



Employee expectations and discipline policy

(To be used in conjunction with the Ignite Life Code of Conduct and Disciplinary and Capability policy)

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Relationship to other policies: Acceptable use of ICT policy, Attendance policy, Behaviour policy, Recruitment and selection policy, Health and safety policy, Safeguarding and Child Protection policy, Lone working policy, SEND policy	

1. Purpose of the policy:

Ignite Life strives for the highest standards of professionalism in our work. Our staff are given a full induction and allocated a line manager, which means that there is always an opportunity to seek supervision and support. Working with vulnerable young people requires a vigilant and responsible approach which this policy promotes and makes clear.

2. Principles:

Ignite Life Employee's Must:

- Protect the rights and promote the interests of the mentees and mentors;
- Strive to establish and maintain the trust and confidence of the mentees and mentors;
- Promote the independence of mentees while protecting them as far as possible from danger or harm;
- Respect the rights of mentees whilst seeking to ensure that their behaviour does not harm themselves or other people;
- Uphold public trust and confidence in Ignite Life and social care services;
- Be accountable for the quality of their work and take responsibility for maintaining improving their knowledge and skills.
- Be fully aware of the expectations outlines in the Code of Conduct

3. Guidelines:



3.1 As a mentor you must protect the rights and promote the interests of mentees and mentors.

- Treating every person as an individual;
- Respecting and, where appropriate, promoting the individual views and wishes of both mentees and mentors;
- Supporting mentees rights to control their lives and make informed choices about the services they receive;
- Respecting and maintaining the dignity and privacy of mentees;
- Promoting equal opportunities for mentees and mentors;
- Respecting diversity and different cultures and values.
- Promoting British Values through our work

3.2 As a Mentor, you must strive to establish and maintain the trust and confidence of the service user and mentors.

- Being honest and trustworthy;
- Communicating in way that is appropriate, open, accurate and straightforward;
- Respecting confidential information
- Being reliable and dependable;
- Declaring issues that might create a conflict of interests and making sure that they do not influence your judgement or practise;
- Adhering to policies and procedures about accepting gifts and money from mentees and mentors.

3.3 As a mentor, you must promote the independence of mentees while protecting them as far as possible from danger or harm;

- Promoting the independence of mentees while assisting them to understand and exercise their rights;
- Using safeguarding policies to challenge and report dangerous, abusive, discriminatory or exploitative behaviour and practise;
- Following practise and procedures designed to keep you and other people safe from violent and abusive behaviour at work;
- Bringing to the attention of your employer or the appropriate authority any difficulties that might get the way of delivery of safe care;
- Informing your employer or the appropriate authority where the practise of colleagues may be unsafe or adversely affecting standards of care;



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- Complying with Ignite Life's health and safety policy;
- Helping mentees and mentors in the making of complaints, seriously responding to them or passing them on to the appropriate person;
- Recognising and using responsibly the power that comes from your work with mentees and mentors.

3.4 As a mentor, you must respect the rights of mentees whilst seeking to ensure that their behaviour does not harm themselves or other people;

- Helping mentees to identify and manage potential and actual risks to themselves and others;
- Following risk assessments and procedures to assess whether the behaviour of mentees presents a risk of harm to themselves or others;
- Taking necessary steps to minimise the risks of mentees from doing actual or potential harm to themselves or other people;
- Ensuring that relevant colleagues and agencies are informed about outcomes and implications of risk assessments.

3.5 As a mentor, you must uphold public trust and confidence in Ignite Life

You must not:

- Abuse, neglect or harm mentees, mentors or colleagues;
- Abuse the trust of mentees and mentors or the access you have to personal information or to their property, home, school or workplace;
- Exploit mentees or mentors in any way;
- Form inappropriate personal relationships with mentees;
- Discriminate unlawfully or unjustifiably against mentees, mentors or colleagues;
- Condone any unlawfully or unjustifiably discrimination by mentees, mentors or colleagues;
- Put yourself, mentees or colleagues in unnecessary risk;
- Behave in a way in or out of work that would question your suitability to work in the youth mentoring sector

3.6 As a mentor, you must be accountable for the quality of their work and take responsibility for maintaining improving their knowledge and skills;

- Meeting the standards set out in the Code of Conduct and working in a lawful, safe and effective way;



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- Maintaining clear and accurate records as required by procedures established for your work; Trello, session reports, safeguarding reports, end of term reports
- Informing your line manager about any personal difficulties that might affect your ability to do your job competently and safely;
- Seeking assistance from your line manager if you don't feel able or adequately prepared to carry out any aspect of your work, or you are not sure about how to proceed in a work matter;
- Working openly and co-operatively and treating others with respect;
- Recognising and respecting the roles and expertise of workers from other agencies and working in partnership with them;
- Undertaking relevant training to maintain and improve your knowledge and skill and contributing to the learning and development of others. Safeguarding training and refresher training is compulsory for your role

4. Employee Disciplinary process:

Breaches of this policy and of the Code of Conduct will be subject to the disciplinary process outlined below. In some circumstances more than one stage may be moved at a time; depending on the concern/breach

Stage of process	Action	Examples of concern/breach
Stage 1		
Supervision	A recorded supervision session will be booked with a member of the management or leadership team. Targets for action and where relevant training will be given to address the concerns	-concerns about session reports -concerns about the quality of sessions -guidance not being followed -concerns about punctuality -concerns linked to mentor Code of Conduct -concerns about professional manner with CYPs Concerns about professional manner with colleagues
Stage 2		
Informal warning + supervision	A member of the leadership team will inform you of the concern and it will be made clear that it is a verbal warning. Targets for action will be set and reviewed	Continuing concerns not remedied from supervision
Stage 3		



