A purple cover with white text

Description automatically generated

**YJS Staff Team Induction Programme**

March 2024

|  |  |  |
| --- | --- | --- |
| **​Version control** | | **​** |
| ​Date | ​Reviewer | ​Version |
| ​March 2024 | YJ Operational Group | ​V1 |
| ​ | ​ |  |

Contents

[1. Introduction and Welcome 2](#_Toc157708992)

[2. Our Mayor & Lead Member 3](#_Toc157708993)

[3. Our Youth Justice Strategic Plan (2023-2025) 3](#_Toc157708994)

[4. Our Community 3](#_Toc157708995)

[5. Our Structure 5](#_Toc157708996)

[6. Our Practice Framework – Better Together & Child First 8](#_Toc157708997)

[7. Our Policies & Procedures 10](#_Toc157708998)

[8. Our Governance 10](#_Toc157708999)

[9. Our Town Hall 11](#_Toc157709000)

[10. Our IT 12](#_Toc157709001)

[11. Our Health & Safety 13](#_Toc157709002)

[12. Our Finances 17](#_Toc157709003)

[13. Our Media Protocol 18](#_Toc157709004)

[14. Our Interpreting & Translation Service 19](#_Toc157709005)

[15. Finally… 20](#_Toc157709006)

# Introduction and Welcome

A person with long hair smiling

Description automatically generated

* 1. **Susannah Beasley-Murray Director, Children’s Social Care (Supporting Families)**
     1. We’re hugely ambitious at Tower Hamlets – are you? This is an exciting time for children’s services, and we are so pleased that you have joined us to become part of our team in the Youth Justice Service (YJS) to make a difference to our children and families.
     2. Our aim is to provide an environment which will support you in developing our next generation of citizens in Tower Hamlets & City of London. Our innovative and open working environment ensures that Tower Hamlets is an exceptional place to practice top quality relationship-based practice where you can make a difference to children and families’ lives.
     3. We need both your energy and ambition to continue our aspirational journey to achieve the best outcomes for our children and families.

A person with glasses and a brown sweater

Description automatically generated

* 1. **Kelly Duggan, Head of Service (Youth Justice & Young People Service)**
     1. Firstly, welcome to Tower Hamlets and the City of London YJS.

* + 1. We are really pleased and excited that you have brought your skills, experience and passion to work within our team. To support you in the first few weeks, we have devised the following induction pack. This pack will support you in having a better understanding of our expectations of you as well as what we will provide you as a member of the team. We have a strong drive for excellence here and we look forward to supporting you, supporting us to achieve it.
    2. Our vision for our service and children is:

***Unlocking Potential, Transforming Lives***

***Dedicated to empowering young people, promoting positive change and creating a safer community.***

# Our Mayor & Lead Member

A person in a suit and tie

Description automatically generated

* 1. The Mayor, Luthfur Rahman and Cabinet, Aspire, were elected in May 2022.
  2. Tower Hamlets has a directly elected Mayor, who is supported by councillors who each have a defined area of interest. Together the Mayor and Cabinet make the decisions on strategy, policy, service provision and finance that ensure the council is run in accordance with our [towerhamlets.gov.uk/Documents/Strategy-and-performance/Tower-Hamlets-Council-Strategic-Plan-2022-2026.pdf](https://www.towerhamlets.gov.uk/Documents/Strategy-and-performance/Tower-Hamlets-Council-Strategic-Plan-2022-2026.pdf) and [A Tower Hamlets For All: Our New Partnership Plan 2023-2028](https://www.towerhamlets.gov.uk/Documents/Community_living/THPartnershipPlan23-2028.pdf) and the relevant statutory guidance and legislation.



* 1. Councillor Maium Talukdar is the Deputy Mayor and Cabinet Member for Education, Youth and Lifelong Learning. Councillor Maium Talukdar is a member of the Youth Justice Executive Board (YJEB) which provides strategic governance regarding the YJS and wider partnership.

# Our Youth Justice Strategic Plan (2023-2025)

* 1. As part of our strategic plan there are 4 clear priorities to further improve outcomes for children which are:

**Priority 1 - Child First:** Embedding a Child First approach in every aspect of the Youth Justice Partnership.

**Priority 2 - Consistently Good Practice:** Continuous raising of practice standards which achieves improved outcomes for children.

**Priority 3 - Health Offer:** Coordinated access and intervention to universal and specialist health provision to meet children’s holistic health and wellbeing needs.

**Priority 4 - Post 16 Education Offer:** Increasing children’s participation in post 16 education, training and employment which support children’s aspirations, desistance and safety.

* 1. Read the full strategy here under the Youth Justice Service section - [Local Resources (proceduresonline.com)](https://www.proceduresonline.com/towerhamlets/cs/local_resources.html)

# Our Community

* 1. The London Borough of Tower Hamlets is commissioned to provide Youth Justice Services for children in the City of London.

