



# INDUCTION POLICY

## POLICY STATEMENT

At Streetlight UK we provide an induction for all Staff, Contract Workers and Volunteers, in order to fully brief them about the setting, the client group we serve, our policies and procedures, and daily practice.

## PROCEDURES

Overview:

- We have a written induction plan, including an induction checklist for all new contract workers, which includes the following:
  - Introductions to all contract workers, volunteers and Trustee Board.
  - Familiarising with the building, health and safety, and fire and evacuation procedures.
  - Ensuring our policies and procedures have been read and are carried out.
  - Familiarising them with confidential information where applicable in relation to any women Streetlight UK supports.
  - Details of the tasks and daily routines to be completed.
    - The induction period will be conducted over at least 3 days. The Senior Womens Support Worker inducts new volunteers. The Project Manager inducts new contract workers.
    - During the induction period, the individual must demonstrate understanding of and compliance with policies, procedures, tasks and routines.
    - Successful completion of the induction forms part of the probationary period and the induction checklist will be kept in the individual's personal file.

Every new contract worker or volunteer needs a period of time to learn and adapt to their new working environment before they can become a fully effective member of the team. A good induction can minimise the time taken for a new recruit to become effective in their role. Where no induction is in place the new recruit settles in at their own pace and possibly misses out on some essential information while doing so. Where new recruits are not supported by an induction they can quickly become disillusioned and feel unsupported and may even end up leaving the job. Good induction can help retain contract workers and save the costs and poor reputation associated with a high turnover of contract workers and volunteers.



## ELEMENTS OF INDUCTION

A good induction should include the following elements:

- Orientation (physical) – showing where facilities are i.e. toilets, staff room, fire exits.
- Orientation (organisational) – showing how the contract worker fits into the team and how their role will contribute to the settings objectives, vision and aims.
- Meeting colleagues (volunteer teams) and management.
- An awareness of how the setting functions on a daily basis
- A clear outline of the job role/requirements
- Explanation of terms and conditions
- Health and safety information
- Any mandatory training required, i.e. safeguarding

## WHAT TO INCLUDE ON FIRST DAY OF INDUCTION

The first day for a new employee should be well planned, focussing on the practical and priority information and not overloading them with too much detail.

They should be met by their line manager or the person who will be responsible for their induction period.

A welcoming and helpful tone should be set and continue for the rest of the induction. It is helpful to start by dealing with the contract documentation to ensure it is in order. This is likely to include specific role contract, passport and work permit, a valid enhanced DBS certificate, plus relevant medical and emergency contact details.

Any work-related items can also be issued such as security pass and staff/volunteer handbook, etc.

This is also the best time to deal with any problems or questions the new employee may have. After this point a tour of the setting is appropriate, showing the layout of the site including essentials such as the location of toilets, staff room and fire exits. Other relevant procedures and facilities should also be explained including arrangements for break times and signing in and work time recording. Introductions to the managers and colleagues (including any assigned mentor) can also be made at this time.

Any priority rules, such as safeguarding policies, security and fire procedures, no smoking policy, and use of mobile phones and social networking should be covered as soon as possible during the first day.

It's helpful to have an induction checklist both for the first day and for the subsequent period, to ensure all areas are covered and completed in a defined time period. Once the items on the first day checklist have been completed it's best to start the contract worker working, the aim should be to keep the contract worker busy, but to start with the simple basics of the job.



If formal on the job training is required, this is best done over a scheduled period of time.

## WHAT TO INCLUDE IN INDUCTION AFTER THE FIRST DAY

The timescale for completing an induction can vary depending on the hours the new employee works and any time of their own they spend reading and learning. It would be normal for a comprehensive induction to take up to six months to complete. The values and vision of the organisation/setting should be explained during the course of the induction, so the employee learns to understand how they fit into the wider team/organisation. The new employee needs to understand how their work links with that of colleagues and how in turn this contributes to the success of the setting. Other areas to be covered with the new employee should include:

- Identifying any training and development needs, setting aside time to allow the new employee to complete any mandatory training required, such as safeguarding, and first aid.
- giving out the staff/volunteer handbook (if applicable) and allowing the new employee to read the information at their own pace. A staff handbook is a valuable resource and should contain all personnel related policies such as sickness policy, disciplinary procedures, details of pension arrangements, the performance management process, equal opportunity policy, training and development policy and details of any reward or suggestion schemes.

## PROGRESS REVIEWS

Regardless of whether employees have been appointed on the basis of a formal probation period, regular progress review meetings should be scheduled into the induction to check how the new employee is settling in. These meetings then inform the content of the first performance management planning meeting once induction/probation is complete. The type of aspects that should be considered and reviewed includes the following:

- Work quality and output – is the employee developing in their role? Are they displaying the required competencies? Is more training or support needed?
- Attitude – is the employee displaying enthusiasm and interest in the job? Or are they showing signs of boredom and carelessness? And if so why? And how can this be improved?
- Relationships – how well is the new employee fitting into the team? How is their relationship with their direct supervisor? If there are any problems, what is the cause? And how can they be resolved?



