

ORGANISATIONAL HANDBOOK



Rising to our Potential



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Welcome to Uppertunity

Hello and thank you for choosing to work with us here at Uppertunity. We couldn't be here without the goodwill of generous individuals giving up their time to help us make our community a happier, more interconnected one. Every individual volunteering their time helps immensely and we are hugely grateful for all the support we receive!



We hope you will feel at home here at Uppertunity and that this handbook will answer any questions you may have about us, our work or your role in the organisation; but if you have any further questions do not hesitate to get in touch with us!

Why are we here?

According to the Scottish Commission for Learning Disability (SCLD), there are over 23,000 adults with learning disabilities known to local authorities in Scotland (2018 figures).

Tragically many of these 23,000 adults are rejected opportunities - whether social or vocational - due to ignorance and incorrect stereotypes. As a result many with learning difficulties, autism or additional needs are underestimated by society at large and can't always demonstrate their potential.



What do we do?

We are a community interest company, providing a personal development service and inclusive social opportunities for these adults with additional needs. We provide activities and opportunities for individuals to better themselves and their lives, leading to long term self-reliance. We do this by offering weekly social and creative groups that range from gardening to baking in a safe and nurturing environment where everyone is encouraged to try new things and build up life-long skills.



Our Ethos

We believe that everyone has strengths and unique qualities that can positively influence their world. However, sometimes it can be difficult to know how to start. We are here to empower people to move forward with confidence.

We have created a safe and nurturing environment, where individuals feel comfortable to test themselves and explore their talent and capabilities.



We are person centred, placing an emphasis on mutual respect and trust. Our members are a part of Uppertunity itself and not merely a recipient of a service.

We challenge our members -
advocating progress not perfection -
encouraging individuals to make mistakes and to learn from them, and to always give something a go.

How to be a Great Facilitator

A facilitator is a person - volunteer or paid staff - that assists another person to achieve a desired outcome.

1. **Enthusiasm!** The individuals you work with will often have low self-esteem and be shy. We are there to be that support so the journey isn't so scary.
2. **Lead, don't do!** We are there to guide and assist, not to do everything for the person.
3. **Be a good role model! Speak and behave positively, this includes attitude about others and your health.**
4. **It's about the journey, not the destination!** We are not aiming for perfection, we are aiming for personal development. Perfection often damages this, let the person make mistakes. It may not be what you want, but that doesn't matter.
5. **Build confidence!** A lack of confidence often lowers a mood. Give compliments, but also make sure that they are unique to the individual... "I love how you used those colours together, great choice!"

6. Go at the person's pace and build from there. If we push too hard it damages confidence, if we don't push enough the person will never know their potential.

7. Never underestimate a person! We don't assume anything about a person's ability, regardless of gender, if they're in a wheelchair, have autism, etc. Good facilitators make dreams happen!

8. Listen and communicate! The individuals you work with will often not be listened to and will sometimes not have learned social skills. We are here to help!

9. Be aware of your body language! Stand or kneel at the height of the individual you are working with. Don't speak in a baby voice - this is patronising. We treat individuals the way they deserve, this builds their confidence.

10. Empower! Help individuals claim control of their lives and claim the lives they desire.



How to be a Great Staff Member

An employee or volunteer is someone who is capable of great change! You have the opportunity to truly make a difference.

1. It's all about your attitude! If you have a good energy, you spread it around and lift other people's moods. If you're negative, you lower the mood and push people away.

2. Be creative! You don't have to be arty to be creative, just explore different ideas and experiment.

3. Be a good role model! Show positive behaviour including the attitude you have towards life and the food you eat at the work place.

4. Show initiative! Don't wait to be told what to do. If you're not sure, ask if there's anything you can do or if someone needs help.

5. Keep walking around during group workshops, ask if the members are okay. If no one needs help (this is rare), sit next to someone and do some creative work with them.



6. Be open-minded and non-judgemental! You will work with various different people, both staff and clients. You might meet someone who has autism, is Muslim, is a lesbian, has limited education, has depression, is transgender, etc. No matter a person's characteristics they have something beautiful to offer the world.

7. Be sensitive, caring and empathetic! You will hear sensitive information and difficult stories. Don't brush it off; listen and be there for that person.

8. Work as a team! Share ideas with each other, be a friend, help out with the boring stuff like cleaning and paperwork, and share smiles!

9. Make mistakes! Don't strive for perfection, it's about the journey. Members relate to people who are human. Mistakes are lessons, so let's learn together.

10. Have fun!



Policies

Vulnerable Person Protection

STATEMENT OF POLICY

1.1. This policy aims to:

1.1.1. Promote and prioritise the safety and wellbeing of vulnerable adults

1.1.2. Provide assurance to parents, carers and other parties that Uppertunity takes reasonable steps to manage risks and keep vulnerable adults safe

1.1.3. Ensure that everyone understands their roles and responsibilities in respect of safeguarding and is provided with the necessary information, training and support on safeguarding matters

1.1.4. Prevent the employment of individuals in work with vulnerable adults where they have been barred by Disclosure Scotland or are deemed by Uppertunity to pose an unacceptable risk to vulnerable groups

DEFINITION OF A VULNERABLE ADULT

2.1. A vulnerable adult is any individual aged 16 or over who is or may be in need of community care services by reason of disability, age or illness; and may be unable to take care of or protect themselves against significant harm or exploitation.

2.2. An adult may be vulnerable if they:

2.2.1. Have a learning or physical disability;

2.2.2. Have a physical or mental illness, chronic or otherwise, including an addiction to alcohol or drugs;

2.2.3. Have a reduction in physical or mental capacity;

2.2.4. Are in the receipt of any form of healthcare;

2.2.5. Are receiving community services because of age, health or disability;

2.2.6. Are living in sheltered or residential care home;

2.2.7. Are unable, for any other reason, to protect themselves against significant harm or exploitation.

SAFE RECRUITMENT

3.1. All staff and volunteers who are in regular, direct contact with vulnerable adults will be asked to provide two references and complete a PVG

3.2. It is mandatory for all joining staff and volunteers to complete Uppertunity's Induction training which includes in-house training on working with adults with additional needs.

3.3. During the recruitment process, the manager is to ensure that all staff and volunteers to be hired are deemed safe by asking about previous posts as well as the individual's attitude towards vulnerable adults

DESIGNATED PERSON

4.1. There will be designated person

who will implement this policy and conduct PVG checks. The current person is: Danielle Gaffney du Plooy (Manager)

4.2. The designated person's general terms of reference could include:

4.2.1. Maintaining an up to date policy and procedures

4.2.2. Ensuring that relevant staff and/or volunteers are aware of and follow the procedures, including implementing safe recruitment procedures.