A map of a city

Description automatically generated with medium confidence

* 1. Tower Hamlets is one of the UK’s most culturally vibrant and diverse communities. However, deprivation and poverty are significantly present in the borough, providing a stark contrast to the wealth and prosperity that has grown around Canary Wharf and the City fringes that also lie within the borough. This will be exacerbated further with the rising cost of living nationally.
  2. The population in Tower Hamlets is estimated at 325,000 with around 80,000 aged 0-19 years old and our population is the fifth youngest nationally with a median age of 31.9 years. 4 in 10 residents were born outside of the UK, 1 in 3 are Bangladeshi and 1 in 10 residents were born in the EU.
  3. Tower Hamlets economy is the 3rd highest of that in the UK with 110,000 jobs expected to be created by 2026, a rate of 30 new jobs a day. However, the borough has the highest child poverty rate in England at 32% with 12% of residents earning below the London Living Wage as well as 20,073 families on the housing waiting list which is the 3rd highest in London.
  4. Despite this context, we are extremely proud that 96% of our schools are rated either ‘Good’ or ‘Outstanding’ by OFSTED. There are 163 different languages spoken within our schools and pupils with SEN Support equate to 12.7% of the total population and 6% for those who are on an EHCP.
  5. Roman Road has a rich history. It is one of the oldest known trade routes in Britian with the market operating for over 150 years, was a centre of Suffragette activity with the headquarters of the East London Federation of Suffragettes where Sylvia Pankhurst lived. The eastern end of Roman Road was an important centre in the development of the Grime genre with many of the key figures in the early grime scene such as Dizzy Rascal, Wiley & Tinchy Stryder growing up around the area,
  6. Victoria Park is the largest park in Tower Hamlets at 218 acres and is one of London’s most visited green spaces with approximately 9 million visitors annually.
  7. Within the local authority, we are committed to supporting families, having maintained 12 Children and Families Centres in the borough and an exciting programme of youth service development taking place over the next 12 months with an increased budget of £13 million for this service. The YJS is integrated with the Young Peoples Service under a Head of Service which sits within the wider Supporting Families Directorate.
  8. The City of London, also known as the Square Mile, is the financial centre of the UK. It has 8,600 residents, half a million daily commuters and 10million visitors a year. It sits at the heart of London and is surrounded by 7 local authorities including Tower Hamlets. The number of residents in the City of London has increased by 16% since 2011. The majority are working age but there are 765 children and young people.
  9. Asian people are the largest ethnic group in the City of London accounting for 16.8% of the population; and 3% of the City of London population are Black according to the 2021 census. Portsoken, in the east of the City of London is the most ethnically diverse ward. This ward also has a higher percentage of children and young people.
  10. Compared with the England average, overall, the City of London has significantly lower levels of income deprivation, child poverty and older people in deprivation. However, according to the Indices of Multiple Deprivation 2019, the City of London’s most deprived ward, Portsoken, on the east side of the City of London, was among the top 20% in the country for levels of income deprivation, including income deprivation affecting older people. The Mansell Street & Petticoat Lane area is the most deprived in the City of London falling into the 40% most deprived in England.
  11. There is one maintained school in the City of London – the Aldgate Primary School, which is on the east side of the City and there is also a family centre based at the school. There are no maintained secondary schools in the City of London. City children and young people go to around 80 different schools in other boroughs.
  12. Despite the Tower Hamlets and the City of London being two individual communities and local authorities, our challenges are equally clear. The impact of the pandemic upon children, specifically on their emotional health needs, continues to be something that needs responding to. Our children from Global majorities receive disproportionate outcomes in relation to being Stopped and Searched, School Exclusions and within the Criminal Justice System. We will continue to work with, and effectively challenge, our partners and ourselves in tackling this systemic and institutional racism. And more recently, we have seen a growing number of children being involved in Serious Youth Violence, resulting in an increase in children being placed in the custodial estate.

# Our Structure

* 1. **Our Corporate Management Team (CMT)**
     1. CMT are at the top of our corporate structure and drive the vision of the council. Individually, they are each responsible for a directorate and ensure that the services that fall under them are managed in a way that best serves our residents.
     2. View the structure chart here [New structure chart (towerhamlets.gov.uk)](https://www.thebridge.towerhamlets.gov.uk/asset-library/New-ways-of-working/New-structure-chart.pdf)

* 1. **Our Directorate**
     1. The YJS is part of the Children’s Services Directorate and situated in the Supporting Families

* 1. **Our Division Senior Leadership Team (SLT)**
     1. **Habon Ibrahim-Osman is the Head of Service for the following:**

A person wearing a black head scarf

Description automatically generated

* Multi-Agency Safeguarding Team (MAST) – brings together agencies (and their information) to identify risks to children at the earliest possible point and respond with the most effective interventions.
* Assessment & Intervention Team - undertakes assessments under s17 and s47 of the [Children Act 1989 (legislation.gov.uk)](https://www.legislation.gov.uk/ukpga/1989/41/contents) on referrals passed from MAST. The aim is to identify strengths & needs and determine the likelihood of significant harm.
* Eva Armsby Family Centre - works with parents/carers to address difficulties in a wide range of problems which impact on the care of children. The centre also provides Positive Change Service, which provides domestic violence risk assessments for court and for child protection planning alongside both group and one to one intervention for women, men and children.

