



FAN – Friends and Neighbours

The FAN Charity Staff Handbook

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1. Introduction – Working for The FAN Charity

Welcome to becoming an employee of The FAN Charity. This Staff Handbook summarises the main terms of your employment, while also outlining the objectives and development of The FAN Charity.

The policies and procedures that form part of your conditions of employment with us, noted in this document are available on the governance page of our website

<https://www.thefancharity.org/governance/> .

The FAN Charity reserves the right to change its terms and conditions and employment policies from time to time. You will be notified at the earliest opportunity of these changes by way of general notice to all employees affected by the change. Where a contractual change in your terms and conditions of employment results in a change to your written statement of particulars of employment, we will give you a written statement of the change at the earliest opportunity.

2. The FAN Charity

The FAN Charity is a small registered charity governed by volunteer Trustees, with a small team of part-time paid staff and volunteer FAN Facilitators.

It was established in 2003 by Gill Saunders, an English for Speakers of Other Languages (ESOL) teacher as a way for her students to meet British people to practise listening to and speaking the English language.

What is the aim of the FAN Charity?

FAN stands for Friends and Neighbours. The FAN Charity supports the development of independent FAN Groups, which follow the principles of the charity.

FAN's Vision is to promote community cohesion and social wellbeing by developing and strengthening good relations between individuals of all beliefs, races and cultures, thus fostering a spirit of kinship, mutual understanding and respect among the peoples of the world.

The FAN Charity supports meetings of FAN Groups in South Wales and elsewhere to promote the building of community, belonging and diversity, the overcoming of loneliness and alienation, and to provide opportunities for informal language practice. We create a

friendly and relaxed way for local people and those from around the world to meet, listen and talk to each other.

Each FAN Group holds a meeting on a regular, usually weekly, basis. Traditionally, this is a face-to-face meeting, but since March 2020 and COVID-19 lockdown FAN has also offered Virtual FAN Groups via Zoom for those local people who are unable to attend face-to-face Groups due to a range of vulnerabilities along with those living in other countries.

Meetings enable people new to an area to meet longer term residents or locals, and to encourage communication and understanding between those of different ages, backgrounds, religions and cultures. FAN meetings are held in a spirit of friendliness and informality. They are especially beneficial for people learning English. Welsh learners and fluent speakers also meet in Welsh language FAN Groups.

Each meeting takes a standard format and lasts approximately one hour. One person (the FAN Facilitator) will take the lead. We sit in a circle and read the introductory guidelines ('ground rules'). We then listen as each person speaks in turn for a short time – to introduce themselves, talk about their week and talk about the chosen topic of the day. People do not interrupt each other. People do not have to speak. The Facilitator will sum up and close the meeting. Informal, interactive discussion is then encouraged.

In 2010, the Welsh Government recognised FAN with an award for 'Promoting Tolerance'. The UK government has also recognised how much FAN is doing to help build a friendly and caring society presenting FAN's founder Gill Saunders with an MBE in 2014. In Spring 2021 FAN was awarded the Queen's Award for Voluntary Service for its work especially during the Pandemic. In 2023 FAN celebrated its 20th anniversary with many wonderful events in South Wales which brought our community even closer together. FAN is non-political and non-religious.

3. The FAN Charity Mission Statement

'To promote religious and racial harmony by developing and strengthening good relations between individuals of all beliefs, races and cultures, thus fostering a spirit of kinship, mutual understanding and respect among the peoples of the world.'

4. Equal Opportunities

The FAN charity is committed to promoting equality of opportunity for all, and to ensuring that no individual is discriminated against in the planning and delivery of any of our activities. We therefore aim to ensure that the values of equality, diversity, and respect for all are embedded into everything that we do.

See FAN's Equality, Diversity and Inclusion Policy

5. Joining the FAN Charity

Joining The FAN Charity as a new employee, there are details that we will require from you to ensure that your salary, benefits and employee records are complete and accurate. It is also important that you understand the terms of your offer relating to references, the right to work in the UK and probationary periods.

DBS

Prior to employment FAN will require a clear DBS check at the appropriate level for the role being applied for. This may either be a new application or sight of a portable DBS.

Personal Details

It is important that we have up to date contact details, including an emergency contact, at all times and you will be asked to provide your personal details on joining. If your personal details such as address, contact numbers, emergency contact and bank account should change at any time during your employment you must notify your line manager as soon as possible. The Charity will treat all personal information in the strictest of confidence.