4.2.3. Advising the management committee on safeguarding issues

4.3. If there is a concern, the designated person would:

4.3.1. Be the first point of contact for any concerns or allegations from vulnerable adults, carers or others, ensuring that confidentiality is maintained in all cases

4.3.2. Decide on the appropriate action to be taken

MANAGING RISKS

5.1. The designated person is to ensure all activities involving vulnerable adults are risk assessed, and that these risk assessments are updated regularly and are made readily available.

5.2. When receiving a disclosure which shows a conviction, we will take into consideration:

5.2.1. Whether the conviction is relevant to the offered position;

5.2.2. The seriousness of the offence revealed;

5.2.3. The length of time since the offence took place;

5.2.4. Whether the applicant has a pattern of offending behaviour;

5.2.5. Whether the applicant's circumstances have changed since offending took place.



Data Protection & Confidentiality

POLICY DETAILS

1.1. Uppertunity will keep all personal information secure, be accountable for what the organisation does with personal data, be transparent about the data collected, why it is collected and ensure all individuals involved in the organisation know their rights regarding their data.

1.2. Uppertunity will abide by these 6 principles:

1.2.1. Processing shall be lawful, fair and transparent

1.2.2. The purpose of processing shall be specified, explicit and legitimate

1.2.3. Personal data processed shall be adequate, relevant and not excessive

1.2.4. Personal data shall be accurate and kept up to date.

1.2.5. Personal data processed for any purpose or purposes shall not be kept for longer than is necessary

1.2.6. Personal data shall be processed in a secure manner

COLLECTION OF PERSONAL DATA

2.1. The personal information that Uppertunity collects is the following:

- Contact details for staff, students, volunteers and management committee
- Emergency contact details for staff, students, volunteers and clients
- Any disabilities or medical needs of clients, staff and volunteers relevant to posts or group activities
- Employment history of staff
- Driving license and history of staff and volunteers who will be driving clients
- Referees for staff and volunteers

- Criminal record relevant to posts of staff and volunteers

2.2. Uppertunity will maintain records of processing activities detailing what personal data is held and who has access to it. The manager is in charge of updating this register.

ASKING FOR & RECORDING CONSENT

3.1. Uppertunity will comply by the following principles regarding consent:

3.1.1. Consent is the most appropriate lawful bases for processing

3.1.2. Consent will be made prominent and separate from the organisation's terms and conditions

3.1.3. Individuals will be asked to positively opt-in.

3.1.4. Unticked opt-in boxes will be used

3.1.5. Clear and plain language will be used

3.1.6. Granular options will be given to allow individuals to consent separately to different types of processing

3.1.7. Any third-party organisations who will rely on this consent will be given

3.1.8. Individuals can refuse to consent without detriment

3.2. Where an individual does not have the capacity to give written or verbal consent, the consent from their legal guardian will be requested.

STORAGE AND ACCESS

4.1. All personal information in paper form will be kept securely, in lockable, non-portable storage container in the main office of Uppertunity. This room will be locked when no staff are in,

with designated key holders. The keys to the cabinets are kept in a key safe with access strictly controlled and limited to those who are entitled to see it as part of their duties.

4.2. All online information will be made safe by secure passwords which only the relevant staff will be made aware of. All business phones, tablets and laptops will be secured using passwords. These passwords will only be shared with staff who are entitled to use it as part of their duties

SHARING OF INFORMATION

5.1. Confidentiality means that details about other people should only be disclosed on a need-to-know basis. Any details of a personal nature must only be disclosed with the consent of the person involved.

5.2. Uppertunity asks that anyone involved within the organisation should not discuss personal information given by clients, volunteers, members or staff with anyone unless it is vital that the information is passed on for safety reasons.

RETENTION

6.1. Information is not kept for any longer than is necessary.

6.2. All paid staff, board members and volunteer's personal information will be held for 7 years after the data, coinciding with HMRC's data retention.

6.3. Client's personal information will be kept for 3 years after they are no longer acquiring a service from the organisation.

DISPOSAL

7.1. Data in paper form will be shredded. Uppertunity is assigned to a company, "Let's Talk Shred", who collects all shredded data and disposes of it according to GDPR regulations. A certificate of destruction is given monthly.

7.2. Any personal information that is electronic will be deleted immediately and any online recycle bins will be emptied immediately.

TRAINING

8.1. Uppertunity will provide specialist training for staff with specific duties, such as marketing, information security and database management.

RISKS

9.1. The organisation will ensure that there is current Data Protection Officer at all times. The Board of Directors will assign this role. Current designated person: Manager, Danielle Gaffney Du Plooy.

9.2. The organisation will look to continually minimise the amount and type of data collected, processed and stored. Regular audits will be undertaken to ensure this.

9.3. Any external organisations using photos from Uppertunity's social media or website without consent will be contacted immediately and asked to delete the photos.

9.4. All staff will receive training on how to report and handle a breach in induction training.



Health & Safety

INTRODUCTION

1.1. Our statement of general policy is:

1.1.1. To provide adequate control of the health and safety risks arising out of our work activities

1.1.2. To consult with our employees and volunteers on matters affecting their health and safety

1.1.3. To provide and maintain safe equipment

1.1.4. To ensure safe handling and use of substances

1.1.5. To provide information, instruction and supervision for employees and volunteers

1.1.6. To ensure all employees and volunteers are competent to do their tasks, and to give them adequate training

1.1.7. To prevent accidents and cases of work-related ill health

1.1.8. To maintain safe and healthy working conditions.

1.1.9. To review and revise this policy as necessary at regular intervals

RESPONSIBILITIES

2.1. Overall and final responsibility for health and safety is that of the **Manager, Danielle Gaffney du Plooy.**

2.2. Day-to-day responsibility for ensuring this policy is put into practice is delegated to **Group Facilitators.**

2.3. All employees and volunteers have to:

- Co-operate with supervisors and managers on health and safety matters
- Not interfere with anything provided to safeguard their health and safety

- Take reasonable care of their own health and safety

- Report all health and safety concerns to an appropriate person

2.4. Risk assessments will be formulated by the Manager, and will be implemented by **Group Facilitators**

2.5. The findings of the risk assessments will be reported to the **Board of Directors**

RISK ASSESSMENTS

3.1. Risk assessments will be written for all activities and will be readily available at the location of Uppertunity

3.2. Risk assessments will be reviewed annually or when the work activity changes

SAFE EQUIPMENT

4.1. Uppertunity will ensure that all equipment that requires maintenance is identified, and that this equipment meets health and safety standards.