**Mohammed Jolil is the Head of Service for the following**:

A person sitting at a desk

Description automatically generated

* Early Help – this is the term used by agencies in Tower Hamlets to describe how we provide support to children, young people and their families, as soon as difficulties start to emerge. The aim is for families to get the right help, at the right time so things don't get worse. The Early Help offer for children, young people and families is comprehensive including children’s centres, family hubs, integration within the MAST and practitioners providing allocated assessment and intervention as part of a 0-19 offer.

**Stuart Andrews is the Head of Service for the following:**

A person in a suit

Description automatically generated with medium confidence

* Family Support and Protection (FSP) and Children with Disabilities (CWD) – this team works with children and young people subject to Child in Need or Child Protection Plans.
* Children With Disabilities (CWD) - this team works with children with a diagnosed disability (usually severe or multiple disabilities) and is part of an integrated team working closely with health and education.
* Exploitation – this teams support high-risk children, where evidence and intelligence regarding exploitation has been identified and police involvement and disruption are needed.

A person smiling in front of a green wall

Description automatically generated with medium confidence

**Geraldine O’Donnell is the Head of Service for the following:**

* Child Protection Chair's Service
* Independent Reviewing Officers Service
* Family Group Conference service
* Local Authority Designated Officer (LADO)

**Leo Major is the Head of Service for the following:**

A person wearing a suit and tie

Description automatically generated with medium confidence

* Children Looked After (CLA) –this team promotes the outcomes for the children we care for as part of our corporate parenting responsibility.
* Through Care Service (TCS) –this team provides support for young people who were looked after by Tower Hamlets before moving towards independence.

**Nji Oranu is the Head of Service for the following:**

A person holding a green object

Description automatically generated

* Children’s Placement Team (CPT) is responsible for finding families for children who are not able to live with their birth family and are under the care of the council.
* The service is responsible for the recruitment, assessment and support of foster carers and the assessment and support of special guardians.
* Adoption services are now provided by the regional adoption agency, Adopt London East who we work with.
* Edge of Care team provides intervention for children and families identified as being at imminent or potential risk of needing to become a child looked after. This team also supports with the reunification of children who have been placed in the care of the local authority and there is a plan for the child to return living with their family.

A person wearing glasses

Description automatically generated with low confidence

**Sam Nair is the Principal Social Worker & Head of Service for our Learning Academy including:**

* Quality Assurance
* Workforce Development
  1. **Our YJS Structure**

Below is a copy of the YJS staffing structure. In relation to the YJS leadership and management team this consists of:

* Kelly Duggan (Head of Service)
* Annick Keble-Cross (Deputy Head of Service)
* Tyrell Ritchie (Team Manager)
* Cherie Oktem (Team Manager)
* Nancy Stewart (Team Manager)
* Will Firminger (Senior Data Analyst)
  1. **Our Values**
     1. Values are important because they shape the culture and standards of an organisation. They are a golden thread that runs through everything we do. They unite us in our approach and the way we serve the children and families we work with to help improve their lives.
     2. It is not only what you do that is important, but also how you do it. ‘*Living the TOWER Values*’ builds on the five TOWER Values and outlines the key positive behaviours necessary to bring the TOWER Values to life. View the full set of [TOWER behaviours and guidance](https://learninghub.towerhamlets.gov.uk/course/view.php?id=834) on the levels of the behaviours.

**T:** We work **TOGETHER** across boundaries and with partners to achieve the best outcomes for Tower Hamlets.

The TOWER Behaviours which underpin this value are:

* Building relationships
* Developing networks
* Making it a better place to work
* Collaborating

**O:** We are **OPEN** and transparent

The TOWER Behaviours which underpin this value are:

* Communicating clearly
* Listening, asking and coaching
* Managing change
* Being approachable

**W:** We are **WILLING** to challenge, innovate and be accountable

The TOWER Behaviours which underpin this value are:

* Being accountable
* Learning and challenging
* Personal development
* Improving and innovating

**E:** We empower each other to be **EXCELLENT** and go the extra mile

The TOWER Behaviours which underpin this value are:

* Having purpose and personal motivation
* Being empowered
* Focusing on support and wellbeing
* Making colleagues feel appreciated and valued

