



PKAVS

*Improving Wellbeing,
Empowering Communities*



“IT'S NICE TO COME HERE AND HAVE
SOMEONE TO LISTEN TO YOU AND HELP
YOU THROUGH YOUR PROBLEMS.”

“NOW I KNOW WHERE TO GO AND WHAT TO DO
IF I NEED HELP, AND I COULD HELP OTHERS TOO.”

Hello and Welcome to PKAVS!

I hope you find this Handbook useful; we appreciate you taking the time to read it. Our goal is to give you an idea of what we do and to provide you with the information that will help you to carry out your role.

Our employees allow us to make such a difference throughout Perth & Kinross; it is fantastic to have you join us and help contribute to creating positive outcomes for thousands of people every year.

We want to make sure you are happy working at PKAVS and that we support you to carry out your work to the best of your ability. If you have any questions, issues, or suggestions, please don't hesitate to speak to your manager, a member of Senior Management Team, or myself, and we will be more than happy to help.

This Handbook is not here to answer every question, but we hope that if it doesn't, it will point you in the right direction.

There is more information on Intranet, but it is often best to just ask if you are not sure where to find the answer.

An induction will be planned during your first week of work and this Handbook will complement the information that you learn through it.

Your wellbeing and the enjoyment of your role is very important to us. This Handbook will tell you some of the ways we make sure that you are properly supported and helped to develop professionally.

Thank you again for joining us, I wish you every success in your new role!

Shaheena Din

Shaheena Din
Chief Executive Officer



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AN INTRODUCTION TO PKAVS

PKAVS was established in 1972, making us one of the longest-standing local charities in Perth & Kinross. Over five decades, we've developed our services in response to the changing needs of our local community. Here we are, in 2025 helping more people than ever to enjoy a better quality of life.

PKAVS' first committee was set up in 1972, comprising representatives from the Council's Education Department, the Girl Guides, Air Cadets, and the Police. The 'Committee on Service to the Community' was created to attract and coordinate volunteers into youth groups and to encourage the pooling of resources and ideas between voluntary organisations.

Today, PKAVS is a vibrant and diverse charity that improves the quality of life for the people of Perth & Kinross through five main service areas - Carers; The Walled Garden and Wisecart; Third Sector Interface (TSI); The Big Hoose Project and Shopmobility. PKAVS advances the lives of thousands of disadvantaged local people every year, as well as supporting, promoting, and developing the wider Third Sector in Perth & Kinross.

Our charity is governed by a Board of Trustees who direct our Chief Executive Officer (CEO), who in-turn oversees the operations of the charity. The Chief Executive Officer leads the Senior Management Team (SMT) who manage the day-to-day work of PKAVS.

Later in the Handbook, you will find out more about the role of our Board and its Members. If you would like to learn more about Charities and how they are run, you can visit the Scottish Charity Regulator's website at <https://www.oscr.org.uk/> to find out more.

More information about the support offered and work undertaken by each of these parts of PKAVS is found in the next section, however, the best way to find out about what we do is by talking to colleagues from across the charity.





CARERS CENTRE

Based at PKAVS Carers Centre in North Muirton, the Carers Centre is a first point of contact for unpaid carers, as well as a source of information, policy, and best practice for professionals and volunteers throughout Perth & Kinross.

Through its work with young, young adult, and adult unpaid carers, it seeks to increase carers' self-esteem, improve their physical and mental health, increase opportunities and attainment, reduce the impact the caring role has on their life, provide respite, and ultimately, improve their wellbeing.

The Service provides information and access to services for carers, increases opportunities for young carers to succeed academically and vocationally, and ensures that all carers have a voice by advocating on their behalf. Additionally, the service organises consultation and awareness raising events and campaigns to support the work of unpaid carers.

Our Carers Centre also operates a Day Centre, which provide valuable day care for the 'cared for', allowing the carer respite from their caring role. The 'cared for' can enjoy transport, a 3-course-meal, entertainment, and socialising from Monday to Friday every week.



THE WALLED GARDEN AND WISECRAFT

Based at The Walled Garden, in the grounds of Murray Royal Hospital, and Wisecraft, in Blairgowrie, our Mental Health and wellbeing service is committed to supporting the mental health journey of recovery through intervention activities, recovery-focused services, promoting healthy living, and the development of community connections.

Clients are empowered to participate in activities including creative arts, joinery, healthy living, and gardening to improve

confidence, self-esteem, and social links.

The Walled Garden and Wisecraft focuses on generating positive outcomes for those using its services by improving employability, accessing volunteering, establishing social connections, developing friendships, and teaching new skills that will lead to increased contentment, satisfaction, opportunities, and ultimately, improved wellbeing.



THIRD SECTOR INTERFACE (TSI)

TSI (Perth & Kinross) aims to empower local charities, community groups and voluntary organisations with the knowledge and resources they need to thrive.

They are a central source of knowledge and an advocate for Perth and Kinross's third sector, identifying and responding to its needs, priorities, and contributions to local and national outcomes.

Their mission is to ensure the third sector across Perth and Kinross is connected, has a voice and is supported through capacity building and volunteering.

To find out more about the service, please visit their website [here](http://www.thirdsectorperth.org.uk).



THE BIG HOOSE PROJECT

The aim of the project is to provide vital household goods, free of charge, to help ease poverty, at a time when fuel and food bills are continuously rising, and more families than ever are struggling to make ends meet.

The goods they provide are varied and range from cleaning products and toiletries to bedding, clothing and footwear.

The number of partners now signed up to support this project with donated goods is over 30 and growing. These include the likes of Amazon, Asda, Co-op, and many more.

We at PKAVS are excited to be part of this project, and to open a hub to support families and children most in need throughout Perth and Kinross.



SHOPMOBILITY

PKAVS Shopmobility offers the free use of mobility aids and electric scooters to both residents of, and visitors to, Perth & Kinross.

Based in the Canal Street Car Park, Shopmobility is accessed by thousands every year, allowing those who would otherwise struggle to access the City Centre's

shops, services, eateries, and attractions the opportunity to do so unimpeded.

The service also rents out wheelchairs for longer periods of time to those visiting Perth & Kinross and local people who may require them for short periods.

OUR LOCATIONS



THE GATEWAY

The Gateway provides the base for our Human Resources and Finance Team. In addition, many other third sector organisations are based in the building, Mindspace being the biggest one of all.

Our Human Resources Team is available here between 9 am to 5 pm, Monday-to-Friday.

PKAVS

The Gateway, North Methven Street, Perth, PH1 5PP
01738 567076



THE WALLED GARDEN

Located in the grounds of Murray Royal Hospital (mental health facility), the Walled Garden is a beautiful Victorian garden open to visitors all year around. The Walled Garden is used by our Mental Health & Wellbeing service users for recovery activities including gardening, healthy lifestyle, and arts and crafts.

