

Induction Procedure

1. Introduction

Both new employees and those changing roles within Trowbridge Town Council (“the Council”) should undertake an induction programme to help them understand their role and how they contribute to the Council’s success.

Whilst the Head of Resources will be responsible for compiling the induction programme and ensuring that it is kept up to date, the employee’s line manager will take responsibility for the induction being carried out.

1.1 New employees

For new employees a programme for the **first day** is important and should include:

- a meeting with their line manager (see 2.3)
- introductions to work colleagues (direct and indirect)
- matters such as health and safety, provision of keys, id badge etc.

Subsequent meetings with other key staff (see 2.3) should ideally be arranged for the first day, but if this is not possible they should be held within the **first two days**.

The broader organisation of the Council and other related organisations should be scheduled into the programme, but on a ‘soon as is practical’ basis, and certainly within the **first month**. It is important to strike a balance between overloading a new employee with too much information and leaving them feeling neglected and abandoned.

In the early stages new employees should, if possible be assigned a mentor (a staff member at the same level) who can clarify any issues in relation to working for the Council, and help in understanding “the way we do things”.

1.2 Employees changing roles

In cases of employees transferring roles they should meet with their new line manager on their **first day** in the new role to discuss if additional induction/training is necessary to help them fully understand their new responsibilities. It may be agreed that a formal training plan is created.

Additional induction requirements should be covered within the **first week** in the new role with training being undertaken as appropriate.

Assigning a mentor (a staff member at the same level) to clarify issues regarding the new working environment is likely to assist the employee during the “settling in” period.

2. The Induction Process

Irrespective of the new employee’s job level, he/she should be familiarised as quickly as possible with the function, policies and procedures within the Council. This is achieved through discussions with the key members of staff (see 2.3) and the completion of the full induction programme and checklist (see *Appendices 2 & 3*).

When completed, induction programmes and checklists should be passed to the Head of Resources for inclusion on the employee’s personal file.

2.1 The Induction Programme

The line manager and Head of Resources will agree what the new team member needs to know to be able to fulfil her/his role, along with an estimated time plan. They will also agree who is best equipped to carry out the various parts of the induction programme.

The Head of Resources will consult with nominated staff to agree a time for them to undertake the induction and to confirm they are clear on the areas to be covered.

2.2 The Induction Checklist

An induction checklist detailing areas to be covered within the **first month** of employment can be found in Appendix 3. Information is relevant to all new employees and can, and should, be tailored to the joiner's exact requirements.

The Head of Resources will, following discussions with the employee's line manager, amend the checklist for the specific employee.

2.3 Key Staff

The Line Manager will discuss:

- The exact nature of the employee's role (with reference to their job description)
- The Council's commitment to employee development
- Health & Safety matters on the induction checklist as well as the Council's Health & Safety Policy requirements that employees have a responsibility to co-operate with supervisors and managers to achieve a healthy, safe workplace and to take care of themselves and others.
- Fundamental details of the work place e.g. fire procedures, facilities, first aid, security and keys (*NB. if the employee is based in the Trowbridge Museum this is covered by the Museum Manager*)

The Town Clerk will discuss:

- What the Town Council does, how it is organised and who it services
- The Council's Strategy
- Councillors & Committees
 - ❖ Councillors, Mayor and Deputy (Mayor elect)
 - ❖ Politics: currently Conservatives, Independent, Labour and Liberal Democrats
 - ❖ Council Committees, Sub-Committees and Joint Committees
 - ❖ Wiltshire Councillors for Trowbridge
 - ❖ Elections and Wards
- Investors in People standard: emphasising our approach to learning, development and appraisals
- First Tier Councils in other areas
- Powers & Duties

* included in Employee Handbook – see Appendix 1

The Head of Resources will discuss:

- Procedures relating to pay, time sheets, and expenses
- Sales & Purchase Ledger, inclusive of invoice coding if applicable
- Induction programme and checklist (*Appendices 2 & 3*)
- Staff Organisational Chart
- Staff Handbook documentation (*Appendix 1*)
- Availability of Policies & Procedures
- Completion of Electronic Time Cards (ETC's)
- Pensions and auto-enrolment
- Procedures for DBS disclosures (if applicable)
- Training

2.4 Feedback

On receipt of completed induction programmes the Head of Resources will issue an evaluation form to gain feedback on the induction process, the results of which will be assessed for effectiveness and, if necessary, further induction will be arranged.