4.2. The use of equipment will be identified in appropriate risk assessments.

4.3. All electrical equipment must be PAT tested annually. Any equipment that fails this test will be safely discarded of.

GROUP SESSIONS

6.1. Before each group session the Group Facilitator will make sure that

the Fire Escape Procedure is easily seen, and that the area is safe of any hazardous items

6.2. There must always be at least one staff member who is first aid trained during all activities.

COMPETENCY FOR TASKS.

7.1. All employees and volunteers will be given health and safety induction training when they start work, covering fire evacuation procedures

7.2. All skill levels of volunteers and staff members will be assessed to ensure they are fit to complete activities correctly.

ACCIDENTS & FIRST AID

8.1. All accidents and cases of work-related ill health are to be recorded in the incident and accident book. All staff and volunteers will be made aware of its location and how to complete a form.

INSURANCE

9.1. All staff and volunteers, and partaking members are covered by insurance for all activities at both premises of Uppertunity: The Circle, Staffa Place, DD23SX and Tay View Community Garden, Robertson Street, DD46EL.

9.2. It is important that for insurance purposes that this policy is implemented at all times. Failure to do so may negate any subsequent insurance claim.

OTHER SAFETY CONCERNS

10.1. Volunteers and staff should consider what personal details they share during meetings with members. Staff and Volunteers should consider consequences before sharing information that may compromise their safety in the future.

10.2. Staff and volunteers are also expected to follow up any concerns that may become apparent whilst working with members and other staff.



Recruitment Procedure

STATEMENT

1.1. Uppertunity aims to attract and recruit people with diverse backgrounds, skills and abilities, who will enhance the quality of service and contribute to the organisation's success.

1.2. Uppertunity is committed to providing opportunities for development and career progression to current employees. Uppertunity will normally advertise vacancies both internally and externally.

RESPONSIBILITY

2.1. It is the responsibility of the Manager to ensure that staffing levels are determined and authorised, and all roles have current position descriptions that specify role requirements and selection criteria.

PROCEDURE

3.1. At Uppertunity we are vigilant in our recruitment procedures. The following procedure is used every time a new staff member is recruited.

3.2. Job description:

3.2.1. A job description is a key document in the recruitment process and must be finalised prior to taking any further steps in the process.

3.2.2. Within the job description, there will be a section dedicated to the person specification, which outlines the essential and desirable criteria (including qualifications, experience, knowledge, skills and expertise required to perform the job). The detail

required to perform the job). The detail set out in the person specification will provide the criteria against which a candidate can be assessed throughout the recruitment process.

3.3. Advertising:

3.3.1. Internal processes will include sharing of job description between current staff and volunteers by email and paper handouts.

3.3.2. If role is unable to be filled internally, the role will be advertised externally via media sites and specific websites decided by Board of Directors.

3.4. Screening and short list applicants:

3.4.1. We shortlist all candidates against the person specification for the post.

3.4.2. We ensure all applicants receive correspondence regardless of whether they are successful in reaching the interview stage or not.

3.4.3. Applicants will be considered on the basis of their suitability for the post, regardless of their marital status, age, gender, culture, religious belief, ethnic origin or sexual orientation

3.4.4. Applicants who are assessed as suitable will then be selected for interview.

INTERVIEWS

4.1. Interviews will always be face to face.

4.2. The short-listing and interview process will be conducted by the manager, who will continually communicate with the board of directors of the process.

4.3. At the interview, each candidate will be required to prove their identity against photo ID (for example a passport, birth certificate or driving licence) and also produce documents to prove they are eligible to work in the UK.

4.4. At the interview, candidates will be questioned using the same set criteria and same questions.

4.5. Candidates will be told if they are successful, they are to declare any information that is likely to appear on their PVG.

4.6. Each candidate will receive communication stating whether they have been successful or not, offering feedback on request.

EMPLOYMENT CHECKS

5.1. The successful candidate will be offered the position subject to at least two references. These references will be taken up before employment commences.

5.2. The successful candidate will be subject to complete a PVG application whether they currently hold an enhanced check or not. This will be initiated before the member of staff commences work.

INDUCTION

6.1. If an internal candidate is selected, the manager is required to notify the successful candidate. If an external candidate has been selected, the manager is to make a verbal offer to the candidate.

6.2. The manager will prepare a written letter of offer for the successful

candidate. The letter of offer and or contract of employment will confirm the start date, salary (if any), position and the terms and conditions of employment.

6.3. All new staff will take part in an induction which includes fire safety, training, shadowing, job description, and overview of policies and procedures.

6.4. Throughout the induction period, all new staff members will receive regular meetings with the manager to discuss how it's going and identify any further training and development needs.

COMPLAINTS

7.1. The Board of Directors will review any complaints made on the grounds of discrimination.

7.2. Complaints from any candidates will be investigated by the Board of Directors and respond within 14 days.

7.3. Any acts of discrimination and/or abuse of the recruitment process by Uppertunity employees may be treated as a disciplinary offence, which will be considered under the Disciplinary Procedure and could result in dismissal.

7.4. A candidate complaining of unlawful discrimination in recruitment will have the right to bring an Employment Tribunal claim.

Recruitment of Ex-Offenders

Uppertunity is an Equal Opportunities organisation and as such undertakes to treat all applicants within the organisation fairly and not to discriminate unfairly on the basis of conviction or other information revealed:

The nature of the work of the organisation means that some staff and volunteers will have regular and ongoing contact with vulnerable adults. For this reason it will be necessary to carry out criminal record checks (PVG's) as part of the recruitment process for some posts within the organisation. Uppertunity complies fully with the Code of Practice, issued by Scottish Ministers, in connection with the use of information provided to registered persons and other recipients of information by Disclosure Scotland under Part V of the Police Act 1997 for the purposes of assessing applicants' suitability for positions of trust.

The aim of this policy is to ensure that having a criminal record will not necessarily debar any individual from working with Uppertunity, and that due consideration is given to the nature of the position together with the circumstances and background of any offences. This document should be seen as part of a policy framework designed to ensure safe and fair recruitment and selection procedures throughout the organisation that includes:

- Recruitment & Selection Policy
- Equal Opportunities Policy
- Protection of children, young people

and vulnerable adults policy.