**R:** We **RESPECT** all communities; they are the heart of everything we do

The TOWER Behaviours which underpin this Value are:

* Understanding our customers' (anyone who isn’t me) needs
* Learning from customers
* Being a customer ambassador
* Respecting diversity and being inclusive

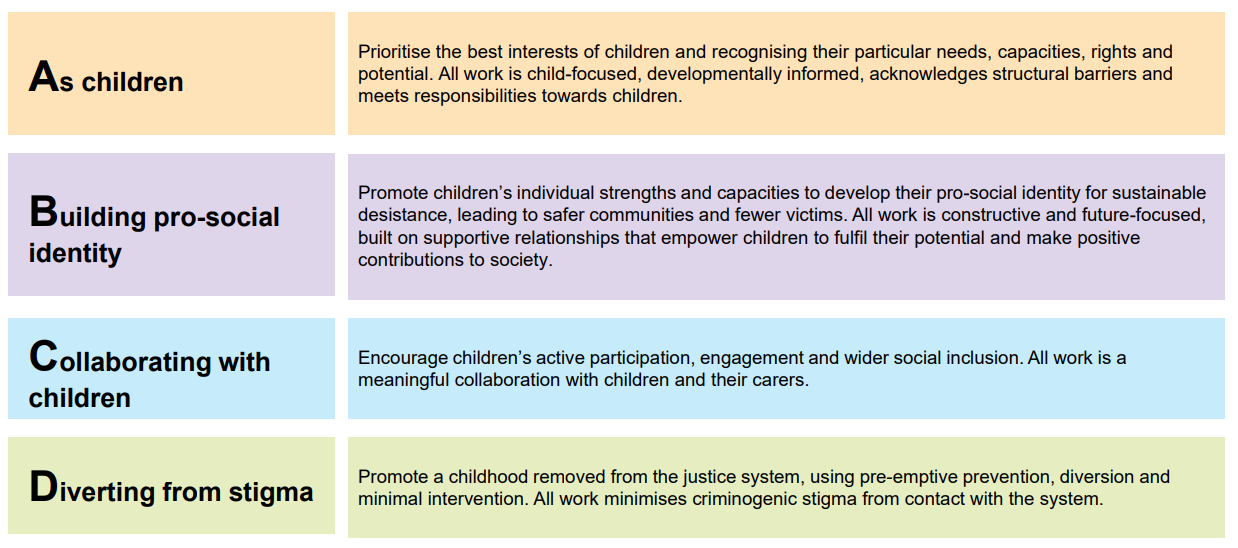
# Our Practice Framework – Better Together & Child First

* 1. **Better Together**
     1. Our practice is underpinned by our homegrown Better Together practice framework developed in collaboration with our staff. It utilises the 6 C-Change principles providing a shared framework and understanding of how everyone works with children, families as well as each other.

A diagram of a diagram

Description automatically generated

* + 1. As part of your induction please book onto the following via the Learning Hub:
* Introduction to Better Together Framework (2 Hours)
* Better Together Practice Framework Essentials (1 Day)
  1. **Child First**
     1. Child First is the guiding principle for the youth justice system in England and Wales. A Child First approach means putting children at the heart of service provision and seeing the whole child, identifying/tackling the influences on offending and identifying/promoting the influences that help them to move to pro-social, positive behaviour. The Child First principle is made up of the following four tenets.



* + 1. To achieve this vision, it’s crucial that there is a consistent understanding of the key principles of Child First, the evidence for it and the day-to-day implications in practice.
    2. Created by Unitas in partnership with the YJB and accredited by SFJ Awards, this Effective Practice Award is designed to help you understand the key principles of Child First practice, the evidence for it and the implications of these in everyday practice with children in the youth justice system. As part of your induction if you haven’t previously completed the Child First Effective Practice Award (EPA) please register for this here [Child First EPA - Registration Form (google.com)](https://docs.google.com/forms/d/e/1FAIpQLScSdpLWCI2Lc6hqgs8SoCbeS2DySsYaL61Cgo-nFxdwTEllvw/viewform)
    3. Further information regarding the Child First Effective Practice Award (EPA) can be found here. You will be given 1 study day per week as this is a 5-week online course.