Sarah, one of our service managers is located on The Walled Garden, while Laura – currently on maternity leave – based in Wisecraft.

There is parking on site for staff and visitor use.

The Walled Garden

Murray Royal Hospital Grounds, Muirhall Road, Perth, PH2 7BH
01738 631777



PKAVS CARERS CENTRE

The Carers Centre is home to our Carers Services.

It also contains some smaller meeting rooms, a boardroom, and a hot desking room that can be booked by contacting the reception. Many parking slots can be found close to the rear-side of the building.

Additionally, the building houses our Day Centre which offers day respite for 'cared for' individuals and includes transport, a three-course meal, entertainment, and socialising at a very reasonable cost.

PKAVS Carers Centre

Lewis Place, Perth, PH1 3BD
01738 567076



WISECRAFT

Located in the small town of Blairgowrie, about a 30-minute drive from Perth, Wisecraft offers recovery activities for our Mental Health & Wellbeing clients, primarily joinery, woodwork, creative arts, and healthy lifestyle activities.

There is very limited parking on site, but public parking is available nearby.

Wisecraft

Lower Mill Street, Blairgowrie, PH10 6NG
01250 874777



PKAVS SHOPMOBILITY

Located in the Canal Street Car Park in Perth City Centre, Shopmobility provides free wheelchair and electric scooter rental, allowing access to Perth City Centre for those with mobility issues.

PKAVS Shopmobility

Canal Street Car Park, 31 Canal Street, Perth, PH2 8LE
01738 783960

YOUR INDUCTION TO PKAVS

PKAVS believes its employees are its greatest asset and recognises its responsibility to ensure they are afforded appropriate development throughout their employment. This development begins at the Induction stage when a new employee joins.

Induction will be spread over your first few months in post, and is generally planned on a first day, first week and first month basis. The content and duration of the induction programme will be dependent on the scope and complexity of your job, and your line manager will outline this in detail to you on your first day with us.

Please keep in mind that your induction is an ongoing process, and you will likely continue to learn more about PKAVS as you progress in your role. Please don't hesitate to ask if you are ever unsure about anything, we are here to help!

This Handbook is here to compliment your induction, offering key information and guidance on how PKAVS operates, as well as directing you to other sources of information that you may need. Additionally, it exists to act as a reference throughout your employment, so always keep it handy.

If there is anything you think would help with the induction process or you have any other suggestions, please don't hesitate to let your manager or HR staff know.



YOUR STATEMENT OF EMPLOYMENT PARTICULARS

As an employee of PKAVS you must have received a document setting out specific employment particulars of service as they relate to your post. This includes details of your hours of work, holiday entitlement, remuneration, type of contract, place of work, etc. Please read your Employment Particulars carefully, and if you have any questions, speak to your Line Manager or a member of the HR Team.

POLICIES & PROCEDURES

Our policies and procedures, which may not be mentioned as part of this document, but which still form part of your conditions of employment with us, can be accessed on our Intranet. This handbook also summarises the main terms of your employment.

If you are unsure about anything, don't hesitate to speak to your manager or a member of our HR Team who will be happy to help.

OUR BOARD

We are fortunate to have a knowledgeable board who are committed to supporting the organisation using their varied skills, backgrounds, and experience. The PKAVS board is responsible for the governance and strategic direction of the organisation. They support the chief executive and senior management team who are responsible for the day-to-day operations of the charity. The Board comes together at monthly meetings to discuss current and future work. We presently have five Board Members and an Honorary President.



Archie MacLellan

Chair of the Board

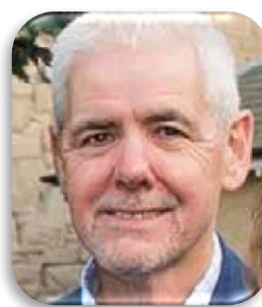
Archie was a councillor for 14-years and chaired the Perth & Kinross Fairness Commission and the Community Justice Partnership. Archie also spent 6-years as Vice-Convenor of the Tayside Police Board and 10-years as Equalities Convener for Perth & Kinross Council. Archie joined PKAVS Board in September 2017 and became Vice-Chairperson in 2019.



Mary Cairncross

Honorary President

Mary is a public ambassador for PKAVS, representing the charity at key events; promoting our activity in the community and helping PKAVS connect to key local people and figureheads for support.



Bill Atkison

Bill has recently retired after 40-years of service as a social worker holding multiple senior management positions. He has more recently been involved in integrated services including Education, Health, and Housing. Bill has a particular interest and experience in Child Protection and chairs PKAVS Safeguarding Committee.



Robert Macduff-Duncan

Robert is the longest-serving member of PKAVS Board, having joined the charity in 2005. Robert is a Senior Associate Solicitor with Kippen Campbell LLP in Perth and has a particular interest in charity law. Robert is also heavily involved in community activity as a President of the Rotary Club of Perth St Johns. As the legal representative on PKAVS Board, Robert provides guidance to the Board around governance and fulfils company secretary duties.



Marie Noelle Coates



**Simon Mair – to be
appointed on the AGM 2025**



Willie Wilson

Willie was a Senior NHS Manager for 35 years and a COSLA representative for many years. Willie decided to retire 20 years ago. Willie is married and have two grown up sons.



Hans Lindebo



Alison Kindness



Simon Dawe



**Stephanie O'Donnell – to be
appointed on the AGM
2025**

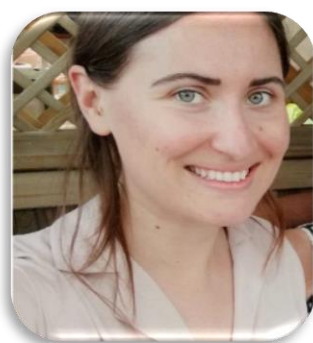
PKAVS SENIOR MANAGEMENT TEAM



Shaheena Din
Chief Executive Officer



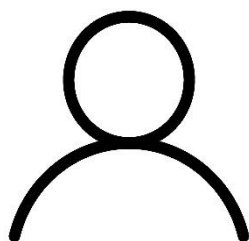
Raymond Jamieson
Carers Centre Manager



Sarah Oelmez
The Walled Garden and Wisecraft -
Manager



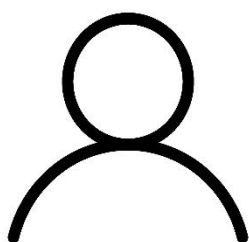
Laura Harris (On maternity leave until October 2025)
The Walled Garden and Wisecraft Manager



Janice Paterson (Maternity cover)
The Walled Garden and Wisecraft
Service Manager



Andrea Balogh
Human Resources Manager



Roisin Smith
TSI Team Leader



Rusit Oelmez
Shopmobility Co-ordinator

It's important that we effectively communicate within PKAVS, especially as our offices are spread apart. You will quickly get to know your close colleagues, but sometimes you might not be aware of those who are based at other sites. We would encourage you to visit different parts of PKAVS to get to know the staff who work there and to understand what they do.