POLICY

1. We are committed to equality of opportunity and our policy is to take every reasonable step to ensure that no-one connected to Uppertunity receives less favourable treatment than others, on the grounds of race, colour, nationality, religion, disability, sex, marital status, sexual orientation, responsibility for dependents, or unrelated criminal record (see Equal Opportunities Policy).
2. Uppertunity promotes equality of opportunity for and welcomes applications from a wide range of candidates, including those with criminal records. The selection of candidates for interview will be based on skills, qualifications and experience.
3. All applicants will be asked to provide details of their criminal record at an early stage of the application process. In line with the Rehabilitation of Offenders Act 1974, Uppertunity will only ask about convictions which are defined as 'unspent' in terms of that Act, unless the nature of the position is such that we are entitled to ask questions about an individual's entire criminal record. We will ask that this information be sent in a sealed envelope with the application form and we guarantee that this information will only be seen by those who need to see it as part of the recruitment process. Information about an applicant's criminal record will only be looked at for those who have been short-listed and invited for interview.

Information about applicants who have not been invited for interview will be destroyed unseen.

4. We will request a Standard or Enhanced Disclosure only where this is considered proportionate and relevant to the particular position. This will be based on a thorough risk assessment of that position. Where a Disclosure is deemed necessary for a post, all job adverts, application forms and other relevant literature will contain a statement that a Disclosure will be requested in the event of the individual being offered the position.

5. At interview, or under separate discussion, we undertake to ensure an open and measured discussion on the subject of any offences or other matters that might be considered relevant for the position concerned. At interview or when receiving a disclosure which shows a conviction, we will take into consideration:

- Whether the conviction is relevant to the position being offered;
- The seriousness of the offence revealed;
- The length of time since the offence took place;
- Whether the applicant has a pattern of offending behaviour;
- Whether the applicant's circumstances have changed since offending took place.

6. Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of an offer of employment or volunteer placement. We will, however, undertake to discuss

any matter revealed in a Disclosure with the subject of that Disclosure before withdrawing a conditional offer.

7. Uppertunity will ensure that all staff and volunteers involved in the recruitment process are aware of this policy and have received relevant training and support on the recruitment of ex-offenders. We will also ensure that they have received appropriate guidance and training in the relevant legislation relating to employment of ex-offenders (e.g., Rehabilitation of Offenders Act 1974).

8. We undertake to make a copy of this policy available on request to any applicant for a post with the organisation.

Equal Opportunities

STATEMENT OF POLICY

1.1. Uppertunity is committed to encouraging equality and diversity among our workforce, and eliminating unlawful discrimination.

1.2. The aim is for our workforce to be truly representative of all sections of society and our customers, and for each employee to feel respected and able to give their best.

1.3. The organisation - in providing a service for our clients - is also committed against unlawful discrimination of clients or the public.

PURPOSE

2.1. Provide equality, fairness and respect for all in our employment, whether temporary, part-time or full-time.

2.2. Not unlawfully discriminate under the Equality Act 2010 protected characteristics of age, disability, gender, marriage and civil partnership, race, religion, sexual orientation; etc.

2.3. Oppose and avoid all forms of unlawful discrimination. This includes in pay and benefits, terms and conditions of employment, dealing with grievances and discipline, dismissal, redundancy, training, etc.

WORKPLACE CONDUCT

3.1. Uppertunity commits to encourage equality and diversity in the workplace. as not only do we strive for the acceptance of all within society, but a

diverse workforce leads to diverse ideas and points of view that allow us to provide the best service we possibly can:

3.2. Uppertunity aims to create a working environment free of bullying, harassment, victimisation and unlawful discrimination, promoting dignity and respect for all, and where individual differences and the contributions of all staff are recognised and valued.

3.2.1. This commitment includes training managers and all other employees about their rights and responsibilities under the equality policy. Responsibilities include staff conducting themselves to help the organisation provide equal opportunities in employment, and prevent bullying, harassment, victimisation and unlawful discrimination.

3.2.2. All staff should understand they, as well as their employer, can be held liable for acts of bullying, harassment, victimisation and unlawful discrimination, in the course of their employment against fellow employees, customers, suppliers and the public.

3.3. Uppertunity will take seriously all complaints of bullying, harassment, victimisation and unlawful discrimination by fellow employees, customers, suppliers, visitors, the public and any others in the course of the organisation's work activities.

3.3.1. Such acts will be dealt with as misconduct under the organisation's grievance and/or disciplinary procedures; and any appropriate action will be taken. Particularly serious complaints could amount to gross

misconduct and lead to dismissal without notice.

3.3.2. Further, sexual harassment may amount to both an employment rights matter and a criminal matter, such as in sexual assault allegations. In addition, harassment under the Protection from Harassment Act 1997 – which is not limited to circumstances where harassment relates to a protected characteristic – is a criminal offence.

ORGANISATION CONDUCT

4.1. Opportunities for training, development and progress will be made available to all staff, who will be helped and encouraged to develop their full potential, so their talents and resources can be fully utilised to maximise the quality of the service we provide.

4.2. Any decisions concerning staff will be based on merit (apart from in any necessary and limited exemptions and exceptions allowed under the Equality Act).

4.3. Employment practices and procedures will be reviewed when necessary to ensure fairness, and furthermore updated alongside the policy to take account of changes in the law.

4.4. Uppertunity will monitor the make-up of the workforce regarding information such as age, gender, ethnic background, sexual orientation, religion or belief, and disability in encouraging equality and diversity, and in meeting the aims and commitments set out in the equality policy.

4.4.1. Monitoring will also include

assessing how the equality policy, and any sporting action plan, are working in practice, reviewing them annually, and considering and taking action to address any issues.

SUPPORT

5.1. The equality policy is fully supported by senior management and has been agreed with by the Manager (Danielle du Plooy).

5.2. The organisation's grievances policies and procedures can be found on page ____ should any issues need to be raised.

5.2.1. Use of the organisation's grievance and/or disciplinary procedures does not affect an employee's right to make a claim to an employment tribunal within three months of the alleged discrimination.



Volunteering Policy

INTRODUCTION

1.1. Uppertunity aims to create social change and volunteers make a vital contribution to our aims. We recognise the value that volunteers bring to our organisation and those who use our services; we could not be here at all without the goodwill of our volunteers.