[Child First Effective Practice Award (overview/promo) - Overview | Rise 360 (articulate.com)](https://rise.articulate.com/share/brbrA2zgLScR3_y__O9thYRiyHCmVYuG#/)

# Our Policies & Procedures

* 1. We have an online portal where all policies and procedures related to Children’s Services are located. All YJS policies & procedures can be accessed via the following link under the ‘*Youth Justice Service*’ section - [Local Resources (proceduresonline.com)](https://www.proceduresonline.com/towerhamlets/cs/local_resources.html) this includes:
* YJS Strategy (2023-2025)
* YJS Staff Charter
* YJS Communications Plan
* London Safeguarding Children Procedures
* YJS Practice Standards
* YJS Risk Management Policy
* YJS & National Probation Service Protocol
* YJS Duty Cover
* YJS Education, Training & Employment (ETE) Policy
* YJS Out-of-Court Disposal Policy
* YJS Resettlement Policy
* YJS Victim Policy
  1. In addition, corporate policies and procedures can be accessed here [Policy and procedures (towerhamlets.gov.uk)](https://www.thebridge.towerhamlets.gov.uk/policy-and-procedures)

# Our Governance

* 1. While many aspects of youth justice and related policy have changed over time, the statutory basis and objectives of YJS partnerships have not altered. Considering recent and ongoing changes to service delivery in health, education, probation and the police, the Youth Justice Board for England and Wales (YJB) is committed to producing annual updates to ensure that this guidance remains relevant. The youth justice provisions of the Crime and Disorder Act 1998 to establish YJSs were first implemented through guidance in the Inter-departmental Circular on Establishing Youth Offending Teams (Home Office, 1998). In 2004, this guidance was updated by Sustaining the Success (YJB, 2004). This present guidance further updates the previous iterations to cover changes in legislation, policy, practice and, most importantly, progress and learning from fifteen years of experience of delivery in England. [Modern Youth Offending Partnerships -Guidance on effective youth offending team governance in England](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/319291/youth-offending-partnerships-guidance.pdf)
  2. The Act does not prescribe how services are delivered but sets out two principal statutory functions assigned to each YOT in Section 39 (7): to coordinate the provision of youth justice services for all those in the authority’s area who need them to carry out such functions assigned in the youth justice plan formulated by the local authority. In addition, by providing the youth justice services outlined in Section 38 (4) of the Act, the local authority also addresses its duty, under paragraph 7(b) of Schedule 2 of the Children Act 1989, to take reasonable steps designed to encourage children and young people within the area not to commit offences.
  3. In Tower Hamlets and the City of London, this statutory oversight of the partnership duties to arrange and deliver youth justice locally is undertaken by the Youth Justice Executive Board (YJEB) which meets bi-monthly and is chaired by Judith Finlay (Executive Director of Community & Children’s Services in City of London). The partnership membership consists of senior leaders from police, health, probation, and local authority (children’s social care and education). The Board oversees and holds to account the Head of Service and the wider Partnership of Youth Justice Services as well as ensuring the delivery of the annual Youth Justice Plan.
  4. To support the YJEB, there is also a Youth Justice Operational Group (YJOG) specifically with the YJS leadership and management team. This YJOG is Chaired by Susannah Beasley-Murray, Director of Children’s Social Care (Supporting Families) to review progress against the Youth Justice Plan actions and goals, monitor improvements and prepare action plans.
  5. Both Boards can only be effective if there is a continuous sharing of information and understanding of roles between all parties – from practitioners to Corporate Director. Therefore, every Board has a practitioner in attendance on a rota basis who will open the Board with a focus on casework from their personal experience. This provides the Board with a clear focus that the voice of the child is at the centre of what we do and provides frontline practitioners with an opportunity to understand and engage in the strategic elements of the Board.