Most of our communication will be face-to-face, over the telephone, or via email. Please make sure that you regularly check your email account and phone messages, so you don't miss anything, but remember, when you are not working, it is your time, so please don't check emails outside working hours. More information about methods of communication can be found later in the IT & Telephones section.

Depending on where you work, your team may meet regularly for staff meetings. These are very important, and you should always attend unless you have another commitment that cannot be avoided.

We post regular updates and news on our Intranet to let you know about any upcoming events in other parts of the charity.

Your manager will keep you up to date with important changes and is usually your first point of contact if you need help or information. They will always be there to talk to you if you have any concerns or issues. Remember, your manager is here to support and guide you, helping to make sure that you can carry out your work without difficulty and experience minimal stress or anxiety.

Every year, we conduct an employee engagement survey. This is your opportunity to tell us about how you find working at PKAVS and to make us aware of issues that are affecting your role.

In addition, we have a virtual suggestion box on our Intranet. Please feel free to submit any ideas, suggestions or feedback with or without your name.

Once a year, we hold our Staff Away Day, when all our employees and Board Members come together to learn, share ideas, and catch up with colleagues.



LEARNING & DEVELOPMENT

We want to make sure that as you progress through PKAVS, you are offered learning opportunities to develop professionally and to increase your knowledge, skills, and experience. There are regular training opportunities that will be posted on the Intranet and if you heard about an opportunity that you would like to attend, don't hesitate to speak to your manager.

We would encourage you to join these sessions and if you have any topic ideas, please let the HR team know.

Through Bob's Business, we are able to provide over 70 eLearning modules covering many useful topics, including data protection, health and safety, cybersecurity, wellbeing, and equalities. You will receive an email invitation to this online platform, so please keep an eye on your inbox.

Some of our employees take part in relevant study aligned with their job role. PKAVS is keen to support staff development, if you see an opportunity that you feel would benefit you, and help you do your job better, then don't hesitate to discuss with your manager.

PAY, BENEFITS AND PENSION

Payment of your salary is in equal monthly instalments in arrears, by bank transfer, no later than 31st of each month. You will receive a digital payslip to your email address.

Your basic pay was outlined in your letter of appointment / statement of particulars. Any subsequent amendments to your basic pay will be notified to you in writing by PKAVS.

Part-time employees will be paid on a pro rata basis based on the hours they work.

If any queries arise regarding pay, or if it looks as if a mistake has been made, speak to your line manager immediately so that they can take appropriate action.

It is important that you let us know if your personal details change, as not doing so may result in a delay to your salary payment.

You might sometimes be required to work out with and more than your normal working hours. If this occurs, you will be compensated for these hours by being allowed to take time off in lieu (TOIL) or, if overtime has been approved, paid accordingly.

Income tax will be deducted automatically. If any of your personal circumstances change that may affect your tax status, please inform HMRC immediately and they will notify us of any changes to your tax code. Not doing so may mean that you are over or under paid and must pay the difference.

We operate an auto-enrolment company pension scheme administered by Standard Life. If you require further information about this, please speak to our HR Team who will be happy to help.

If you are employed on a sessional basis, you should complete monthly timesheets. These should be passed to the HR Team before the 20th of the month. Payment is made a month in arrears.

It is completely understandable that you will sometimes be unwell and unable to work. Our absence policy is detailed in the following section, company sick pay is paid as follows. The maximum entitlement is:

LENGTH OF SERVICE	FULL PAY	HALF PAY
On Appointment to 6 months	SSP only	SSP only
6 months to 1 Year	2 weeks in any 12-month period (i.e. for full time staff, 10 working days, equivalent to 70 hours pro-rated for part time staff)	2 weeks in any 12-month period (i.e. for full time staff, 10 working days, equivalent to 70 hours pro-rated for part time staff)
1 Year	1 month in any 12-month period (i.e. for full time staff, 22 working days, equivalent to 154 hours pro-rated for part time staff)	1 month in any 12-month period (i.e. for full time staff, 22 working days, equivalent to 154 hours pro-rated for part time staff)
2 Years	2 months in any 12-month period (i.e. for full time staff, 44 working days, equivalent to 308 hours pro-rated for part time staff)	2 months in any 12-month period (i.e. for full time staff, 44 working days, equivalent to 308 hours pro-rated for part time staff)
3 Years +	3 months in any 12-month period (i.e. for full time staff, 66 working days, equivalent to 462 hours pro-rated for part time staff)	3 months in any 12-month period (i.e. for full time staff, 66 working days, equivalent to 462 hours pro-rated for part time staff)

WORKING HOURS & ANNUAL LEAVE

As part of our approach to family friendly working, we offer several provisions including flexible working, special leave, and family friendly policies.

Our Flexible Working Policy allows you to adjust your working hours to suit your personal circumstances. Depending on your role, you may not be able to do this, but most of our positions support flexible working.

There are certain core hours that need to be worked, but the scheme will allow you to, if agreed with your manager, start work earlier, finish later, or make other changes to your working hours.

PKAVS offers a generous, paid, annual leave entitlement that increases depending on your length of service. The table below shows your entitlement:

ON APPOINTMENT	238 hours	Equivalent to 34 days	
		28 days annual leave	6 public holidays
AFTER 2 YEARS	252 hours	Equivalent to 36 days	
		30 days annual leave	6 public holidays
AFTER 3 YEARS	273 hours	Equivalent to 39 days	
		33 days annual leave	6 public holidays

Please note, the hours detailed above are based on full-time employment and will be adjusted on a pro-rata basis if you are employed part-time.

If you have not worked for a full year, your annual leave will be calculated according to the hours worked through the year.

PKAVS annual leave year runs from the 1st of April to the 31st of March. It would be appreciated if you could record your annual leave in PeopleHR. This software details PKAVS closures and recognised Public Holidays, these will have already been deducted from your annual leave entitlement.

If you have any questions regarding your holiday entitlement, please don't hesitate to speak to your manager or our HR team.



SUPPORTING YOU AT WORK

You are our most valuable asset; without our dedicated and talented employees we could not make the difference that we do. As such, your health and wellbeing are very important to us.

