



Richmond House

Social Care Services CIC

**Employee Handbook
2026-2027**



EMPLOYEE HANDBOOK

2026–2027 Edition

Effective Date: 01 September 2026 | Next Review: September 2027

Legislative Alignment: KCSIE 2026, Working Together to Safeguard Children 2026, GDPR, Employment Rights Act, CQC/Ofsted requirements

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PART 1: EMPLOYEE ENTITLEMENTS

1.1 Annual Holidays

The holiday year runs from 1st April to 31st March.

- Entitlement accrues at 1/12th per calendar month; detailed in your Statement of Particulars.
- Employees with <12 months' service may only take accrued days.
- Holiday pay: salaried = basic salary; hourly = basic rate; variable hours = average of previous 12 working weeks.
- On termination: pay for accrued but untaken holiday; deductions for over-taken holiday.
- Carryover NOT permitted except statutory minimum accrued during long-term sickness.
- All leave must be authorised in advance. Do not book before written confirmation.
 - ≥1 week: 4 weeks' minimum notice
 - <1 week: 2 weeks' minimum notice
- Maximum 2 consecutive weeks normally; subject to safe staffing. Management may limit numbers on leave.
- Unauthorised absence = disciplinary action.
- If taken ill on authorised leave, re-assignment may be granted with medical certificate.
- Public holidays are not automatically paid — see your Statement of Particulars.

Holiday Request Form — Care / AP / Residential Staff

Start Date: _____ Return Date: _____ Days: _____

Days before request: _____ / Days after request: _____

Employee Signature: _____ Date: _____

Manager Decision: ☐ Approved ☐ Denied Reason: _____

Manager Signature: _____ Date: _____



1.2 Sick Pay Entitlement

Statutory Sick Pay (SSP):

- Payable when absence = 4+ consecutive days
- Earnings meet Lower Earnings Limit; first 3 days = waiting days (unpaid)
- Payable for up to 28 weeks
- Strict adherence to reporting procedure required; non-compliance may result in loss of pay and disciplinary action.

Occupational Sick Pay: Terms and eligibility outlined in individual contract; subject to compliance with absence procedures.

1.3 Maternity, Adoption and Shared Parental Leave

- Antenatal care: Reasonable paid time off; notice + evidence required.
- Leave entitlement: 52 weeks Maternity / Adoption Leave (26 ordinary + 26 additional).
- Shared Parental Leave (SPL): Up to 50 weeks leave / 37 weeks pay after compulsory 2-week maternity period.
- Statutory Pay:
 - First 6 weeks: 90% average weekly earnings
 - Remaining 33 weeks: lower of 90% average or statutory rate
- Returning early: 8 weeks' written notice required.
- Holiday accrual: Continues throughout leave period.
- KIT days: Up to 10 paid days during maternity/adoption leave.
- SPLIT days: Up to 20 additional paid days during Shared Parental Leave.

1.4 Paternity Leave

- Ordinary Paternity Leave: 1 or 2 consecutive weeks; must be taken within 56 days of birth/placement.
- Paid at statutory rate or 90% average earnings (whichever is lower).
- Eligibility: 26 weeks' continuous service by 15th week before due date.
- Notice: Notify by 15th week before due date; declarations may be required.



1.5 Parental Leave

- Eligibility: 1 year's continuous service + responsibility for child under 18.
- Entitlement: 18 weeks unpaid leave per child; max 4 weeks per year.
- Notice: 21 calendar days' written notice. Company may postpone up to 6 months if operationally necessary.

1.6 Flexible Working Requests

- Eligibility: 26 weeks' continuous service → 1 request per 12 months.
- Submit in writing to manager with: proposed change, start date, business impact.
- Meeting held within reasonable timeframe; accompanied by colleague permitted.
- Decisions based on statutory business grounds. Appeal in writing within 5 working days.