# Our Town Hall



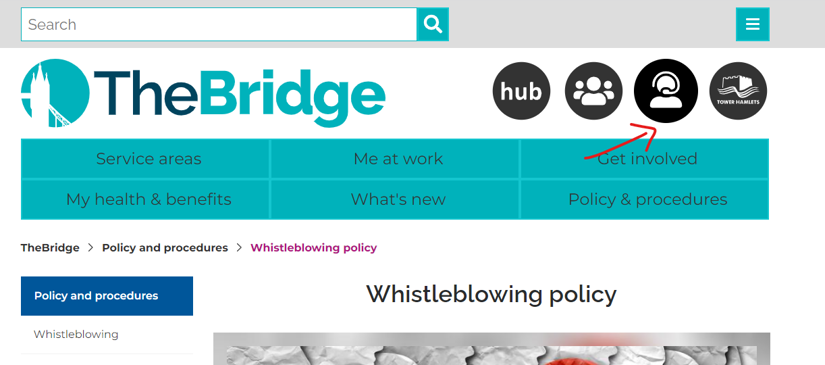
* 1. **Address:** Tower Hamlets Town Hall, 160 Whitechapel Road, London, E1 1BJ.
  2. The YJS is situated on the 1st floor of the town hall.
  3. **Faith Rooms:** There is a multifaith meeting space on the first floor in room TH109. Prayer facilities with ablutions are available on the 3rd floor in room TH322.
  4. **Café:** The Sandwich Plus 'café' at the Town Hall is open to the public and staff. It is located in the space behind the reception area on the ground floor.
  5. **Stationary:** You can order stationery at the Town Hall by completing the order stationery form. A range of stationery is available [Order stationery - Your details - TH internal forms (achieveservice.com)](https://towerhamlets-dash.achieveservice.com/service/Order_stationery) Once the form has been completed, Facilities Management will contact you so you can collect the available items from the stationery store. This is located on the lower ground by the west staircase.
  6. **Printing:** Select the ‘*Kyocera FollowMe*’ printer and go to any printer in the building and log onto it to retrieve your prints.
  7. **Lockers:** For the daily use locker, you create a four-digit code. You enter this code twice and push in the lock. The locker will stay closed for 12 hours and the lock will then release. For any staff that request a permanent allocated locker, please contact Facilities Management on [facilities.management@towerhamlets.gov.uk](mailto:Facilities.Management@towerhamlets.gov.uk) to discuss further.
  8. **Booking Meeting Rooms:** Information regarding booking rooms at the Town Hall can be accessed by following this link [Booking desks and meeting rooms in the Town Hall (towerhamlets.gov.uk)](https://www.thebridge.towerhamlets.gov.uk/me-at-work/staff-information-and-guidance/town-hall/booking-desks-and-meeting-rooms)
  9. **Bicycles:** There are 250 bicycle spaces located in the basement. The process to apply is to contact [facilities.management@towerhamlets.gov.uk](mailto:facilities.management@towerhamlets.gov.uk)
  10. **Showers:** Showers for staff are located in the basement and there are separate male and female facilities. They are all cleaned daily staff are asked to leave them as they would wish to find them. All issues to be reported by the users on [facilities.management@towerhamlets.gov.uk](mailto:facilities.management@towerhamlets.gov.uk).
  11. **Confidential Waste:** Confidential waste bins are located on each floor. These are large blue bins with a letter box opening on the top and are clearly marked.
  12. **Parking:** There is no staff parking. There are two disabled bays at the front of the building which are for public use only and can be booked by the relevant services.
  13. **Breast Feeding:** There is a privatestaff expressing room with a lockable door on the lower ground floor which includes a fridge to store expressed breast milk. To keep the room private, only named staff can access it with their staff ID card. If you want to use the room when you come back to work, please email Facilities Management to update your ID card [facilities.management@towerhamlets.gov.uk](mailto:facilities.management@towerhamlets.gov.uk).
  14. **Smoking:** The council operates a no smoking policy staff are expected to respect this. There are no smoking areas on site. Please also ensure you refrain from smoking outside the entrances to the building and the Royal London hospital as this is also a no smoking area.
  15. **YJS Rooms:** There are two rooms on the ground floor at the Town Hall specifically to support appointments with children and families. These rooms are THG14 & THG15 and need to be booked which you can do via the Outlook based process.



# Our IT



* 1. IT Self Service is the easiest way to report an IT issue. You can access it from the quick link icons in the top-right corner of The Bridge.



* 1. You can also call the IT Service Desk on 020 7364 4444, Monday to Friday, 8am–6pm.
  2. Mosaic is the social care recording system used by Early Help, Children’s Social Care and Adult Social Care to record and manage casework. As part of your induction, you will be given access to mosaic (read only) and offered training in relation to this.
  3. Mosaic Team Contacts:
* To the Mosaic self-study guides and training support you can contact [MosaicTrainingRequests@towerhamlets.gov.uk](mailto:MosaicTrainingRequests@towerhamlets.gov.uk)
* If you have any queries about or problems using the live Mosaic you can contact contact [social.careit@towerhamlets.gov.uk](mailto:social.careit@towerhamlets.gov.uk) or phone 020 7364 2236.
  1. Childview is the recording system used by the Youth Justice Service. As part of your induction, you will be given access to Childview and offered training in relation to this should this be needed. For any queries in relation to Childview in the first instance please speak with your line manager and Will Firminger (YJS Senior Data Analyst).
  2. There is also a Microsoft Teams channel called ‘Youth Justice Service’ which you should automatically have access to which includes a range of sub-folders.

# Our Health & Safety

* 1. As part of our lone working arrangements you will be provided with a [Lone Worker Safety - SoloProtect UK](https://www.soloprotect.com/uk/) device if you undertake lone working as part of your role. This device forms part of our measures to safeguard staff team members in a lone working context. In addition, there is also a Microsoft Teams chat where staff team members are expected to update on lone working appointments (e.g. home visits). If you don’t yet have access to the Lone Worker Safety device and chat please raise this with your line manager.
  2. Corporate information regarding health and safety can be accessed here [Health and safety (towerhamlets.gov.uk)](https://www.thebridge.towerhamlets.gov.uk/policy-and-procedures/health-and-safety)