Feedback which consistently relates to a specific area of the induction may result in a reevaluation of the programme or, if necessary, a review on how the particular area can be improved.

3. Progress reviews

Line managers should be aware that all employees will be on a probationary period which continues past the completion of their induction programme.

Managers should therefore continue to meet with the new joiner on a regular basis to discuss performance, ability and development needs.

Records from each meeting should be made and a copy passed to the Head of Resources for the employee's personal file.

Further information on reviews during probationary periods can be found in the "Probationary Period Procedures" document on the P Drive and on the website www.trowbridge.gov.uk (Policies & Procedures)

Appendices

Appendix 1	Staff Handbook Contents
Appendix 2	Induction Programme
Appendix 3	Induction Timetable
Appendix 4	Induction checklist

Lance Allan – Town Clerk & Proper Officer

Signed

Dated

This procedure was approved on 7 November 2017. It will be updated as the size and nature of the council changes. Otherwise the date of next review is November 2021

Appendix I

Staff Handbook Contents

Town Council Policies & Procedures

Sickness and Absence Policy and Procedure	Appendix 1
Disciplinary Procedure	Appendix 2
Grievance Procedure	Appendix 3
Maternity Scheme	Appendix 4
Paternity Leave Scheme	Appendix 5
Harassment Procedure	Appendix 6
Capability Procedure	Appendix 7
Employee Interests and Integrity Procedure	Appendix 8
Working Time Directives 48 hour 'Opt-Out'	Appendix 9
Working Time Directives 'Additional Employment'	Appendix 10
Equal Opportunities Policy and Disclosure and Barring Service	Appendix 11
Training and Development Policy and Procedures	Appendix 12
Smoking Policy	Appendix 13
Appraisals Procedure	Appendix 14
Work Life Balance Policy	Appendix 15
Email, Internet, Social Media and Computer Policy	Appendix 16
Child and Vulnerable Adult Protection Policy	Appendix 17
	Appendix 18
Whistle Blowing Procedure (Public Disclosure)	Appendix 19
Home Working Procedure	Appendix 20
Job Share Policy	Appendix 21
Probationary Period Policy	Appendix 22
Health and Safety Policy (General)*	Appendix 23
Health and Safety Policy (Lone Working)*	Appendix 24
Travel Expenses Policy and Procedure	Appendix 25
Redundancy Policy	Appendix 26
Drug and Alcohol Misuse Policy	Appendix 27
Mobile Phone Policy	Appendix 28
Annual Leave and Time Off Policy	Appendix 29
Flexible Working Policy	Appendix 30
Accident and Near Miss Incident Procedure	Appendix 31

Appendix 2

Induction Programme

Dear <Insert Name>

We would like to welcome you to Trowbridge Town Council, where you will be working within the Trowbridge *****at the Civic Centre; your line manager will be *****

This document, along with the attached Induction Checklist, forms part of your initial 'starting work' period. By working through them you will gain a better understanding of the way the Council works, whilst meeting other members of staff. As you complete the checklist please make sure that both you, and the appointed member of staff, sign to indicate that you have received the training.

Your first meeting will be with **(Line Manager)** who will:

- Discuss the exact nature of your role, as well as the departmental matters on the induction checklist
- Introduce you to colleagues
- Cover Health & Safety matters on the induction checklist including the policy requirements that employees have a responsibility to co-operate with supervisors and managers to achieve a healthy, safe workplace and to take care of themselves and others.

Subsequent meetings will be arranged with:

Town Clerk, who will discuss:

- What the Town Council does, how it is organised and who it services
- The Council's Strategy *
- Councillors & Committees
 - ❖ Councillors, Mayor and Deputy (Mayor elect)
 - ❖ Politics: currently Conservatives, Independent, Labour & Liberal Democrats
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* information included in Staff Handbook

Bill Austin, Deputy Chief Executive who will discuss the running of the Civic Centre and Longfield Community Centre and how the Direct Services department are responsible for the maintenance of all Town Council properties.

Juliet Weimar, Head of Resources, who will cover finance and HR matters on the induction checklist.