1.7 Time Off for Dependents

- Reasonable unpaid time off for emergencies involving spouse, civil partner, child, parent, or household member.
 - Covers: illness, injury, death, care disruption, school incidents.
 - Notify manager as soon as practicable with reason + expected duration.
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PART 2: DISCIPLINARY & CONDUCT PROCEDURES

2.1 Disciplinary Procedure and Action

- Employees with <24 months' service: procedure may be simplified.
- Sanctions: Verbal Warning → Written Warning → Final Written Warning → Dismissal.
- Gross misconduct: Summary dismissal without notice.
- Suspension: May be placed on full pay during investigation; not a sanction.
- Right to be accompanied at all formal meetings. Appeal within 5 working days.

2.2 Standards and Rules of Behaviour (Code of Conduct)

- Safeguarding is paramount. All staff are role models.
- Attendance: Report absence promptly; never leave service users unattended.
- Confidentiality: Strictly protect all information — breach = gross misconduct.
- Technology: Personal phones must NOT photograph/record children. Only designated work devices.
- Boundaries: No private contact, personal relationships, or off-duty arrangements with service users/families.
- Social Media: No links to work; no confidential/disparaging posts; no contact with service users.
- Gross misconduct includes: Theft, fraud, assault, drugs/alcohol, breach of confidentiality, inappropriate relationships, falsifying records, unauthorised absence, accepting gifts without permission, witnessing wills, serious care failures.

2.3 Performance Improvement Procedure

- Informal stage: Discussion, support, training identified.
- Formal stage (if unresolved): Written Warning → Final Written Warning → Dismissal.
- Right to be accompanied at all meetings.

2.4 Grievance Procedure

- Informal: Raise with line manager first.



- Formal: Submit in writing; meeting within 5 working days; accompanied; written outcome.
- Appeal: Within 5 working days to different manager.

PART 3: SAFEGUARDING CHILDREN AND YOUNG PEOPLE

Policy Version: 2.0 | Effective: 01 Sep 2026 | Aligns with KCSIE 2026 / Working Together 2026

3.1 Purpose

Prevent harm; respond appropriately to concerns; report promptly; collaborate across agencies.

3.2 Scope

All staff, volunteers, contractors; all children/young people aged 0–25; all premises and activities.

3.3 Policy Statement

Safeguarding is everyone's responsibility. The welfare of the child is paramount.

3.4 Definitions of Abuse and Exploitation

Physical | Emotional | Sexual Abuse / CSE | Neglect | CCE | Radicalisation | FGM | Online Abuse | Peer-on-Peer | Domestic Abuse Exposure | Honour-Based Abuse / Forced Marriage — all fully defined with indicators.

3.5 Legal and Policy Framework

- KCSIE 2026 / *Working Together to Safeguard Children 2026*
- Children Act 1989/2004 / Care Act 2014 / Prevent Duty / GDPR / Equality Act 2010 / FGM Act 2003



3.6 Roles and Responsibilities

Table

Role	Name	Title	Contact
DSL	Jay Al Karaki	Head of Services	07484 371525
DDSL	Hala Okasheh	Registered Manager	07761 540911
DDSL	Pauline Bullement	Support Worker	07878 471242

- All staff: Report concerns immediately; complete mandatory training; never promise confidentiality.

3.7 Safeguarding Procedures

Listen → Record → Report

- Listen carefully; say: *"I cannot keep a secret if you or someone else is being hurt."*
- Record facts only — child's own words; no opinions.
- Report immediately to DSL/DDSL. Immediate risk → dial 999.
- Do NOT: Investigate independently, confront abuser, delay reporting.
- Escalation: If DSL declines referral, report directly to MASH or LADO.

3.8 Allegations Against Staff

Report immediately to DSL + LADO. Investigation proceeds only after LADO guidance.

3.9 Post-Incident Support

Child support; staff debrief; lessons learned recorded.

3.10 Safer Recruitment

Enhanced DBS + Barred List; identity/qualification checks; 2 references; safeguarding interview; 12-month probation.

3.11 Training and Awareness

- Induction: Full safeguarding awareness



- Refresher: Every 2 years (KCSIE 2026 requirement)
- DSL/DDSL: Advanced multi-agency training

3.12 Multi-Agency Partnership

Collaborate with Children's Services, Police, Health, Education; follow MASH procedures.