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First formal (written) warning +supervision	Repeat induction process.	Continuing concerns not remedied from verbal warning
Stage 4		
Second and final formal (written) warning	Targets for action will be set and reviewed. Weekly supervision with pod leader	Continuing concerns not remedied from first written warning
Suspension/Dismissal		
*Instant dismissal		
	For a single, serious incident a member of staff may be instantly suspended	<ul style="list-style-type: none"> -Negligent behaviour which contravenes child protection procedures -Actions which could be perceived as unlawful -Reckless behaviour outing health and safety at risk -Serious breach of confidentiality -Aggressive or abusive behaviour

Date of policy: November 2019

Last review date: November 2019

Review date: November 2020

5. APPENDICES

APPENDIX 1: SUPERVISION RECORD

SUPERVISION RECORD

NAME	
JOB TITLE	
SUPERVISOR	
DATE / TIME	



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Review from previous supervision: <i>What came up last time and what has been actioned?</i>	ACTION
Agenda: <i>What would you like discussed during the supervision? This helps to focus the time on helping you.</i>	ACTION
Issues Discussed: <i>What came up that needs resolution/support/training/passing on?</i>	ACTION
Training: Undertaken since last supervision:	ACTION
Training: Planned:	ACTION
Personal (Factors affecting work)	
Date of next session:	

Signatures:

Supervisee		Date	
Supervisor		Date	

*Supervisor to keep a copy of this and let the Supervisee have one

APPENDIX 2: IGNITE LIFE CODE OF CONDUCT

Code of Conduct

Ignite Life has a professional reputation across the south west region. Anyone who works with us on an employed or self-employed basis is expected to support and wherever possible enhance this reputation. This code of conduct includes key expectations alongside routine actions expected when mentoring.



Key expectations

- **Safeguarding the CYP in our care is the paramount aspect of what we do.**
- **Never allow an incident, accident or child protection concern to go unreported. Refer to your Pod Leader or the Designated Safeguarding Lead.**
- Ensure that you have up to date road tax, business insurance, current MOT certificate and valid driving licence and ensure the general road worthiness of your vehicle.
- Do not accept CYP on social media. Do not exchange numbers unless in agreement with all agencies and parties involved with them. Do not take CYP into your home. Only carry out work in the CYP's home by agreement with all parties.
- Be honest about the work you have done and any sessions which have not taken place
- Be prepared for sessions by reading relevant profiles, risk assessments and planning toward goals.
- Plan ahead, to be punctual to sessions and inform relevant people if you are running late.
- Only communicate by phone in your car via a hands-free device and only when absolutely necessary. If you do answer your phone you must inform the caller that you are in the presence of young person and they are on loud speaker.
- Give the CYP your full attention during the session and ensure they are supervised at all times e.g plan carefully for toilet breaks.
- Seek help if there are any technical, logistical or personal barriers to delivering the best service you can.
- Dress in order to represent yourself and Ignite Life appropriately.
- Complete an accurate session plan for all sessions and email to the relevant provider weekly.
- Keep up to date on training, resources sent to you and advice about how to meet the needs of our young people
- In all interactions with CYP, parents, carers or providers maintain a professional manner and do not share information which is not appropriate.
- Communicate openly if you have any worries or concerns, about CYP, adults and professionals involved with them; knowing that you will be listened to.
- You will have an enhanced DBS certificate to work with us, and it is your responsibility to ensure it is maintained and up to date.
- Complete Level 2 Safeguarding training within 2 weeks of joining and attend refresher training every 2 years.
- Complete Prevent (anti-radicalisation) training within 2 weeks of joining
- Give at least 3 months' notice of intended holiday leave and complete a request for holiday form
- Be flexible so that colleagues who are sick or unavailable can be covered.

Session-specific actions



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Before a session:

- Read mentee profile and plan session with goals in mind
- Courtesy text to parent/carer explaining session time the day before, where appropriate
- Read relevant risk assessments about the activity chosen
- Plan timings for getting to the pick up
- Ensure you have ID badge, DBS and contact details to hand
- Read any support materials which could be useful (eg for young people with anxiety etc)

During the session:

If the mentee comes out

- Move Trello card to 'in progress'
- Phone the provider to register attendance
- Dynamic risk assessing at all time
- If any issues arise during the session which could help with updating their profile, please feedback.

If the mentee does not come out:

- Contact parent to clarify situation
- Contact school to inform them and get advice
- Check no safeguarding concern present (contact a leader)
- Inform pod leader or lead pod and be available to support other sessions
- Always complete session report explaining circumstances
- Move Trello card to Session Missed, turn green and put comment in comment section.

Mentor professionally:

- Phone use only if absolutely necessary -in car on hands free
- Use of positive language-model behaviour
- Do not talk about other mentees or personal details around other mentors
- Age appropriate activities/music
- Check before meeting up with other CYP
- Aims of the session must link to goals
- Where possible complete the session report together
- Do not drop the CYP home early unless circumstances or parent/carer request dictate. If this happens inform your pod leader. If you are ill and cannot complete a session always check if cover is available to take over from you.

After session:

- Drop CYP at agreed address and **see them into the house**
- Use this as an opportunity to praise the CYP in front of their parent/carer
- Move Trello card to 'Session Complete'
- Complete session plan and upload to Trello
- Email session report to provider using Ignite Life email-a list of these is on Trello

Thank you for helping us to deliver quality mentoring and support for our young people



I have read and agree to the terms in the Ignite Life Code of Conduct

Signed:

Date