If you are unwell and cannot come in to work, please get in touch with your manager as soon as possible, ideally by telephone. If your manager is unavailable, then speak to our HR Team.

When you return to work, please let your manager know. They will meet with you to carry out a Return to Work meeting. During this informal discussion, you will talk about how you are and any adjustments that might need to be made to allow you to carry out your role. At this meeting, you will either complete a Self-Certification Form (if your absence is seven calendar days or less) or provide a Doctor's Certificate (if your absence was over seven calendar days).

If you have been employed for more than six-months, you will be entitled to company sick pay as detailed in the table above. Between your appointment and six-months you will only be entitled to Statutory Sick Pay.

More details of this process can be found in our Supporting Attendance Policy and Procedure, located on the Intranet.

We provide leave for other situations including maternity leave, paternity leave, parental leave, compassionate leave, and other special circumstances. To find out about other types of leave, please read our Supporting Attendance Policy.

You have access to our PAM Assist Wellbeing App through our Employee Assistance Programme. It is a mobile health app that supports all aspects of wellbeing. It features computerised CBT, mindfulness tools, a virtual gym along with sleep and nutrition advice to support physical health. You also have access to six free counselling sessions through the phone, live chat or video call. Please see the details below about how to download the app.



PAM Assist Wellbeing App

Follow the simple steps opposite to download the **PAM Assist Wellbeing App**






5 Simple Steps

- 1 Go to **pam-assist.co.uk**
- 2 Insert your organisational code: **pkavs**
- 3 Create your login account details using your **email address** and a secure password
- 4 **Validate** your account via the notification email
- 5 **Login** using the email address and password created when registering

PERFORMANCE AND SUPPORT

It's very important that we understand how you are managing in your role, if there are any aspects that are causing you difficulty, or barriers that are hindering your progress. To achieve this, your manager will meet with you regularly to discuss how you are getting on and to address any issues. Understanding how you are progressing will allow us to improve your wellbeing, so it is important that you share any concerns you have about your workload or work-life balance at these meetings.

Regular, two-way, performance reviews will take place throughout the year and every 6-months your manager will carry out an appraisal with you. The purpose of performance reviews are to find out what you like and dislike about your role, what elements of your job interest you the most, what changes could be made to improve your performance, and any training that you feel would benefit you.

The first three or six months of your role (depending on your contract) is treated as a probationary period. The purpose of this time is to identify any training or development needs and provide PKAVS with an opportunity to assess your performance and future potential.

After your first six months, your probation period will either be signed off or extended with support put in place if there are any concerns about your performance. During your probation period, PKAVS retains the right to end your employment if you do not reach a satisfactory level of performance or conduct.

If you are experiencing significant stress or anxiety in relation to your work, let your manager know. They will be able to carry out a Stress Management Review and put in place adjustments and mechanisms that will help you to manage and minimise stress and feel more comfortable in your role.

OUR VISION & VALUES

Our vision is a Perth and Kinross where people flourish, and their communities thrive. We created our Vision because we believe that people flourish when they are listened to, engaged with, and feel they are part of a community. They achieve a deep sense of wellbeing, meaning, and purpose, even in the face of challenge, uncertainty, and adversity when they have a say in what happens in their lives.

We live our four values below every day, helping us make values-led decisions in everything we do:

WE SHOW COMPASSION

- We create an environment for each other and for the people we serve which is safe, warm, and welcoming and has a family feel.
- We take care of our own and one another's mental, physical, and emotional wellbeing in good and bad times.
- We show respect and empathy for others.



WE ARE IN THIS TOGETHER

- We work as one team, putting we before me, willingly sharing our talents, resources, and experiences.
- We trust that we'll all do a great job, removing obstacles and finding solutions to achieving our goals and charitable aims.
- When a mistake happens, we don't judge but support each other to put it right and learn for next time.
- When we say we'll do something, we do, striving to go above and beyond whenever we can



WE SPEAK FROM THE HEART

- We communicate respectfully, openly, and honestly – even when it feels hard and uncomfortable.
- We're not afraid to be vulnerable with each other.
- We encourage each other to speak up.
- We challenge and support each other to live our values.



WE MAKE AN IMPACT

- We prioritise the people we serve to enable them to see a positive way forward.
- We measure our impact, seeking and acting on feedback so that we can keep improving.
- We celebrate our individual and team successes.
- We work hard to create a positive experience for everyone who engages with us.



SCOTTISH SOCIAL SERVICES COUNCIL (SSSC) CODES OF PRACTICE

The Scottish Social Services Council (SSSC) Codes of Practice outline the professional standards and behaviours expected of individuals working in social services across Scotland.

Out with the Day Centre Coordinator within Carers Services, PKAVS is not required to be registered with the SSSC, nor employees within PKAVS.

Despite this, as PKAVS is committed to delivering high-quality care and support services, we have incorporated the principles of the SSSC Codes into our Employee Handbook to ensure that all staff adhere to these important guidelines.

The following outlines the Code of Practice for Social Service Workers:

1. I must protect and promote the rights and interest of individuals and carers.
2. I must build and maintain the trust and confidence of individuals and carers.
3. I must promote the wellbeing and independence of individuals and carers while protecting them, as far as possible, from harm.
4. I must recognise that individuals have the right to take risks and will work with them to understand and manage those risks.
5. I must be accountable for the quality of my work and take responsibility for maintaining and improving my knowledge and skills.
6. I must uphold public trust and confidence.

By following these standards, PKAVS employees contribute to a supportive, ethical, and professional environment, ensuring that the rights and wellbeing of those we support are always prioritised. Staff are expected to be familiar with and uphold these standards in their daily work, reinforcing our collective responsibility to deliver excellent care.

To find out more about the SSSC or the codes, visit [The Scottish Social Services Council - Scottish Social Services Council \(sssc.uk.com\)](https://www.sssc.uk.com)

SAFEGUARDING

Because of the people that we work with, safeguarding is a priority for us. We have created a Safeguarding Statement that sets out how we will protect our service users and others who come into contact with PKAVS.

PKAVS SAFEGUARDING STATEMENT

At PKAVS, we believe that children, young people, adults should never experience any kind of abuse, exploitation, or harm.

We have a zero-tolerance approach to the harm or exploitation of those we support and will ensure that their welfare and safety is our overriding priority. To ensure that we achieve the highest standards of safeguarding, we have several regularly reviewed policies in place that are created in consultation with others.

All PKAVS' staff, students, and volunteers have a duty to understand and adhere to our safeguarding policies and any failure to comply with them will be immediately addressed and could result in dismissal from PKAVS. If there is any indication that criminal activity has taken place, we will involve the relevant authorities without delay.