3.13 Whistleblowing and Raising Concerns

- Internal: DSL / DDSL (see contacts above)
- External: LADO / NSPCC Helpline / Police 101
- Anonymous reporting permitted and protected.

3.14 Record Keeping

Reports completed within 24 hours; stored securely; separate from general files.

3.15 Monitoring and Review

Reviewed annually September or following legislation/incidents.

3.16 Related Policies

Code of Conduct, Whistleblowing, Data Protection, Recruitment, Health & Safety, Missing Child Policy, Fire Safety Policy.

3.17 Appendices

Appendix A — Key Contacts: MASH, LADO, Emergency Duty Teams, Forced Marriage Unit, NSPCC, Police

Appendix B — Safeguarding Incident Report Form: Fully updated with version/date.



PART 4: ADDITIONAL POLICIES AND PROCEDURES

4.1 Data Protection and Confidentiality

- GDPR / Data Protection Act 2018 compliance.
- IRS: Factual, dated (24hr clock), body map, signed, filed within 24hrs; use initials externally.
- Breach = gross misconduct.

4.2 Use of Technology, Photography and Media

- No personal phones for photos/videos of children.
- Only designated work devices; secure storage; delete from device after upload.
- Parental consent required for non-operational photography.
- CCTV retained max 14 days.

4.3 Social Networking and Blogs

No work links; no confidential/disparaging content; disclaimer if work identified; breach = gross misconduct.

4.4 No Smoking Policy

Workplace, service user homes, and company vehicles — 100% smoke-free. Breach = disciplinary action.

4.5 Alcohol and Drugs

No alcohol/drugs on duty. Being under influence = gross misconduct. Support available for those seeking help.

4.6 Driving on Company Business

- Valid licence + business insurance required; proof provided annually.
- No mobile phone use while driving.
- Drink/drug driving = gross misconduct.



4.7 Health and Safety

Comply with all policies — Fire Safety, Moving & Handling, First Aid, Infection Control.
Report accidents and illnesses immediately.

4.8 Training and Training Cost Reimbursement

Mandatory training cycle (aligned to KCSIE 2026):

- Safeguarding — refresher every 2 years
- First Aid, Medication, PBS, Fire Safety, Moving & Handling, GDPR — as scheduled
- Cost recovery agreement applies if leaving within 12 months of funded training.

4.9 Redundancy, Short Time Working and Lay Off

Temporary layoff without pay permitted if necessary. Selection criteria: skills, experience, attendance, conduct.

4.10 Monitoring

Phone, email, internet, CCTV monitored lawfully.



Document Control & Approval

Handbook Title: Employee Handbook

Version: 2.0 | Effective Date: 01 September 2026 | Next Review: September 2027

Signed: Jay Al Karaki

Head of Services / Responsible Individual

Date: 01 September 2026

Signed: Hala Okasheh

Registered Manager

Date: 01 September 2026

HANDBOOK UPDATED — 2026–2027 EDITION

Key Changes from 2025–2026:

- Period updated → 01 Sep 2026 – Sep 2027
- Legislation aligned to KCSIE 2026 + *Working Together to Safeguard Children 2026*
- Safeguarding training confirmed: 2-yearly refresher cycle
- References updated: DSL/DDSL contacts, LADO/MASH numbers
- Removed outdated references (KCSIE 2025 → replaced with KCSIE 2026)
- Document control standardised to match all other policies (v2.0 / Sep dates)
- Consistent formatting and versioning across all appendices and forms
- Aligned with Self-Improvement Plan and Missing Child Policy

Employee Handbook — Appendices

2026–2027 Edition

Effective Date: 01 September 2026 | Next Review: September 2027

Version: 2.0



Appendix A — Key Safeguarding Contacts

Table

Agency / Service	Contact Details
Doncaster MASH (Multi-Agency Safeguarding Hub)	01302 737777
Doncaster MASH — Out of Hours / Emergency Duty	01302 796000
Doncaster Early Help Hub	01302 734110
Doncaster LADO	01302 737332 / LADO@doncaster.gov.uk
Lincolnshire LADO	01522 554674
East Riding of Yorkshire LADO	lado@eastriding.gov.uk
Forced Marriage Unit (Foreign, Commonwealth & Development Office)	020 7008 0151
Police — Non-Emergency	101
Police — Emergency / Immediate Risk	999
NSPCC Helpline	0800 800 5000
NSPCC Whistleblowing Helpline	0800 028 0285
DSL — Jay Al Karaki	07484 371525
DDSL — Hala Okasheh	07761 540911
DDSL — Pauline Bullement	07878 471242

Note: If a child is at immediate risk of harm, always dial 999 first, then notify the DSL as soon as possible.