1.2. Within Uppertunity volunteers are involved in:

1.2.1. Board of Directors/Management

1.2.2. List of roles undertaken by volunteers

1.3. Uppertunity aims to have a reciprocal and mutually beneficial relationship with our volunteers; with their involvement in developing and enhancing the quality of our work, and our work enabling individuals to learn skills and achieve personal development through their volunteering.

1.4. The involvement of volunteers will be guided by the following principles of good practice:

1.4.1. The tasks to be performed by volunteers will be clearly defined, so that all everyone is sure of their respective roles and responsibilities;

1.4.2. The organisation will comply with the Data Protection Act in the use of data held on all volunteers

1.4.3. Volunteers will be provided with regular opportunities to share ideas/concerns to improve the service we provide.

1.4.4. All existing and future policies will be checked as to how they affect volunteers.

PURPOSE

2.1. By adopting this policy Uppertunity aims to:

2.1.1. Highlight and acknowledge the value of the contribution made by volunteers.

2.1.2. Reflect the purpose, values, standards and strategies of the organisation in its approach to involving volunteers.

2.1.3. Recognise the respective roles, rights and responsibilities of volunteers. Confirm this organisation's commitment to involving volunteers in its work.

2.1.4. Establish clear principles for the involvement of volunteers.

2.1.5. Ensure the ongoing quality of both the volunteering opportunities on offer and the work carried out by our volunteers.

RECRUITMENT

3.1. Uppertunity will adhere to its equalities and diversity policy when recruiting and selecting volunteers. All potential volunteers will be asked to complete a volunteer's application form and undergo a PVG check due to the nature of our work. All volunteers will be required to provide 2 references.

3.1.1. Full procedures can be read in the Recruitment Policy.

SUPPORT & SUPERVISION

4.1. All volunteers will have an induction to their volunteering which will involve an overview of the relevant policies and procedures. Following

induction, volunteers will have regular support and supervision meetings to identify areas for development, or to discuss any issues.

4.2. Volunteers will be able to claim reasonable expenses for their volunteering in line with the Expenses Policy.

4.3. Where volunteers have holidays or other commitments which mean that they cannot attend their normal volunteering, they should advise the manager to ensure that we can arrange alternative cover if necessary.

Uppertunity will endeavour to be as flexible as possible to accommodate the needs of volunteers.

PROBLEM SOLVING

5.1. Where a concern is highlighted – either by or about a volunteer - this will be dealt with under the organisation's Disciplinary, Grievance and Dismissal Policy.

RESPONSIBILITY

6.1. Overall responsibility for the implementation, monitoring and review of the policy and procedures lies with the manager. Implementation and adherence to this policy is the responsibility of all staff and volunteers within the organisation.



Standards of Performance

STATEMENT OF POLICY

1.1. Staff and volunteers are expected to meet the expectations Uppertunity holds of them during their time with the organisation. Some roles will have more responsibilities or expectations than others.

ACCOUNTABILITY

2.1. Employees and volunteers have a responsibility to complete any tasks allocated to them. Not completing tasks can lead to other workers being able to carry out their own work effectively or impact upon our clients.

2.2. Staff and volunteers will be expected to work independently without supervision on occasion. Teamworking is the standard model Uppertunity operates under but there will be times where the manager and other senior workers are not present.

2.3. Uppertunity can be a busy place especially during workshops therefore all staff will be expected to be able to prioritise their workload appropriately in order for urgent work to get done in a timely manner.

2.4. Employees and volunteers will be expected to anticipate issues in advance and effectively plan around them in order to let the organisation run smoothly.

2.5. All appropriate work-related information is expected to be conveyed to all other workers and volunteers to keep everyone up to date with what is happening in the organisation. Lack of

communication can lead to errors or otherwise waste time unnecessarily.

TEAMWORK

3.1. Teamwork is integral in order for Uppertunity to run effectively. Staff will be expected to communicate and cooperate with all other workers, offering them help or assistance whenever necessary.

3.2. Each team member, whether paid staff or volunteer, is expected to be treated with respect and as an individual. All ideas and input should be considered before making a team decision, and everyone should feel like a valued member of the Uppertunity team.

3.3. Everyone should chip in with any work that needs to be done. Not only does this make it fairer on the other workers but it will get the task finished more efficiently.

WORK

4.1. Staff and volunteers should be at work on time, and get in touch with the manager as soon as possible if they will be late. If they cannot make it to work at all they should give enough notice to ensure that the manager can find a replacement for their shift if necessary.

4.2. If a deadline is given for a task to be completed by (e.g. paperwork) then this deadline expected to be met. This lets Uppertunity stay on top of everything and allows everything to move smoothly.

4.3. The needs and wellbeing of clients should always be a priority.

Uppertunity is here to help vulnerable members of the community and their safety is of the utmost importance.

4.4. If a client needs assistance staff or volunteers should strive to help in any way they can whilst also allowing them to carry out the work independently.

4.5. Staff and volunteers will be responsible for cleaning and locking up the premises at the end of the day.

POLICIES

5.1. All team members regardless of position will be expected to adhere to all the policies and regulations Uppertunity operates under. Going against policies can lead to disciplinary action.



Grievances & Complaints

POLICY DETAILS

1.1. This Policy provides a process for handling and resolution of complaints, grievances and disputes between Uppertunity and its members, employees, volunteers, members of the public, suppliers and contractors relating to association activities and operations.

1.2. Staff, volunteers and managers are encouraged to discuss ordinary day-to-day concerns informally. This allows issues to be addressed promptly and can stop situations escalating unnecessarily.

1.3. The objectives of this Policy are to establish a process to:

1.3.1. Record, action and resolve complaints, grievances and disputes

1.3.2. Provide complainants, dissatisfied with a decision, a referral to an external process for resolution of their complaint

1.3.3. Review and monitor the organisations performance against the procedures outlined in this Policy.

1.4. The complaint and dispute resolution process at Uppertunity operates in two stages:

1.4.1. An internal dispute resolution process under which the organisation will use its best efforts to resolve a complaint or dispute to the mutual satisfaction of the organisation and the complainant

1.4.2. Failing resolution, an external dispute resolution process under which the complainant, dissatisfied with the organisations decision, can refer the complaint to another external

mediation body/service for resolution.

DEFINITIONS

2.1. Complaint: A complaint is an expression of dissatisfaction, made to the association, related to the association's activities, operations, policies, employees, volunteers or the complaints handling and dispute resolution process itself, where a response or resolution is explicitly or implicitly expected.