- Conduct – is the employee’s conduct and behaviour consistent with what is required and expected? If not, what will be done to address this?
- Attendance – what is the employee’s daily time keeping like? What is their absence record like? If unsatisfactory, what are the reasons? And what should be done to improve attendance?
- Potential – is the employee showing potential for more advanced or different work? Do they show potential for a supervisory role? If so this should be noted for consideration by management.

Sometimes the answers to these questions can reveal situations where the organisation needs to change, for example, does the culture of the setting need to change to allow a new male employee to feel comfortable in the workplace? The objective of progress reviews should be to help, support and counsel the new employee so they can succeed in their new role. Notes should be taken at these meetings and kept securely and confidentially in accordance with the GDPR 2018 regulations, ensuring employees have access to their own records when required. For further information regarding the Data Protection Act see the Information Commissioners Website.

## PROBATION

Many new employees are appointed subject to the successful completion of a probationary period. Having a comprehensive induction programme can help them complete their probationary period successfully within the time specified. The duration of the probation period should be clearly defined in the contract of employment and any offer of employment letter, and the rules concerning extending or completing a probationary period should be clearly spelt out in the terms and conditions of employment. Probation periods should not be too long (usually three to six months) and the employee should be informed of the standards they are expected to reach to enable them to complete the probationary period. A formal decision about successful completion of probation should be made at the end of the probationary period after a final assessment which should include an appraisal with the new employee. The decision should be notified to the employee in writing, and in the case where the probationary period is extended the reasons for this should be explained clearly too.



## EVALUATING INDUCTION

Induction programmes cannot stay static and should be evaluated in case there are changes needed. To inform how to adapt and update an induction process, ask new employees as they complete their induction to evaluate its value and suggest any improvements. Also hold exit interviews with staff that leave within a year of starting and ask them for their views on the induction process.

## CONCLUSION

Induction should be a positive learning experience for all those involved. A comprehensive induction can help create an inclusive, supportive working environment for everyone ensuring all new employees have shared knowledge and skills and ensure a flawless transition to effective performance management practice.

## APPENDIX 1

### INDUCTION CHECKLIST

Documentation	Date
• Volunteer/Staff Personal File Prepared	
• DBS check	
• 2 References	
• For paid staff details for payment of salary, how to raise an invoice	
• Terms of Employment or volunteer role	
• Staff/Volunteer handbook	
• Access to policies and procedures	
• If applicable probation review date	

General	Date
• General information/ history of setting; staff structure	
• Mission Statement	
• Introduction to all members of staff and volunteers, including management committee	
• Familiarising with the building, toilets, emergency evacuation procedures and health and safety	

<ul style="list-style-type: none"> <li>• issues (including safe lifting and no smoking policy)</li> </ul>	
---	--



<ul style="list-style-type: none"> <li>• Ensuring our policies and procedures have been read and any questions asked.</li> <li>• Particular attention to Safeguarding, Child protection, Equality and Confidentiality.</li> </ul>	
<ul style="list-style-type: none"> <li>• Familiarisation with general and confidential information: Accident records Service User records Incident Records Police Op details.</li> </ul>	
<ul style="list-style-type: none"> <li>• Details of the tasks and routines to be completed</li> </ul>	
<ul style="list-style-type: none"> <li>• Security – Visitors and storage of staff/visitors possessions e.g. mobile phones</li> </ul>	
First Aid – who, where kits are kept	

Terms and Conditions	Date
<ul style="list-style-type: none"> <li>• Absence/sickness procedure</li> </ul>	
<ul style="list-style-type: none"> <li>• Contract Worker Working hours or volunteer commitment</li> </ul>	
<ul style="list-style-type: none"> <li>• Refreshment arrangements/facilities</li> </ul>	
<ul style="list-style-type: none"> <li>• Awareness of social media policy and Office protocol.</li> </ul>	

Expectations of Staff/ Volunteers	Date
<ul style="list-style-type: none"> <li>• Punctuality</li> </ul>	
<ul style="list-style-type: none"> <li>• Dress code &amp; Personal Appearance</li> </ul>	
<ul style="list-style-type: none"> <li>• Personal telephone calls/Mobile phones</li> </ul>	
<ul style="list-style-type: none"> <li>• Attendance at staff meetings and training</li> </ul>	

Quality Assurance	Date
<ul style="list-style-type: none"> <li>• Probationary period as per terms of contract – normally 90 days (induction is part of it)</li> </ul>	
<ul style="list-style-type: none"> <li>• Appraisals – once per year</li> </ul>	
<ul style="list-style-type: none"> <li>• Supervisions – Every 4 weeks</li> </ul>	
<ul style="list-style-type: none"> <li>• Staff development – training will always be supported and funding support offered if available</li> </ul>	

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>Any areas of interest or strengths - so that we can plan accordingly</li> </ul> |  |
|--|--|



- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>Time is allowed to ask and answer any questions</li> </ul> |  |
|---|--|

Manager Name	
--------------	--

Manager Signature	
-------------------	--

Contract Worker Name	
----------------------	--

Contract Worker Signature	
---------------------------	--