**YJS Appointment Calendar**

* 1. To safeguard children and staff it is crucial that all appointments with children are entered into the YJS Group Calendar which can be accessed here as this contributes towards safeguarding and risk management especially when there may be known conflicts between different children [Calendar - Calendar (sharepoint.com)](https://towerhamlets2.sharepoint.com/sites/YouthJusticeService/Lists/Calendar/calendar.aspx)
  2. Please ensure that the following is added to the calendar by 5pm on the previous Thursday. The headings are as follows:
* Title:
* Location:
* Start:
* End:
* Description:
* Category:
* Frequency:
  1. The section headed in blue are mandatory fields and must be completed.  Please ensure that you select the right category in the drop-down list, so the appointment has the correct colour coding.
  2. To add appointments from group calendar to your personal outlook calendar:
* Select Calendar on the menu tab and the tab opens.
* Select Connect to Outlook. You will then see your personal calendar and the group calendar side by side.  You can the drag and drop your appointment from group calendar to your outlook.
* Examples in the attachment re adding an appointment.
* When adding office-based appointments please add full name of the child, Childview number, room number booked for the session.
* Home visits and off-site visits (e.g. idea store/café/youth club/parks) full name, Childview number, full address, location, contact number of the child and contact number for YJS worker so we can easily make contact in an emergency.

A screenshot of a computer

Description automatically generated



A screenshot of a computer

Description automatically generated



**Panic Alarms in the YJS Rooms**

* 1. There arefixed panic alarms installed in each of the YJS rooms at the Town Hall. Below is information regarding this and steps to be taken.

1. Panic alarm should be used in any situation where a member of staff requires urgent help.
2. The alarm can be activated by pressing the two buttons at the bottom of the panic alarm. The alarm is silent therefore anyone in the room at the time the alarm is activated will not hear an alarm sounding. The alarm will be heard two locations (reception and facilities management office) which both are situated on the ground floor of the Town Hall. This ensures there is good coverage and a prompt response in the event the panic alarms are activated.
3. In the event the panic alarm is activated, there will be a response from facilities management and security. When safe to do so please notify the YJS duty manager at the earliest opportunity and facilities management have also been provided with the YJS telephone number so the service can be notified of any instances the panic alarm has been activated so the duty manager is able to provide additional support as part of the response.
   1. If it is known in advance of an appointment that there may be a risk/safety concern please do notify the duty manager and facilities management by emailing [facilities.management@towerhamlets.gov.uk](mailto:facilities.management@towerhamlets.gov.uk) as this information can also be shared with security as a precautionary measure. A security officer is generally situated at the main entrance to the Town Hall directly adjacent to the entrance to the YJS room. An incident report should be completed in response to the panic alarm being activated which can be accessed via the following link - [Accident and Incident Report - Reporting Officer / person making the report - Section 1 - TH internal forms (achieveservice.com)](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Ftowerhamlets-dash.achieveservice.com%2Fen%2Fservice%2Faccident_and_incident_report&data=05%7C01%7CLuke.Norbury%40towerhamlets.gov.uk%7C1a4a859709c14df4c79508db5dceae23%7C3c0aec87f983418fb3dcd35db83fb5d2%7C0%7C0%7C638206914495147942%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=vJA9W5qrUv%2FGRa09IUUIP%2F6SJX9bvPR%2B1ogKc9vxJN0%3D&reserved=0)

A clock on a wall

Description automatically generated

**First Aid**

* 1. First Aid boxes are provided in the breakout areas on each floor along with the names of First Aiders.
  2. There are three Automated External Defibrillator (AED) devices in the Town Hall. They are in the:
* Ground Floor (on the wall by the wheelchair lift toward the Grocers wing)
* 3rd Floor (as you enter floor from main lift core)
* 6th Floor (as you enter floor from main lift core)
  1. The First Aid Room is found at basement level (THB17). To be used for first aid purposes only.

**Accident & Incident Reporting (AIR)**

* 1. In the event of an accident and/or incident please notify your line management at the earliest opportunity. In addition, our corporate accident and incident reporting should be completed by staff with regards to either staff or young people within 24 hours. This is an online report which can be found here: [Accident and I=incident Reporting (AIR) (towerhamlets.gov.uk)](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.thebridge.towerhamlets.gov.uk%2Fpolicy-and-procedures%2Fhealth-and-safety%2Faccident-and-incident-reporting-air&data=05%7C01%7CLuke.Norbury%40towerhamlets.gov.uk%7Cd3ca5e1339384e7b1caa08dbec116adf%7C3c0aec87f983418fb3dcd35db83fb5d2%7C0%7C0%7C638363331774988210%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=Vc1GMlcijOUdVJLJajb8NVcrPwYZtfgHD2MtCg506us%3D&reserved=0)

**Fire Evacuation**

* Names of Fire Wardens are displayed in breakout areas in each floor.
* Fire alarms are tested every Friday morning at 08.30am.
* Facilities Management will conduct two fire evacuation drills each year.
* During evacuation, staff are required to disperse from the Town Hall.
* On evacuation, all staff should move away from the building and walk directly to the nearest point of safety, as far as practicable from the Town Hall. The YJS has a specific meeting point which is as you come out of the main entrance of the Town Hall, turn right, walk past the pub and it’s a couple of buildings down.