To achieve our safeguarding ambitions, we have created a Safeguarding Handbook that can be found on the Intranet. Please read through the Handbook fully and keep it safe, to refer to if you are ever unsure about a potential safeguarding situation.

Remember, you can always speak to your Line Manager who will be able to advise on any child protection concerns you might have.

If you have any worries about an adult at risk, speak to your manager or another manager if they are not available. The contact details for Perth & Kinross Council's Child Protection Team and Social Work Access Teams are at the back of this Handbook (Appendix 1) alongside other useful contact information.

We hold a Safeguarding Committee every three months to ensure that safeguarding is a priority and that staff, and the Board are aware of any issues or updates. If you would be interested in joining this Committee, please let your Line Manager know.



CRIMINAL RECORD CHECKS

Depending on your role within PKAVS, you may be required to undergo criminal record checks. This is often the case for positions where you will be working directly with at-risk groups of people and certain finance roles. If this is the case, you will be supplied with the paperwork that is used to apply to Disclosure Scotland and be advised how to complete it and what evidence of identification is required. Our HR Team will support you with the application; it does not cost you anything and, generally, does not take long to process.

CODE OF CONDUCT

It is important that our employees are always professional and conduct themselves at a high level. PKAVS is a well-respected charity, and we strive to ensure that our staff, volunteers, and service users are always respected and do not experience any form of harassment. We believe that everyone deserves to be treated with dignity and respect. Our Code of Conduct can be found on the Intranet, and it is important that you familiarise yourself with its contents. If you have any questions about our Code of Conduct, please speak to your manager or a member of the HR Team.

CONFIDENTIALITY & DATA PROTECTION

Our Confidentiality Policy sets out our practices and procedures around the disclosure of personal information relating to service users. The policy exists to protect the interests of our service users and to ensure that they can have trust and confidence in PKAVS, making sure that their dignity is respected. The policy also protects staff, volunteers, Board Members, and PKAVS itself.

Although it might feel like light-hearted conversation, discussing or gossiping about service users, or others, with colleagues, when not in a productive manner, is a breach of confidentiality and could be treated as a disciplinary matter. Please consider what you are discussing when talking to other staff, volunteers, and service users.

There are occasions where it may be appropriate to break confidence, for example, if a service user will experience harm if this does not happen. Further guidance on these situations can be found in our Safeguarding Handbook and from your manager.

We adhere to the Data Protection Act 2018 to protect the personal information that we work with (process) on a day-to-day basis. It is very important that you

understand how to use personal information, to make sure that it is respected, and people's rights are not violated. On the Intranet you will find our Data Protection Policy, our Privacy Policy, a generic Privacy Notice, Information Security Policy (discussed later in the Handbook), and procedures for a data breach, as well as for an individual asking to access their personal information.

As part of our ongoing commitment to data protection, a GDPR training module forms part of our Statutory and Mandatory Training through Bob's Business. This training is essential for ensuring that we continue to handle personal data responsibly and in accordance with the law. Detailed instructions on how to complete this training will be provided during your induction.

Please remember, you should not talk about your work in places where the public or service users may overhear, this includes corridors, reception areas, entrances, etc. If you are having a private conversation, please close the door if possible.

WHISTLEBLOWING

At PKAVS, we are committed to achieving the highest standards of conduct, accountability, and openness. Because of this, we want employees to feel that they can talk to us about any concerns they may have.

It is not uncommon for employees to have concerns about what is happening at work. Usually, these concerns are easily resolvable. However, when they are about abuse of people we support, unlawful conduct, financial malpractice, harassment, or misconduct at work, it is very important that staff let us know.

If you are an employee and report certain types of wrongdoing, that is in the public's interest, then you are classed as a whistleblower. On the Intranet, you will find our Whistleblowing Policy, listing the protections you will have as a whistleblower and a description of the whistleblowing process.

We are committed to ensuring that no one suffers any detriment from reporting a concern in good faith. You should let us know if you wish to raise the concern in confidence and we will protect your identity as far as possible, although there may be some occasions when we are required, by law, to reveal it. If this is the case, we will discuss with you how best to proceed and support you.

If you feel unable to raise a matter with your manager, then you are encouraged to speak to a member of the HR Team, the Chief Executive, or a member of the PKAVS Board.

Please remember that concerns about abuse and malpractice should not be confused with feeling aggrieved about your personal situation. If you do feel this way, then you should raise your concerns through our Grievance Procedure. More information about his process can be found later in the Handbook.

RECEIVING GIFTS

From time-to-time, you may be offered gifts from service users. Accepting substantial gifts from service users can blur personal boundaries, so care should be taken to decline the offer politely, but firmly. In the situation of the offer being a gift of modest value (unless it is money), it may be appropriate to accept the gift, if refusing would cause needless offence to the service user and they are simply wishing to express thanks.

You should not give gifts to service users or to staff on behalf of a service user, this can send mixed messages and make people feel uncomfortable. It is also not

permitted to accept or seek a loan from a service user or be involved in the making of wills on behalf of service users.

You may be offered gifts or hospitality from a supplier or other connected person. As a charity, our accountability and probity are very important, as such you should generally refuse such offers unless it is something with low intrinsic value, such as pens or calendars. The small offer of hospitality, such as a working lunch, is generally permitted, but should not become a regular occurrence.

HEALTH & SAFETY

All employees, volunteers, service users, and visitors to PKAVS premises have the right to work in environments with risks to their health and safety properly controlled.

During your first few days of work, a member of staff will give you a tour of the area you work in, informing you of any health and safety issues that you need to know about. This will be particularly important if you work in high risk areas such as kitchens or workshops. You will also be provided with a Health & Safety Handbook which can be found on the Intranet.

Health & Safety is everybody's responsibility. If you see something you consider to be unsafe, please do your best to rectify the situation, if it is appropriate and safe to do so. If it is not something that you can deal with then please inform either your reception or your manager.

For some types of work, you will require to wear Personal Protective Equipment (PPE). Your manager will let you know if this is the case and will provide you with appropriate equipment.

Please make sure you wear this equipment whenever you are required to do so, not doing this may cause yourself, or others, an injury and could be grounds for disciplinary action.

You may be working with service users who are at risk of infections. Please make your manager aware if you are suffering from a potentially infectious illness as your contact with service users may need to be limited. Please adhere to good hand hygiene, you will find anti-bacterial hand sanitisers throughout our locations, please use them as required.

All our locations have a First Aider and access to a first aid kit. Details of the trained first aid staff member and locations of the first aid kits are located on notices throughout our buildings. Any injury or accident that takes place in the workplace should be recorded in an accident book, your manager will advise you of its location and who you should inform if you are injured.