P45

Your P45 contains information about your tax in the current tax year and details of your current tax code. Your previous employer should have given it to you on leaving. You should retain part 1A and pass the other two sections of the form to your line manager as soon as you join, or as soon as your previous employer has forwarded it on to you. If this is your first job, or you have not been in paid employment for some time and do not possess a P45, please inform your line manager on joining. You will be given a Starter Checklist which must be completed and returned immediately to enable the correct tax code to be applied as soon as possible.

References

Your employment is subject to the receipt of references deemed satisfactory by us. We will seek to obtain at least two professional references, including one from your most recent employment. If you have not been in paid employment for some time we will seek to obtain references from organisations you have been associated with in a professional capacity. A personal referee, that is a reference from a friend or colleague, is not acceptable. We may seek additional references where we are unable to obtain relevant information.

Right to Work within the UK

Under the Asylum and Immigration Act 1996, it is against the law to employ anyone who does not have permission to live and work in the UK. As your employer we have a responsibility for ensuring you do have this right before your employment commences. You may have been asked to produce one, or two, of a number of specified documents during the recruitment process to enable us to check proof of your eligibility. If you produced the specified document(s) during the recruitment process then you do not need to do anything else. If you have not already produced one, or two, of the specified documents to satisfy these requirements, then you must bring one, or two, of the original documents from the list in Appendix One with you on the first day of your employment and give this to your line manager. You will not be allowed to commence employment with us without the appropriate documentation. We will need to take a copy of the original document(s) and retain them on file.

6. Probationary Periods

All offers of employment are subject to a probationary period which is noted on your contract, during which time employees' performance and conduct will be carefully appraised and monitored. During the probationary period either you or the Charity may terminate your contract by giving 1 week's notice in writing. The Charity reserves the right to extend your probationary period should this be considered necessary.

Disciplinary procedures do not apply during the probationary period and the Charity reserves the right to terminate your employment at any time during your probationary period if your work performance or conduct is deemed unsatisfactory. The following guidelines are to assist line managers in making appropriate and accurate decisions in relation to the assessment, training, counselling and development of employees during probationary periods, leading to the final decision whether or not to confirm appointments.

Probationary Review Procedure

The FAN Charity is committed to ensuring all new employees receive regular guidance, feedback on progress, advice on targets and expectations, training and development for the purpose of supporting and equipping you to achieve the requirements of your role and successful completion the probationary period.

During the first few weeks of employment new employees will be provided with an introduction to their role, the organisation and relevant procedures, policies, practices and guidelines as part of the induction process.

7. Pay and Benefits

Salary

Your basic salary is paid in equal monthly instalments, in arrears, directly into your bank or building society account, on the last working day of each month. You will receive a payslip each month detailing all payments and deductions.

Whilst every effort is made to ensure accuracy in the calculation and payment of salaries, it is possible that under- or overpayments of salary may occasionally occur, due to the time needed to process and input data of a variable nature. If this happens and results in an overpayment to you, we will make an adjustment to your pay in the following month. Where the error results in an underpayment to you, it will be corrected in full as soon as possible. If you believe there is an error in your pay, you should notify your line manager immediately. If you do not advise us of a payment to which you are not entitled, this may constitute gross misconduct.

Deductions from Salary

We are legally obliged to deduct income tax (PAYE) and National Insurance contributions from your salary where appropriate. There may also be other circumstances where we are legally obliged to deduct money from your salary, for example, student loans.

We reserve the right in our absolute discretion to deduct any sums which you may owe the Charity from your pay, including, but not limited to, any overpayments made to you, losses suffered by the Charity as a result of your negligence, breach of contract or breach of rules. When you leave, any overpayments or pay in respect of any holidays taken in excess of your entitlement, or any other amounts owing to us, will be deducted from any final pay due to you. Where the amounts due to us exceed any amount due to you, it is a term of your employment that you repay the Charity immediately, unless alternative arrangements are agreed between you and the Charity.

Salary Queries

Any questions relating to your payslip or general salary queries should be directed to your line manager. If there are any changes in your personal circumstances which will affect your tax status, you should notify the Inland Revenue (HMRC), who will automatically inform the Company of any changes to your tax code. Ways of contacting HMRC can be found here:

<https://www.gov.uk/government/organisations/hm-revenue-customs/contact/income-tax-enquiries-for-individuals-pensioners-and-employees>

Travelling and Subsistence Expenses

In addition to your salary, you are entitled to be repaid by the Charity the amount of all reasonable travelling and other expenses properly and necessarily incurred by you in carrying out your duties whilst away from your normal place of work as agreed with your line manager.

8. Pension

The Charity provides employees with access to a Stakeholder Pension Scheme, the details of which can be obtained from your line manager.