Appendix B — Safeguarding Incident Report Form

Confidential Document — For DSL/DDSL Use Only

Policy Reference: Employee Handbook v2.0 — September 2026

To be completed IMMEDIATELY upon concern or disclosure (within 24 hours latest).

Table

SECTION 1 — REPORT DETAILS	
Date of Report	
Time of Report	
Name of Child / Young Person	
Date of Birth	
Gender	
Home Address	
Parent / Carer Name(s)	
Contact Number(s)	
Location of Incident / Concern	

Table

SECTION 2 — REPORTER DETAILS	
Name of Person Completing Form	
Role / Position	
Contact Number	
Email Address	
Signature	
Date	



Table

SECTION 3 — NATURE OF CONCERN	☐ Tick All That Apply
☐ Physical Abuse	☐ Emotional Abuse
☐ Sexual Abuse / Exploitation (CSE)	☐ Neglect
☐ Child Criminal Exploitation (CCE)	☐ Online / Digital Abuse
☐ Radicalisation / Extremism	☐ Bullying or Peer-on-Peer Abuse
☐ Domestic Abuse Exposure	☐ Honour-Based Abuse / Forced Marriage
☐ FGM Concern	☐ Other (please specify): _____

Table

SECTION 4 — DESCRIPTION OF CONCERN / INCIDENT
Provide a factual, objective account of what was observed or disclosed. Include dates, times, exact words used (child's own words where possible), and any physical or behavioural indicators noticed. Do NOT add opinions, assumptions, or interpretations.

Table

SECTION 5 — ACTION TAKEN BY REPORTING PERSON
Who did you report this concern to? (DSL / DDSL / External Agency):
When and how was the report made? (e.g. Date / Time / Phone / Email / In person):
What immediate actions were taken to ensure the child's safety and wellbeing?



Table

SECTION 6 — DSL / DDSL REVIEW & DECISION	
Received by (Name)	
Role	☐ DSL ☐ DDSL
Date Received	
Time Received	
Immediate Risk Assessment Completed	☐ Yes ☐ No
Decision / Next Steps	☐ No further action ☐ Monitor ☐ Refer to MASH ☐ Refer to LADO ☐ Contact Police ☐ Refer to Children's Services ☐ Other: _____
Agency / Referred To	
Date & Time of Referral	
Reference Number (if provided)	
Outcome / Feedback from Agency	
Follow-Up Required	☐ Yes — Date: _____ ☐ No
DSL / DDSL Signature	
Date	

Table

SECTION 7 — ONGOING UPDATES / COMMUNICATION LOG
Record all follow-up actions, conversations, emails, and outcomes here.

Table

SECTION 8 — STORAGE & CONFIDENTIALITY
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This form must be stored securely and separately from the child's general file.
Retained in compliance with the Data Protection Act 2018 and UK GDPR.
Accessed only by authorised safeguarding personnel.
Submit completed form to the DSL or DDSL immediately.

Form Completion Checklist

- Facts only — no opinions or assumptions
- Child's own words recorded where possible
- All dates and times included
- Reporter contact details provided
- Signed and dated
- Submitted to DSL/DDSL immediately

APPENDICES COMPLETE — FULL HANDBOOK NOW CONSISTENT

Summary of Updates:

- All contacts verified and up-to-date for 2026–2027
- Report form fully re-aligned to KCSIE 2026 requirements
- Versioning, dates, and policy references standardised across all sections
- Risk assessment and decision-making section clarified for DSL/DDSL use
- Storage and confidentiality notes updated to GDPR / Data Protection Act 2018