SECURITY

As a charity that is public facing, security is very important in our day-to-day work. Please make sure that security doors are always kept closed and that access codes are never shared. Do not meet service users in one-to-one situations if you have a concern that this may pose a threat, always meet in the open or with a colleague present. Some of our offices have panic devices or codewords to improve safety, if this is the case your manager will tell you about this.

We are aware that there can be very rare occasions when staff may face violent or abusive behaviour from members of the public.

If this happens, you should leave the scene as soon as it is possible to do so and seek help from others as well as contacting the police. Do not put yourself at risk by attempting to defuse a dangerous situation and only use physical force if necessary to do so to protect yourself from injury.

Your welfare is paramount to us, and we will always fully support you if you face or experience abuse. If you have any concerns about potentially unsafe situations or safety in general, then don't hesitate to speak to your Line Manager.

FIRE

Fire notices are displayed around our buildings and locations telling you what you should do if the alarms are activated when you are in that part of the building. Each location has designated Fire Marshalls who will support evacuation in the event of a fire.

Regular drills are held to make sure that employees are familiar with what to do if an alarm sounds. If you have visitors, please direct them to the assembly point if an evacuation takes place. If you are holding training/groups etc., please ensure that they are told about our fire procedures.

ON LEAVING PKAVS

We really don't like to see employees leave, so if you are considering this, speak to your Line Manager in the first instance for an informal discussion. If you decide to end your employment, you should inform your Line Manager in writing, giving them the notice period that is stated in your Statement of Employment Particulars. If we are required to end your post, we will give you at least the statutory minimum notice, this will depend on how long you have worked for us.

If we did have to end your post, we will always do our best to find other positions by placing you on our redeployment list. Please be aware that we may terminate your employment effective immediately for reasons of gross misconduct.

EQUALITY, DIVERSITY & INCLUSION

We are committed to valuing diversity and aim to achieve genuine equality of opportunity in all aspects of our work, as an employer, service provider, recruiter, educator, and volunteer manager. No employees, service users, volunteers, students, and applicants will ever be excluded because of their age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion of belief, gender or sexual orientation.

Our Equality & Diversity Policy, located on the Intranet, provides the foundation for our fair and inclusive workplace and guides us in creating a respectful service for the people we support. We operate in accordance with the Equality Act (2010) and were a contributing partner in the development of *Perth & Kinross Council's Fairer Futures Report*.

We are opposed to any discriminatory practices or attitudes and are committed to tackling them and actively opposing all forms of unfair or unlawful discrimination in every aspect of our work.

We believe that everyone has the right to work in a supportive environment, free from harassment, bullying, and victimisation, and that PKAVS working environment should always be supportive of the dignity and respect of individuals. Our Equality & Diversity Policy exists to help us ensure that dignity is always first-and-foremost.

As an employee, we expect you to make the principles of equality and diversity integral to your day-to-day working practice. You should be proactive in tackling discrimination, and actively promote dignity at work, contributing to building an environment where everyone we support can live free from abuse, intimidation, and exclusion.

Harassment is defined as a conduct which is unwanted and offensive and affects the dignity of an individual or group of individuals. Bullying is closely related to harassment and the distinction is often not of importance.

Harassment and bullying within the workplace, in any work-related building or environment, or through any form of social media platform (or other means of communication) is unacceptable. All staff should work hard to create a friendly, non-hostile environment, in which no other person feels targeted or uncomfortable.

Part of your role in creating a positive environment in which to work, is to take appropriate action if you see or have evidence that someone else is being harassed or bullied. Discuss your concerns with your manager or a member of the HR Team. Your concerns will always be taken seriously and will be handled in a timely and confidential manner.

DISCIPLINARIES & GRIEVANCES

We will always attempt to resolve problems using informal means or other methods, if the situation allows. However, on some occasions the only option will be to implement disciplinary procedures. Our Code of Conduct describes how we expect employees to behave. If this code is breached, then disciplinary action may follow.

Our Code of Conduct and Disciplinary Policy and Procedure can be found on the Intranet. The process is designed to ensure the fair and consistent treatment of all employees. It is important that you are aware of your Conditions of Employment (provided to you during your induction) and the content of the Code of Conduct; this will make sure that you do not become subject to disciplinary actions inadvertently. The Disciplinary Policy and Procedure sets out the stages of the process, who can accompany you to a meeting, descriptions of gross misconduct, possible outcomes, and your right to appeal.

We recognise that problems at work can arise, and it is important that employees have a means to solve these. Our Grievance Policy & Procedure, located on the Intranet, describes the process for raising a grievance; however, we would encourage you to speak to your manager or a member of the HR Team in the first instance to try to resolve the issue informally.

If you are concerned about reporting a serious issue that you suspect might have/be taking place, you may be able to raise it confidentially through our Whistleblowing Procedure, please see the earlier section for details.

IT & TELEPHONES

During your induction, your manager will provide you with a PKAVS email address (firstname.surname@pkavs.org.uk) and a default password. These can be used to log on to PKAVS laptops and computers, where you can access your emails, applications, and the internet. You will be prompted to change your password the first time that you log on, which you should do straight away.

You can access your email account by visiting www.office.com or through Microsoft Outlook which is pre-installed on all PKAVS laptops and computers.

CYBERSECURITY

As part of our commitment to maintaining a secure and resilient work environment, we are enhancing our Statutory and Mandatory training program to include **Cybersecurity Awareness**. This training is available through Bob's Business for all employees and is essential for safeguarding our organisation against potential cyber threats. Here are a few key points to remember:

- No unauthorised person may have access to your PKAVS account,
- You must not disclose your password to anyone,
- Passwords should be changed regularly and always be complex,
- Only PKAVS owned laptops and PCs should be connected to PKAVS corporate network,
- Files should always be stored on PKAVS network drives, not on local drives or the computer desktop,
- Computers must always be locked when unattended,
- Only PKAVS encrypted memory sticks should be used, speak to your manager if you require one of these,
- If a virus, malware, spyware, or unauthorised access is suspected, our IT support service must be informed straight away,
- Do not leave documents in the printer, remove them straight away.

Wi-Fi is available throughout PKAVS locations, and your Line Manager will give you login details during your induction. Please do not pass these details on to anyone, public access Wi-Fi is made available for members of public in certain locations.

You may be supplied with a PKAVS mobile phone if required for your role. Please only use this for work-related calls/messages and inform your manager without delay if it is lost or stolen.

Our IT support service is provided by Illuminate. If you experience any IT related problems that are not easily remedied, please get in contact with them by emailing helpdesk@illuminate-it.co.uk. A ticket will be created, and they will aim to assist you within 24-hours of the ticket being raised. If your enquire is urgent, please contact Illuminate on 0131 603 5500 + option 1.