9. Working Hours

Full time employees' normal hours of work are 37 hours per week. If you work part time or a different working arrangement applies to you this will be confirmed in writing at the time of appointment. The Charity reserves the right to vary your hours of work to suit operational requirements, for which reasonable notice will be given.

Timekeeping and Attendance

Employees are expected to work the number of hours and weeks per year as stated in their Contract of Employment.

Working Time Regulations

You shall not be required to work in excess of the average working week as stipulated in the Working Time Regulations 1998, unless you agree in writing that this limit should not apply. You should work in conjunction with your line manager to ensure the hours you work do not adversely impact on either your health or your job. To comply with the Working Time Regulations, employees who work for more than six hours in a day must take at least a 20-minute break from their work.

10. Holidays, Time Off, Special Leave & Sickness Absence

Holidays

The holiday year runs from the date of your employment for 12 months. Your holiday entitlement is stated in your contract of employment. All leave must be agreed in advance with your line manager. Unless otherwise agreed by your line manager, no more than 2 consecutive weeks are normally allowed to be taken at any one time. We reserve the right to refuse a request for holiday at certain times if this would have a detrimental impact on the Charity. Equally, in exceptional circumstances, and with the prior written agreement of the FAN Manager, you may be able to carry over up to 5 days' holiday to the following year. Annual leave which has accrued but not been taken at the end of a temporary contract or when the employment is terminated will be paid in lieu. Likewise any overpayment of holiday will be recovered from final pay at the termination of your employment.

Time off for Medical Appointments

Wherever possible, dentist, doctor or hospital appointments should be arranged for outside your working hours. Where this is not possible, reasonable time off will be allowed to attend medical appointments as agreed by the FAN Manager.

Special and Compassionate Leave

There may be occasions when employee's personal circumstances necessitate the need to request paid and / or unpaid absence from work. This may include bereavement, jury service and time off for public duties and it is our aim to accommodate your needs wherever possible. We will generally agree to requests for time off in line with the following up to a maximum of 10 days. However, time off, whether paid or unpaid, is entirely discretionary and additional days or variations to these guidelines based on individual's circumstances must be agreed by the Board of Trustees. It is important that you submit your request in writing to the FAN Manager and provide us with as much notice as possible. We will confirm whether any requests for leave will be paid or unpaid at the time of your request.

In the case of severe domestic distress or upheaval an employee may be granted, at the entire discretion of the Charity, up to one week's leave on full pay. In appropriate cases, additional days may be granted, at the Board of Trustees' discretion.

The following are not covered by Special and Compassionate Leave. If time off is required for anything listed below, then employees should request to take holiday.

- Leave to attend weddings
- Leave to look after pets/animals
- Leave to move house
- Leave to attend interviews (except in a redundancy situation)
- Leave to attend to a domestic crisis that is not directly linked to a person for whom an employee has responsibility as a carer.

This list is not exhaustive.

Bereavement Leave

If you suffer a bereavement in your immediate family, you may be granted up to one week's paid leave. This includes time off to make arrangements for, and to attend, the funeral. In exceptional circumstances, additional paid time off may be granted with the prior agreement of the Board of Trustees. Immediate family includes your husband, wife or partner, parents, children, brothers and sisters. For all other bereavements, you will be expected to take holiday or, where you have exhausted your entitlement, unpaid leave.

Jury Service and attending Court as a Witness

We will normally grant as much time off as required if you are called for jury service or to attend court as a witness. Time off will not be paid if you require time off work to answer civil or criminal charges. You should advise your line manager as soon as you are called for jury service and produce the relevant summons and attendance instruction. FAN will continue to pay the employee during jury service.

Time off for Public Duties

Reasonable unpaid leave will be provided to individuals holding certain civic or public positions (such as a magistrate, school governor, or councillor) to perform certain duties associated with them. If this applies to you, please speak to your line manager in the first instance to discuss the time off required.

Time off for dependents

You are entitled to reasonable unpaid leave to deal with an emergency involving a dependent. A dependent is defined as your:

- husband, wife or partner
- child
- a person who lives in the same house as you (such as a parent, but not tenants or boarders)
- any person who reasonably relies on you for assistance or for the provision of care arrangements when they fall ill or are injured.

If you need to take immediate time off for a dependent, you need to advise your line manager by telephone as soon as possible and inform them of the reasons for your absence, in line with our normal absence notification procedures. The amount of time off agreed will depend on your individual circumstances and judged according to the immediate emergency.

