service, which they can refer you to if appropriate, that is located in the Occupational Health Centre at St David's Park, Carmarthen.

Rewards and Benefit

The Council offers a number of rewards and benefits to employees, details of which can be found on the [Intranet](#). These include salary sacrifice schemes including cycle to work and car loans as well as a financial wellbeing scheme and health insurance. We also offer a number of discounts in local shops and for local products.

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 and Substance Misuse in workplace 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 Behavioural Standards in the Workplace Guidance. If you are being bullied or harassed at work, please contact your line manager, People Management team, 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

Contact:	Tel No:
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
Pay and Rewards Team	T: 01267 246138 T: Ext. 6138 dosborne@carmarthenshire.gov.uk

Trade Unions: Non Teacher Representatives

Contact:	Tel No: Email address:	Address:
Unite (Regional Office)	T: 01792 470434	North Hill 7 St James Crescent Swansea SA1 6DZ
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: cymruwales@unison.co.uk	UNISON Cymru/Wales UNISON House Custom House Street Cardiff CF10 1AP

Trade Unions: Teacher Representatives		
Contact:	Tel No: Email address:	Address:
UCAC	T: 01970 639950 F: 01970 626765 E-mail: ucac@athrawon.com	Prif Swyddfa UCAC Ffordd Penglais Aberystwyth Ceredigion SY23 2EU Pen Roc, Rhodfa'r Mor, Aberystwyth, Ceredigion SY23 2AZ
NASUWT	T: 0292054 6080 F: 029 2054 6089 E-mail: rc-walescymru@mail.nasuwt.org.uk	Janet Rowberry Greenwood Close Cardiff Gate Business Park Cardiff CF23 8RD
NAHT	T: 02920 484 546 E-mail: Cymru@naht.org.uk	9 Columbus Walk Brigantine Place Cardiff CF10 4BY
ASCL	T: 01162 991 122 F: 01162 991 123 E-mail: info@ascl.org.uk	Association of School and College Leader Dorian Williams 130 Regent Road, Leicester LE1 7PG
NEU	T: 02920 491818 E-mail: Cymru.wales@neu.org.uk	NEU Cymru Ty Sinnott 18 Neptune Court Vanguard Way Cardiff CF24 5PJ