2.2. Complainant: A party that makes a complaint or files a formal charge, for example, a member of the public, association members, employees, volunteers, suppliers and contractors.

2.3. Dispute: Means an unresolved complaint. In other words, it is a matter that has been dealt with as a complaint under this Policy, but where the complainant is still not satisfied with the outcome.

2.4. Grievance: an official statement of a complaint over something believed to be wrong or unfair.

INTERNAL COMPLAINTS

3.1. If a complaint is submitted, Uppertunity:

3.1.1. Must, if the complaint is verbal, either resolve it "on the spot", or if that is not done, request the complainant to submit a written complaint to the board of directors

3.1.2. Must, if the complaint is in writing, acknowledge in writing receipt of the complaint as soon as practicable and in any event within 14 days from

receipt, and enclose a copy of this Policy for the complainant's information;

3.1.3. Must act in good faith in dealing with and resolving the complaint;

3.1.4. Must investigate the complaint including by: Seeking all relevant information from the complainant; and obtaining all relevant information from the organisations employees/ volunteers/clients;

3.1.5. May in its discretion give any appropriate remedy to the complainant, including any of the following: Information and explanation regarding the circumstances giving rise to the complaint; An apology; and compensation for loss incurred by the complainant.

3.1.6. Must communicate to the complainant in relation to the complaint as soon as practicable and in any event not more than 45 days after having received the complaint.

APPEALS

4.1. If an individual wishes to appeal against any grievance decision, they must appeal in writing within five working days of the decision being communicated to them by the Board of Directors. The Board will convene an appeals sub-committee to hear the appeal and the individual will be invited to a meeting with the appeals sub-committee.

4.1.1. The Chair will not form part of the appeals sub. The appeals sub committee's decision will be final.

EXTERNAL COMPLAINTS

5.1. For each complaint that cannot be resolved to the complainant's satisfaction within the above

mentioned 45 days, the Chair must inform the complainant in writing that they have the option to appeal resolution of their complaint with the Board of Directors.

5.2. Failing resolution of a complaint through the Board, complainants can refer their complaint to an external mediation body/service for resolution.

RECORDING OF COMPLAINTS

6.1. All information during a complaint's procedure must be recorded.

6.2. At a minimum, the following information must be included about every complaint that is received:

- Date complaint is made;
- Nature of complaint / issue;
- Action taken to investigate the complaint;
- Date resolved; and
- How resolved.

6.3. The Complaint and Dispute Resolution Coordinator must periodically review the Register to check that complaints are being handled appropriately, including in accordance with this Policy, and within the required time frames.

CONFIDENTIALITY

7.1. The complaint handling process will keep the complainant's identity private to guard against retaliation.

7.2. The organisation will treat each complaint separately and on its merits.

DISMISSAL

8.1. Uppertunity has a separate Dismissal Policy, but some of which

forms part of this policy. The organisation will not dismiss any individual without a valid reason of misconduct, followed by formal disciplinary action. Examples of misconduct include, but do not end at:

- Refusal to comply with reasonable requests from the immediate supervisor
- Prolonged absence from a role where specified duties and/or attendance is required
- Incapacity to perform the duties of the post effectively due to drunkenness or unauthorised drug-taking
- Harassment of any Uppertunity employees, volunteers, members, visitors, clients or partners
- Breach of confidentiality
- Breach of Uppertunity's regulations, rules or conditions including those relating to Health and Safety
- Prolonged bad attitude
- Serious misrepresentation or negative representation of the organisation
- Prolonged unsatisfactory performance of the duties of the role



Open Door Policy

INTRODUCTION

1.1. Uppertunity aims to maintain a welcoming and positive environment not only for our clients but also our staff and volunteers. To assist in reaching this goal we have implemented an open-door policy, wherein employees are encouraged to report and discuss any work-related concerns to the higher-ups.

1.2. This policy aims to allow transparency between all staff and volunteers and create a culture of trust.

1.3. Under this policy the manager's (Danielle du Plooy) door is open to any and all staff member or volunteer to raise a concern or give/receive feedback at any point in time. Honest feedback - whether positive and negative - is desired in order to let Uppertunity be the best it can possibly be.

BENEFITS

2.1. This policy allows Uppertunity to have insight into any problems with existing methods of operation. Fixing any and all problems within the organisation will allow the best possible service to be provided to the community.

2.2. Any issues will have the chance to be resolved before any form of escalation.

2.3. A culture of mutual trust and collaboration can be created, allowing improved relationships between workers and letting everyone feel

valued for their inputs and opinions.

RESPONSIBILITIES

3.1. Each staff member and volunteer has the responsibility to address the manager with any concerns, observations or any other input they may have in relation to the operation of Uppertunity.

3.2. The manager is responsible for ensuring that workers have suitable and accessible communication channels wherein they can report or discuss their points of view.

3.2.1. These channels will range from being able to talk to the manager in person to being able to send a message or e-mail out of hours.

3.3. The manager is also responsible for seeing that any feedback or concerns are appropriately acted upon.

3.4. The manager will remain transparent about any and all decisions being made that affect or were influenced by staff.

NO RETALIATION

4.1. As part of the open-door policy Uppertunity will operate under a no retaliation assurance to guarantee that any staff pursuing their right to talk to the manager about any topic will not face any retaliation or interference for exercising this right.

Environmental Policy

POLICY STATEMENT

1.1. Uppertunity recognises that it has a responsibility to the environment beyond legal and regulatory requirements. We are committed to reducing our environmental impact and continually improving our environmental performance as an integral part of our ethos and values.

1.2. All staff, volunteers and clients will be encouraged to broaden horizons and minimise their waste output when spending time with us at Uppertunity to make a further positive impact.

AIMS

2.1. Uppertunity aims to not only adhere to regulatory requirements relating to the environment, but to surpass them in order to ensure the cleanest, healthiest community spaces we can.

2.2. A further aim is the education and encouragement of the local community on how to minimise their carbon footprint and be as kind to the environment around them as possible.

ACTIONS

3.1. Any and all materials will be recycled or reused where possible. Many of the materials and equipment used during workshops are donations. Several recycling bins will be present throughout the premises and food/organic waste will be composted for use in the Uppertunity gardens.

3.2. All food cooked as part of

workshops or catering programmes will be vegetarian or vegan to combat the impact of the meat industry.