Maternity, Paternity and Parental Leave

The FAN Charity recognises the rights of staff to take Maternity/Paternity and parental leave and it is The FAN Charity's policy to comply with the law on **Maternity Entitlements** as outlined [here](#)

All pregnant employees are entitled to keep appointments for antenatal care, relaxation and parent craft classes made on the advice of a registered medical practitioner, health visitor or midwife.

Paternity Entitlements as outlined [here](#) and shared parental leave [here](#)

Unpaid Parental Leave: Parental Entitlements as outlined [here](#)

Adoption Entitlements as outlined [here](#)

Further information: <https://www.gov.uk/browse/childcare-parenting/pregnancy-birth>

11. Sickness Absence

The FAN Charity understands that from time to time there may be various reasons why you need to be absent from work and wishes to assist you with this where possible within the needs of the organisation. This policy covers all employees of the FAN Charity including part-time staff and those on fixed term contracts. The reason for setting out the details of each type of absence is to ensure that all employees understand their entitlements, and to ensure consistency is applied to all requests.

See FAN's Sickness Absence Policy

12. Performance, Appraisal and Supervision

See FAN's Performance, Appraisal and Supervision Policy and Procedure

13. Grievance Policy and Procedure see Appendix D

See FAN's Grievance Policy and Procedure

14. Disciplinary Policy and Procedure see Appendix E

See FAN's Disciplinary Policy and Procedure

15. Leaving Employment

Resignation

If you wish to leave the Charity, you are required to give written notice of this to your line manager in accordance with your contract of employment. We reserve the right to pay you in lieu of notice or not require you to attend work during your notice period. Any payment in lieu of notice will be subject to tax and NI contributions. If we require you to remain away from work during your notice period, we reserve the right not to provide you with work. However, you are required to remain on call at home and are still bound by the terms of your contract. You will be entitled to receive your salary and all contractual benefits, in accordance with the terms of your employment, until the termination date. During this time you are not permitted to work for any other person, firm, corporate body or on your own behalf without the prior written permission of the Board of Trustees.

Termination by the Charity

Upon satisfactory completion of the probationary period, you are entitled to receive written notice according to your contract to terminate your employment. Authority to terminate this employment rests with The FAN Charity Board of Trustees. The Charity may terminate your employment without notice, or pay in lieu of notice, if you commit any serious breach, or repeat or continue (after warning) any material breach of your obligations under this

agreement or if you are guilty of conduct tending to bring yourself or the Charity into disrepute or prejudice the interests of the Charity.

Probationary Period

Your continued employment is subject to the satisfactory completion of a probationary period. During the probationary period either you or the Charity may terminate your employment by giving one week's notice in writing. We reserve the right to extend your probationary period should this be considered necessary.

Redundancy

In the unfortunate event that the Charity has no option but to consider redundancies, we will fulfil our statutory obligations.

Obligations on Leaving the Charity

On leaving the Charity, you must hand over all files, passes, documents, keys, client lists, records and any other property of, or relating to, the Charity in your possession, together with all copies thereof. In addition, you must not represent the Charity in any way or allow yourself to be represented as being connected with the Charity in any way.

16. Code of Conduct

We are committed to maintaining the highest professional standards in the way we conduct our affairs. The standards we set ourselves are to ensure all our affairs are conducted visibly and in a professional manner. All employees are expected to adhere to our Code of Conduct as laid out in our Policies and Operating Guidelines and actively contribute to developing and maintaining a successful and positive working environment based on integrity, trust and high professional standards.

See FAN's Staff Code of Conduct

17. Safeguarding

In our work with adults who may be at risk due to age, illness or disability, the FAN Charity will endeavour at all times to provide activities which minimise risk and are as safe as we can make them. We aim to protect our staff and volunteers from harm or maltreatment, prevent the impairment of health or development, and promote people's life chances. We will work in partnership with other local / national agencies to put in place appropriate procedures for reporting, making referrals, accessing training and specialist support, as and when required.

See FAN's Safeguarding Policy

18. Health and Safety Statement

The FAN Charity recognises and accepts its responsibility as an employer to maintain, so far as is reasonably practicable, the safety and health of its employees, and of other persons who may be affected by its activities. It is your duty as an employee not to put at risk either yourself or others by your acts or omissions. You should also ensure that you are familiar with the Company health and safety arrangements. Should you feel concern over any health and safety aspects of your work, this should be brought to the attention of your line manager immediately.

See FAN's Health and Safety Policy

19. Lone Working

Avoid working alone whenever this is possible. However, if you have to work alone, then you need to develop an awareness of the risks and how to minimise them. Prior to making an appointment with someone you do not know, obtain as much information as possible about the person you are meeting and arrange to meet the person in a public space. If you are at all concerned that you are being placed in a dangerous situation through your employment, you must discuss this with your line manager.