Karl Buckingham who will cover all aspects of health and safety, a tour of the office, I.T and data protection

Trish Carpenter, Council Secretary, who will discuss all aspects of the role of Council Secretary

Hayley Bell, Head of Leisure and Information Services who will discuss the work of Active Trowbridge.

Abigail Cooper, Customer Services Manager and *** Service Delivery Manager**, who will both discuss the areas of work covered within their departments.

Clare Lyall, Museum Curator and Hannah Lyddy, Museum Manager who will discuss the work of the Museum, including that of its Education Officers and volunteers.

**Confirmation that this induction programme has been received and understood
(a copy may be retained if required)**

Employee Signature: _____

Date: _____

Appendix 3 Induction Timetable Job Title - Department

Name	Department	Date	Time
Lance Allan, Chief Executive & Town Clerk	Resources		
Bill Austin, Deputy Chief Executive	Direct Services		
Juliet Weimar, Head of Resources	Resources		
Trish Carpenter, Council Secretary	Resources		
Hayley Bell, Head of Leisure and Information Services	Leisure Services		
Karl Buckingham, Facilities Manager	Direct Services		
Abigail Cooper, Customer Services Manager	Direct Services		
Service Delivery Manager	Direct Services		
Clare Lyall, Museum Curator	Museum		
Hannah Lyddy, Museum Manager	Museum		

Areas to be covered <i>(amend as applicable)</i>	To be covered by
Tour of the Offices: <ul style="list-style-type: none"> ➤ Fire Exits and Fire Procedures including location of extinguishers ➤ Photocopiers / Recycling ➤ WC's, Kitchen ➤ Photograph ➤ Issuing of ID Badge 	Facilities Manager
I.T & Data Protection: <ul style="list-style-type: none"> ➤ User ID / log on to computer ➤ Rules regarding password use ➤ Outlook, Email / Internet: ➤ TTC Contacts Database: ➤ Data Protection Guidelines: 	Facilities Manager
Health & Safety Matters: <ul style="list-style-type: none"> ➤ General Health & Safety ➤ Office Safety Manual ➤ First Aid Boxes and Accident Reporting: <i>Procedure & Reports</i> 	Facilities Manager
Departmental Matters: <ul style="list-style-type: none"> ➤ Breaks: tea/lunch/cigarette etc. ➤ Security of personal items ➤ Use of van & issuing of keys (if applicable) ➤ Uniform 	Line Manager
HR Matters: <ul style="list-style-type: none"> ➤ Staff Handbook contents ➤ Electronic Time Cards (ETCs) ➤ Organisational Chart ➤ Annual leave: <i>Requesting / recording</i> ➤ Sickness / Absence: <i>Notification / recording</i> ➤ Pension Scheme Information / auto-enrolment ➤ Policies & Procedures: <i>Availability</i> 	Head of Resources Staff Handbook
Finance Matters: <ul style="list-style-type: none"> ➤ Bank Details / P46 <i>If not already submitted</i> ➤ Pay Procedures <i>Completion and Submission of time sheets</i> ➤ Expense claims ➤ Sales & Purchase Ledger ➤ Budgets 	Head of Resources

Appendix 4 Induction Checklist – New Employees

Name:

Department:

Start date:

End date:

	Date	TRAINEE Initials	TRAINER Initials
THE WORKPLACE			
<p>Tour</p> <p>I have been given a tour of the workplace and have been shown where I will be working.</p> <p>I have been advised what particular areas I am not permitted to enter and why</p>			
<p>Introductions</p> <p>I have been introduced to those people I will be working alongside, including my Manager.</p>			
<p>Facilities</p> <p>I have been shown the location of facilities such as toilets and kitchen.</p>			
<p>Personal Belongings</p> <p>I have been advised about my responsibility for my personal belongings</p>			
HEALTH & SAFETY			
<p>Fire Alarms & Emergency Evacuations</p> <p>I have been advised what I should do if I discover a fire and what actions I should take.</p> <p>Emergency exits, the route of an emergency evacuation, assembly points and reporting procedures have been shown to me.</p>			
<p>Accident Procedures</p> <p>I have been told that <u>all</u> accidents, incidents and near misses must be reported and entered into the accident book.</p>			
<p>First Aid</p> <p>I have been made aware of first aid facilities, the location of the first aid box and the identification of first aiders</p>			

Completed checklists to be signed and returned to the Head of Resources as soon as completed