You can make and receive phone call directly through Microsoft Teams. This feature is designed to streamline our communication process and provide you with more flexibility in managing your calls. Whether you are in the office, working remotely or on the go, you can make and receive calls from any device that has Microsoft Teams installed.

Your Line Manager will cover everything you need to know about making and managing phone calls in Microsoft Teams during your induction.

PKAVS has colour printers located throughout its locations that you can select when printing a document from a PKAVS PC or laptop. Many printers also have scanning, copying, and sending functions (to your PKAVS email address). Your Line Manager will assist you to set up the printers during your induction.

When you first start work, create an email signature that will be added to all your outgoing emails, your manager will be able to advise you of what to include.

If you are ever going to be away from the office for a significant amount of time, be sure to turn on your out- of-office reply and update your Microsoft Outlook Calendar.

Your service may make use of other IT solutions such as Client Management Systems (CMS) or databases; if this is the case, your manager will let you know about these during your induction.

THE HR TEAM

We have a friendly and welcoming HR Team who are always available to answer employment related questions and to offer support. The team is made up of an HR Manager and an HR Administrator who are based at The Gateway.

It's very important that the HR Team holds accurate personal details for you. If not, payment of your salary could be affected, or we may struggle to contact someone in an emergency. Please inform your Line Manager as well as the HR Team immediately if any of the following personal information changes:

- Name
- Contact Number
- Examinations Passed/Qualifications Gained
- Driving Licence Penalties
(if you are required to drive for your employment)
- Home Address
- Bank Account Details
- Emergency Contact Information
- Any Criminal Charges, Cautions, or Convictions
- A Conflict or Potential Conflict of Interest

FINANCIAL QUERIES

Our Bookkeeping Assistant can help you with the following queries:

- Receiving cash/cheques,
- Processing personal expenses/travel reimbursement,
- Arranging money transfers (BACS payments),
- Producing cheques (although we do not routinely pay by cheque, BACS is preferred),
- Supplying PKAVS credit card (alongside some other managers),

All financial tasks/transaction require to be properly recorded and accounted for. For most financial tasks, a form will need to be completed and authorised by your Line Manager. Most forms can be found on the Intranet.

The Finance Team make regular payments to suppliers/ individuals, staff expenses, etc. Please email the Bookkeeping Assistant for a copy of the payment schedule - there are cut-off dates for payments that you should be aware of.

If you are submitting funding applications and require financial information, please speak to the Bookkeeping Assistant. However, be sure to provide them enough time for the information to be found/prepared, as they are very busy, and it will generally take a few days to supply the details



MARKETING & SOCIAL MEDIA

Letting people know about PKAVS is very important, it makes them aware of the support we can offer, events that are taking place, helps us to raise money, and more. We market PKAVS centrally and through our individual Services. The majority of our promotion is digital, but we also use other methods, including printed material and the press.

You may have someone in your team that coordinates your marketing activity; your manager will let you know if this is the case and how they can help you promote your work. We have a central Communications Officer who leads external communications and supports each of our services with their communication efforts.

We use a design and print company called T 'Go Creative, who are based in Perth. They understand our brand very well and are used for bigger projects such as newsletters, our Annual Impact Reports, trifold leaflets, and more.

For smaller pieces of work, such as social media posts, we would normally create these ourselves. PKAVS has a professional Canva account (an online graphic design tool), that certain members of your team will have access to, that is friendly to use and provides many images and graphics.

You can ask T 'Go Creative to design and print material for you, alternatively you can ask them for print ready files that you can then send to an alternative printing service.

We have Brand Guidelines and it's very important that these are adhered to, as otherwise we can look confusing, which might put people off seeking our services. Adhering to brand guidelines means that we are always recognisable, professional, and appear reliable.

Once a year, we produce an Annual Impact Report. This hard-copy document is around 25-pages long and is a fantastic resource, featuring details of our outcomes, achievements, and plans, all showcased in a bright and engaging format with pictures, quotes, and case studies. Copies can be found from your Line Manager. Please hand this out whenever you can – it shows people the impact and difference that we make throughout Perth & Kinross every year.



Here are some of the ways we communicate and market ourselves:

- Through our PKAVS [Intranet](#),
- Through our websites <https://www.pkavs.org.uk> and <https://www.thirdsectorpk.org.uk/>
- Through one or more printed leaflets for each Service,
- Through PKAVS and Services printed and digital Newsletters,
- Through PKAVS and Services social media pages,
- Through our Annual Impact Report,
- Through regular press releases submitted by Services and PKAVS centrally,
- Through printed posters and flyers,
- Through word-of-mouth, talks, conferences, and events.

We would appreciate if you would follow and share our social media pages. These include:

- [Facebook.com/PKAVS](https://www.facebook.com/PKAVS)
- [Facebook.com/PKAVSCarersCentre](https://www.facebook.com/PKAVSCarersCentre)
- [Facebook.com/ThirdSectorPK](https://www.facebook.com/ThirdSectorPK)
- [Facebook.com/PKAVSWalledGarden](https://www.facebook.com/PKAVSWalledGarden)

If you are fundraising, you need to follow rules set out in UK fundraising law. To help achieve this, please don't hesitate to speak to our Funding and Fundraising Development Manager.

If you require financial information to support your application, this can often be found in our Annual Audited Accounts. If you need more information or clarification, then please speak to our Finance Assistant or Chief Executive Officer

As part of your role, you may be asked to complete funding applications. These can range from an application for a few hundred pounds to an application for hundreds of thousands of pounds. Please speak to our Funding and Fundraising Development Manager if you have any questions!



VOLUNTEERS & VOLUNTEERING

We have over 50 dedicated volunteers who undertake a range of roles including driving minibuses, supporting our Day Centre, helping on daytrips, working in our services, helping at fundraising events, and more.

We, literally, could not offer all the support that we do without the tremendous help of volunteers and for that reason we want to value them as best we can. When volunteers begin, they are given a Volunteer Handbook that is essentially a scaled down version of this Handbook. Volunteers will also be given an induction by the Service that they are volunteering in.

If they are volunteering flexibly, for example by helping at an event, they will not require an induction, but they will still need to be told of any health and safety information, as well as given a clear brief of what is expected from them.

It is very important that all staff working with volunteers offer them lots of support and encouragement. If you are directly responsible for volunteers, your manager or our HR Team will explain our volunteer recruitment and induction process. For certain roles, as with staff, volunteers will need to undergo a Criminal Record Check, your manager can advise you if this is the case.