20. Dress Code

You are asked to adopt a common sense, culturally appropriate approach. We expect your dress and standards of hygiene to be of a high standard at all times.

21. Alcohol and Drugs Policy

The Charity takes its responsibilities in this respect very seriously and any breach of these rules will be treated as gross misconduct and may result in dismissal or in the case of volunteers, termination of our agreement with you. Any employee presenting him/herself at work under the influence of alcohol or illegal drugs will be refused admittance to the premises and will be subject to disciplinary action in accordance with the Disciplinary Procedures. Alcohol and illegal drugs must not be brought on to our premises, or those of third parties. Similarly, you must not be involved in any transaction in connection with the handling, possession, sale or purchase of illegal drugs, or alcohol acquired illegally during the course of your employment or association with us. Consumption of alcohol on our premises, or those of third parties, except during social activities approved by the Board of Trustees, is strictly forbidden.

22. Charity and Personal Property

You must treat The FAN Charity's property with care to ensure that it is kept safe, in good condition and properly maintained. We reserve the right to deduct monies from an employee's salary to cover losses or damage to our property arising from negligence, breach of contract or breach of rules. Where you become aware of a defect which could result in a danger to others, damage or disruption to the business, you must report it to your line manager.

23. Copyright

The FAN Charity has exclusive ownership and rights (including copyright) to any documents, designs or other original work, produced or worked on by you during the course of your employment or association with us.

24. Conflicts of Interest and Other Commitments

During your employment with The FAN Charity please consult with your line manager before committing to any other form of employment. The Charity will not unreasonably refuse employees from taking other forms of employment, providing this does not represent a conflict of interest or affect an individual's ability to fulfil the requirements of their role. You must not belong to, be involved, or have any financial or other interest in any business or organisation which gives rise, or may give rise, to a conflict of interest or affects your ability to fulfil the requirements of your role. If you become aware of any such conflict, or are

concerned about such a conflict arising, you must disclose this to your line manager without delay.

See FAN's Conflict of Interest Policy

25. Confidentiality

In the course of your employment or association with us you may have access to, and be entrusted with, confidential information relating to the affairs, dealings and transactions of the FAN Charity and its associates. You must not at any time disclose or communicate to any other person (other than in the proper performance of your duties or when properly authorised by the Board of Trustees), or use for your own purposes or for purposes other than the Charity's, any of the confidential information relating to the Charity which you may have received or obtained during the course of your employment.

Whilst employees and volunteers, through the nature of their work, will often have access to Facilitator or participant personal details, it is the Charity's policy that this information will be treated as confidential. Although all employees are encouraged to promote the work of the Charity, individuals have to be careful not to disclose any confidential information relating to our participants. These restrictions shall continue to apply after the termination of your employment (however it arises) without limit in point of time but shall cease to apply to information which you are required to disclose by law or which comes into the public domain other than by unauthorised disclosure.

26. Data Protection

The FAN Charity recognises that everyone has rights with regard to the way that their personal data is handled. The FAN Charity needs to collect and use certain types of Data in order to carry on our work.

The Data Protection Act 1998 (DPA) governs the use of information about people (personal data). The FAN Charity will remain the Data Controller for the information held. FAN Charity staff will be personally responsible for processing and using personal information in accordance with the Data Protection Act as modified by the requirements of the GDPR.

FAN Charity staff who have access to personal information, will be expected to read and comply with this policy. Data users are obliged to comply with this policy when processing personal data on our behalf. Any breach of this policy may result in disciplinary action. Employees can request access to the information held on them by the Charity. All requests by employees to gain access to their personnel records should be made in writing. There is no charge for this service.

See FAN's Data Protection Policy and Procedures

27. Mobile Phones

Some members of staff may be supplied with a mobile. Phones must be returned to your line manager on termination of employment.

28. Press Enquiries and Making Public Statements

You are not permitted to communicate with the media about the affairs of the Charity unless agreed and approved in advance with your line manager. Similarly, you are not authorised to make public statements on behalf of the Charity to any third party. Any queries or requests

for statements from the press or third parties should be directed to the FAN Manager, or a member of the Board of Trustees in his/her absence.

29. Personal Legal Liability

Where a civil action connected with an employee's or volunteer's work is taken out against them personally, providing the individual has carried out his/her duties in accordance with the FAN Charity's policies, then the Charity will assist that individual in every way possible.

30. Trade Union Membership

Whilst the FAN Charity does not recognise any Trade Unions for negotiation, consultation or representation purposes, any individual is entitled to join a Trade Union.