3.3. Foods and ingredients used within the kitchen are home-grown where possible.

3.4. Environmentally-friendly ENJO products will be used when cleaning surfaces. Uppertunity will also hand-make soaps and dishwasher tablets when possible.

RESPONSIBILITIES

4.1. The manager will be responsible for ensuring that Uppertunity meets its environmental aims and that the policy is up-to-date with current regulations.

4.1.1. The manager is also responsible for training and educating staff on all environment-related

4.2. The staff are responsible for ensuring that all their personal waste is recycled and minimised when necessary to set an example for the community and exemplify Uppertunity's ethos.

CONCERNS

5.1. If any area of Uppertunity's operation goes against the environmental policy or otherwise isn't as friendly to the earth as it could be, staff are encouraged to voice this concern to the manager in order to rectify the issue.

Reserves Policy

INTRODUCTION

1.1. A Reserves Policy is to ensure trustees and directors consider how they will secure and sustain the organisations viability and future and to give reassurance to the staff, clients and general public that the organisation intends to use all the money it receives and is not for profit.

1.2. Reserves are defined as unrestricted funds that are freely available to spend on any of the organisations purpose. It excludes restricted income funds and tangible fixed assets.

1.3. The organisations reserves are referred to Operating Reserves.

PURPOSE

2.1. The purpose of reserves is for stability of the mission, programs, employment, and ongoing operations of the organisation.

2.2. Operating reserves are intended to provide an internal source of funds for situations such as a sudden increase in expenses, onetime unbudgeted expenses, unanticipated loss in funding, or uninsured losses. Reserves may also be used for one-time, nonrecurring expenses that will build long-term capacity, such as staff development, research and development, or investment in infrastructure.

2.3. Operating Reserves are not intended to replace a permanent loss of funds or eliminate an ongoing budget gap.

2.4. As stated in the companies Articles of Association, "The Company is not established or conducted for private gain. Any surplus or assets are used principally for the benefit of the community."

CALCULATING RESERVES

3.1. The calculation of average monthly operating costs includes all recurring, predictable expenses that are necessary for the operation of the organisations aims such as salaries, occupancy, and ongoing professional services.

3.2. The amount of the Operating Reserve Fund will be calculated each year after yearly accounts are approved by an external accountant.

3.3. As a company limited by guarantee with no fixed assets, reserves are set according to the organisations budgeted income. Reserves are to be reviewed and adjusted in response to internal and external changes

3.4. The target minimum Operating Reserve Fund is equal to (six) months of average operating costs.

3.5. The Board of Directors may from time to time direct that a specific source of revenue be set aside for Operating Reserves. Examples may include one-time gifts or bequests, special grants, or special appeals.

REPORTING AND MONITORING

4.1. Reserves are held openly and presented in a transparent way,

through monthly management accounts.

4.2. The Executive Manager is responsible for ensuring that the Operating Reserve Fund is maintained and used only as described in this policy and is expected to raise any issues in relation to excessive reserves directly with directors and trustees, or shortfall of reserves.

4.3. The policy will be reviewed once a year when budgets and activities for the year is planned.

4.4. The level of reserves will be stated within the organisation's Annual Report. This will include where funds are designated, the amount and purpose of the designation, and where designated funds are set aside for future expenditure.

4.5. The Operating Reserves will be commingled with the general cash and business account of the organisation and will be reviewed monthly through management accounts.

4.6. This policy will be reviewed annually to ensure that it is fit for purpose.

EXPENDITURE OF RESERVES

5.1. Reserves will be carried forward to each month.

5.2. The Board of Directors will decide on whether cash flow permits expenditure of excessive reserves. This is decided through a Directors Meeting where a majority vote is needed.

5.3. If there is a shortfall of funds, for example to pay rent or salaries, the Executive Manager is to hold a meeting with The Board of Directors to discuss the use of reserves.

5.4. When use of Reserves are needed, analysis of the reason for the shortfall is to be done.

5.5. If Operating Reserves are used, The Board of Directors will plan to replenish the reserves within a reasonably set period of time.

5.6. Upon approval for the use of Operating Reserve funds, the Executive Manager will maintain records of the use of funds.

AVAILABLE RESERVES

6.1. As at the end of the last financial year (30/09/2018), our Unrestricted Funds balance was £2000.



Expenses Policy

PURPOSE

Uppertunity believes that volunteers should not be out of pocket for the contribution they make to the community or company.

Expense claims should not exceed actual expenses incurred. If a volunteer is paid in excess of their expenses, this will be interpreted as payment for work done, and any welfare benefits could be affected. The volunteer could be liable to pay tax on this money, and the organisation could fall foul of minimum wage legislation.

DEFINITION

Reasonable out-of-pocket expenses include:

- Travel to and from the place of volunteering
- Travel in the course of volunteering
- Postage, telephone calls, etc. paid for by the volunteer
- Cost of equipment, protective clothing, etc.
- Travel to and from the place of training events and courses

REIMBURSEMENT OF EXPENDITURE

Volunteers incurring out-of-pocket expenses in the course of their volunteering will be required to supply appropriate evidence of expenses, such as receipts, on the appropriate claim form which will be made available by the manager or secretary of the organisation.

Volunteers will receive tea and coffee at no cost to themselves when at the office/work base.

Volunteer expenses can be claimed in the following circumstances:

Public Transport - Where possible, volunteers should use public transport. Full reimbursement of fares incurred will be paid provided that appropriate tickets and receipts are provided. Where the use of a car is likely to be more cost effective, then a car can be used subject to discussing this with the manager beforehand.

Taxis - People with Disabilities - Volunteers using taxis will not be expected to use their Taxi Card in order to get to and from or in the course of their voluntary work. The taxi fare should be claimed using the approved claim form and receipts; copies are available from the manager or secretary of the organisation.

Car Allowance - Travel/mileage expenses necessarily incurred by volunteers in the performance of their official or other authorised duties will be reimbursed after authorisation by their line manager. Claims must be made on the approved claim form; copies are available from manager or secretary of the organisation.

Passenger Supplement - Volunteers travelling on official business and carrying passengers who are also Uppertunity volunteers and for whom the journey is also business travel can claim an additional amount of 5p per passenger per mile.

INSURANCE AND ROAD-WORTHINESS

All volunteers must insure their cars for

business use before they can be authorised to use their car on official business. Volunteers who do not comply with this requirement will not be able to use their vehicle for volunteering with Uppertunity.