As the Third Sector Interface for Perth & Kinross, we also promote and support volunteering throughout the area. We have a dedicated website called [Be The change](#) that serves as a database of volunteering opportunities and can help those looking to volunteer find the right opportunity. Our Third Sector Interface (TSI) Team also administers the Saltire Awards, a way of celebrating, recognising, and rewarding the commitment, contribution, and achievements of young volunteers throughout Scotland. If you would like any guidance on volunteer management, promoting volunteering, or the Saltire Awards, then please speak to a member of our TSI Team.

CAR PARKING

The Walled Garden has parking places for staff, volunteers, service users, and volunteers. Wisecraft has limited spaces available in front of their entrance.

At the Carers Centre, there is restricted parking in front of the entrance for disabled access and space for Day Centre minibuses. Staff are recommended to park at the rear of the Centre, where there is ample public parking. Please be considerate of residents when parking at the Carers Centre.

PERSONAL PROPERTY

While you are at work, any personal property will always remain your responsibility. You should ensure that it is safe and secure, and if valuable, is not left unattended. PKAVS cannot accept any responsibility for the theft, loss, or damage to your property or belongings while they are in any of our working locations or premises, or if they are lost or damaged during work activities. Any items of personal property are not covered by PKAVS insurance policies.

THE ENVIRONMENT

We try hard to undertake our work in an environmentally responsible manner and do all that we can to minimise any detrimental impact on the environment. Some of the ways you can help us to achieve this are:

- Putting all recyclable material in the blue or grey bins provided throughout our offices,
- Turning off your computer/putting it to sleep when not in use and shutting it down at the end of the day,
- Where possible, avoid printing documents and instead share digitally by email or cloud storage,
- Printing on both sides of the paper and using Eco Print in the printer settings,
- Turn off lights when not in use,
- Cycle or walk to work,
- Start a car-share scheme,
- Make full use of window light to reduce indoor lighting.

If you have any suggestions on other environmental improvements or ways of working, don't hesitate to share with others, your manager, or the HR Team.

CONFLICTS OF INTEREST

A Conflict of Interest is any situation in which your personal interests or loyalties could, or could be seen to, prevent you from making a decision that is only in the best interests of PKAVS or our service users.

Some examples would be using your position to:

- Further your own financial interests, e.g. by taking on private work with a service user.
- Benefit yourself or a third party with whom you are associated, for example, if a service user asks if you know of a good plumber and you reply, "My brother is a plumber, he'll do it for you".
- Unfairly benefit a service user to whom you are related, for example, by applying a reduced charge for a service.

Any conflict of interest should be declared as soon as you become aware of it. In general, we would ask you to be mindful and discuss with your manager if you think there may be a conflict of interest, and, if appropriate, to complete a Conflict of Interest Declaration.

Please refer to our Code of Conduct or speak to your manager or a member of the HR Team if you need more information or clarification.



LONE WORKING

There may be situations where you are required to work alone or perform home visits, but we ask you to try to avoid these situations or attend with another member of staff or volunteer, if possible. You can find our Lone Working Policy & Procedures on the Intranet, but your Service may have their own additional procedures which your manager will explain to you.

The following are important points to always remember:

- The personal safety of our staff and volunteers is paramount. All practical steps should be taken to minimise your risk, particularly when on a home visit or when working alone, either in or out of the office.
- Working alone, particularly late at night, should be avoided whenever possible.
- Staff working alone should not permit unidentified people to enter the office/premises.
- Records should clearly indicate where it is felt that contact with an individual service-users or their family/friends is potentially risky, or where there has been a past cause for concern regarding the safety of staff or volunteers.
- The whereabouts of staff and volunteers working outside the office should always be known. There should be a means of communication and steps should be taken to keep in touch and check on their wellbeing.
- If an incident does occur, the details should be recorded and passed on to all others who may be at risk.

RISK ASSESSMENTS

Managing risk is an important part of delivering activities and services. You should always keep in mind how risky a situation is and what can be done to minimise the level of risk.

Before any activity is planned that is potentially risky, an assessment should be carried out to help reduce the level of risk and to help decide if it is appropriate

to carry out the activity. Your manager can help with completing a risk assessment.

If you are pregnant, then you should discuss with your manager, so a personal risk assessment can be carried out and steps taken to look after the wellbeing of both you and your baby. If you are going to be working from home at any time, a risk assessment should take place, your manager will complete this with you.

HOMEWORKING

For certain roles, working from home may be possible.

Your manager will let you know if this is the case and how much work and the type of work that can be carried out from your home. If you will require IT

equipment to work from home this will be provided. Remote connections can be set up so you can access files on PKAVS network from home as well.

SMOKING

It is our policy that all our workplaces are smoke-free and that all employees have a right to work in a smoke-free environment.

Smoking is prohibited throughout PKAVS, with no exceptions, this includes company vehicles. The use of e-cigarettes (electronic cigarettes, vaping devices etc.) is also prohibited. The policy applies to all employees, service users, contractors, customers, volunteers, students, and visitors.

If you would like help to stop smoking, you can contact Quit Your Way Scotland on 0800 84 84 84 or by visiting their website www.nhsinform.scot/campaigns/quit-your-way-Scotland. Alternatively, you can speak to your GP or practice nurse.

TRADE UNION MEMBERSHIP & COLLECTIVE AGREEMENTS

Within PKAVS, there are no collective agreements with Trade Unions or other employee groups affecting your employment. If you are asked to attend a formal meeting related to your employment you will have the right to bring a chosen representative with you.

ATTIRE

We don't have any specific rules about what you should or should not wear at work, we just ask that you dress in a way that you feel is appropriate for the position that you work in, regarding the people that you support.

Remember, the people that you support may see you as a role model or good example, so please consider this when choosing what to wear at work.

PHOTOGRAPHY & FILMING

Photos can be a fantastic tool to show others all the great work that we do and as such we would really encourage you to take photos when you can. In some cases, service users may have given consent to have their photographs taken/to be filmed during their registration, if this is the case, your manager will let you know how to find out who has given consent.

The location you work in may have some cameras that you can use. If you take photos of service users with a mobile device, such as your mobile phone, then please make sure you export the photos at the earliest opportunity and delete them from the device. If you are going to be posting photos on social media, it is best to let service users know this, as some may not agree to their photos being used in this way.

KITCHENS/SHARED SPACES

Within the area that you work in it is likely that there will be shared spaces such as staff rooms, kitchens, etc.

Please work with your colleagues to make sure that these areas are always kept clean for the enjoyment of all. If you are keeping food in a fridge, make sure it is not left past its shelf-life to become unpleasant. Please don't help yourself to other people's food and drink and always wash-up dishes after use so they do not accumulate.

Please remember that shared areas are not always secure and that you should keep valuable belongings on your person or within sight. As you would with your own items, please respect the items of others.