All volunteers using their own car will be required to show a valid MOT certificate and complete a form agreeing to the up-keep of their vehicle:

Uppertunity will not permit volunteers to use their vehicle for business use where the volunteer has not provided such information. This is especially important where a volunteer is asked to use a vehicle for work purposes on an irregular basis. Uppertunity will undertake to check to ensure that the necessary insurance is in place.

Business use of a car includes:

- Transporting service users to and from group locations
- Transporting employees to and from work locations

CHILDCARE

Uppertunity recognises that the need for childcare can be a barrier to volunteering for anyone with young children. We believe that volunteering is as valuable as employment and formal education for personal and career development and that it is crucial in building strong, active communities.

The expense of childcare is a challenge for most parents, whether they are working, studying or volunteering. It is often easier for parents to get state financial help with childcare if they are working or studying.

Any volunteer with childcare needs should discuss options with the organisations manager regarding Uppertunities ability to offer assistance to contribute/pay childcare expenses.

ANY OTHER EXPENSES

Other reasonable out-of-pocket expenses must be:

- Approved in advance by the manager.
- Made on the approved claim form, copies are available from manager or secretary of the organisation. Expenses.

CLAIMING EXPENSES

All claims must be authorised by manager and forms should be submitted manager or secretary of the organisation.

APPEAL RIGHTS

Any volunteer who considers that the provision relating to the reimbursement of expenditure has not been properly applied shall be able to pursue the matter through Uppertunities grievance procedure.

Redundancy Policy

PURPOSE

1.1. The purpose of this policy is to outline how Uppertunity will approach situations wherein redundancies are necessary to ensure affected employees are treated in a fair, consistent and non-discriminatory manner.

DEFINITIONS

2.1. 'Dismissal by reason of redundancy' – where the dismissal is attributable wholly or mainly to:

2.1.1. The fact that the employer has ceased, or intends to cease to carry on the business for the purpose for which the employee was employed

2.1.2. The fact that the employer ceased, or intends to cease to carry on the business in the place where the employee was employed

2.1.3. The fact that the requirements of the business for employees to carry out work of a particular kind has ceased or diminished or is expected to cease or diminish.

QUALIFYING PERIOD

3.1. The period of continuous employment that an employee must have in order to qualify for statutory redundancy payment is a period of 2 years with the employer.

MEASURES TO AVOID REDUNDANCY

4.1. Uppertunity will seek to avoid or minimise redundancies wherever practicable and appropriate. Measures could include:

4.1.1. Restricting the use of overtime

4.1.2. Redeployment as an alternative to redundancy

4.1.3. Restricting recruitment in areas where affected employees could be redeployed

4.1.4. Investigating the possibility of alternative working arrangements such as job sharing or flexible working

4.1.5. Reviewing the use of agency workers and self-employed contractors.

4.1.6. Inviting applications for voluntary redundancy or early retirement

CONSULTATION AND PROCESS

5.1. Uppertunity will keep affected employees informed as fully as possible about proposals for redundancies and will consult with those affected by any proposal and, where appropriate, appropriate representatives (such as a recognised trade union or employee representatives).

5.2. Uppertunity aims to hold consultations 30 days before first dismissal is to be made. If the nature of redundancy is more immediate, such as liquidation, the organisation will aim to hold consultations as soon as possible.

5.3. The redundancy process will be objective, transparent and fair. Uppertunity will not discriminate against employees on the grounds of any protected characteristic (gender, sexual orientation, marital or civil partner status, race, religion etc).

5.4. Those working under part-time or fixed-term contracts will be treated in the same way as full-time employees.

5.5. Once affected employees are informed, and alternative employment is unavailable or not preferred by employees, employees will be paid Statutory Redundancy Pay and given Statutory time off to find alternative work.

SUITABLE ALTERNATIVE EMPLOYMENT AND TRIAL PERIOD

6.1. Uppertunity will assist where possible, employees in finding alternative employment within the organisation.

6.2. As part of the individual consultation process, any suitable vacancies will be discussed with the employee. Where an alternative job has been identified, offered and accepted, the employee will be subject to a minimum four-week trial period. The purpose of this period is to allow the employee and the organisation to assess whether the new role is suited to the individual.

6.2.1. If both parties agree that the new position is unsuitable after the trial period, the employee will be entitled to claim redundancy pay.

VOLUNTARY REDUNDANCY

7.1. As far as possible, objective criteria, precisely defined and capable of being applied in an independent way, should be used when determining which employees are to be selected for redundancy.

7.2. Where there is a need to make a selection for redundancy, the following selections will be followed:

7.2.1. Voluntary redundancy: the process by which the employer invites volunteers to nominate themselves for redundancy and makes a discretionary

payment to such volunteers in excess of the statutory redundancy payment

7.2.2. Compulsory selection: Where voluntary redundancy or early retirement have not produced suitable volunteers, employers, in consultation with trade union, or employee representatives, should consider the following criteria to be used when enforcing redundancies:

7.2.2.1. Skills or experience

7.2.2.2. Standard of work performance or aptitude for work

7.2.2.3. Attendance or disciplinary record

STATUTORY TIME OFF TO FIND OTHER WORK

8.1. Employees who are under notice of redundancy and who qualify for a statutory redundancy payment also have a statutory entitlement to a reasonable amount of time off to look for another job or to arrange training. Such time off must be arranged in advance

STATUTORY REDUNDANCY PAY

9.1. Provided that an employee has at least two years' service, any employee who is dismissed by reason of redundancy will be entitled to a statutory redundancy payment.

9.2. The statutory redundancy payment is calculated using a formula laid down by the Government. Uppertunity shall notify the employee of any Statutory Redundancy Pay to which he/she is entitled.

9.3. The statutory redundancy payment is calculated as follows:

9.3.1. Half a week's pay for each complete year of continuous service up to the age of 21

9.3.2. One week's pay for each complete year of continuous service between the ages of 22 and 40

9.3.3. One and a half week's pay for each complete year of continuous service from the age of 41 onwards

9.3.4. The maximum number of year's continuous service that can be counted for statutory redundancy payment purposes is 20, from the relevant date (the date on which the redundancy notice ends)

ENHANCED REDUNDANCY PAY

10.1. Uppertunity may, in its absolute discretion, offer an enhanced redundancy payment. Any such payment will be additional to the statutory entitlement above

10.2. Any payment of enhanced redundancy pay is at the sole and absolute discretion of the organisation. Employees have no contractual right to receive an enhanced redundancy payment.



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