A building with red doors

Description automatically generated

* Staff should not congregate outside the building and follow their local service plan.
* Staff are asked to return to the building after 30 minutes when it is expected that the site will be confirmed as safe to re-enter or further instruction will be provided.
* Teams who operate frontline services will be prioritised for re-entry when it is deemed safe to do so.
* To ensure the smooth evacuation and coordinated re-entry to the building, the support of managers is required.

**Post**

* 1. The council uses an online mailing system for sending letters.

The Hybrid mail training is available via the ‘Learning Hub’ ([Course: Hybrid Mail (E-learning) (towerhamlets.gov.uk)](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Flearninghub.towerhamlets.gov.uk%2Fcourse%2Fview.php%3Fid%3D1239&data=05%7C01%7CLuke.Norbury%40towerhamlets.gov.uk%7C385a23f5236344602b0608dbc9681871%7C3c0aec87f983418fb3dcd35db83fb5d2%7C0%7C0%7C638325221187064830%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=uQ3fpuWOsKMMVtfV8DzO6PsvAOkePInM1pX0CYXgFtE%3D&reserved=0) Once complete, you will be able to access the print drivers which is already installed on your laptop.

# Our Finances

**YJS Children’s Enabling Fund**

* 1. The service has an enabling fund for children which aims to contribute towards achieving positive and safer outcomes for children allocated in the YJS where financial hardship is a barrier to doing so. It supports a Child First approach by helping to create constructive and future focussed opportunities which helps enable children to move forward with their lives based upon their aspirations, interests, identity, needs and potential.
  2. There isn’t a set limit to the enabling fund as requests will be considered on a case-by-cases basis. As part of the request, there is a section to comment on actions taken to obtain the resource already (e.g. liaising with parents/carers, utilising community resources and exploring other sources of funding).
  3. Requests should be sent to your line manager in the first instance for comment and then emailed to Annick Keble-Cross (Deputy Head of Youth Justice) for review/decision.



**Train Tickets**

* 1. If you require a train ticket (e.g. visiting children who live outside of the borough, visiting children in custody or training) please complete the attached ‘business support request form’ and send to your line manager providing as much notice as possible.



**Expenses**

* 1. Staff are paid monthly on the last working day of the month (except in December when we are paid before the Christmas break). You can view your payslip by logging onto [HR self service](https://www.thebridge.towerhamlets.gov.uk/me-at-work/hr-self-service). Any queries related to payroll can be contacted via [payroll.services@towerhamlets.gov.uk](mailto:payroll.services@towerhamlets.gov.uk)

**Taxi**

* 1. The service has an account with Mile End Cars which can be used to support travel arrangements for children with the approval from a team manager (e.g. as part of safeguarding measures).

# Our Media Protocol

* 1. The council has a media protocol in place which requires all media enquiries must go through the Communications Team. Council officers are not allowed to speak to the media. They are instructed to direct any enquiring journalist through to the Press Office on 020 7364 4389. Journalists are aware of the protocol and know they should contact the press office.
  2. Email [communications@towerhamlets.gov.uk](mailto:communications@towerhamlets.gov.uk). For more urgent queries call 020 7364 4389. We operate an out-of-hours service for urgent issues. The duty press officer can be contacted on 020 7364 4389.

**Our ‘Anchor Day’**

* 1. It’s important that the team are connected in-person on a regular basis. The YJS has an ‘anchor day’ which means that all staff team members are required on Tuesdays to work from the Town Hall. Also, on Tuesday’s the following divisional and service brief meetings take place.
* The Director of Children’s Social Care (Supporting Families) holds a ‘Supporting Families Division Weekly Check In’ every Tuesday from 9:15-9:30am at the Town Hall which brings together.
* The YJS holds ‘keeping in touch’ meetings every Tuesday from 10:30-10:45am at the Town Hall which is an opportunity for the team to collectively share key information on a week-to-week basis.

**Our YJS Team Meetings**

* 1. On the first Wednesday of each month between 10am-12pm is our full team meeting which generally take place at the Town Hall.

**Your Development**

* 1. As part of our commitment to being a learning organisation and achieving the best possible outcomes for children there is a comprehensive workforce development offer both within the YJS as well as throughout the Supporting Families division.
  2. To help understand your current skills and knowledge you’ll be asked to complete an individual skills & Knowledge questionnaire. This covers the entirety of the youth justice workforce (e.g. volunteers, case managers & case prevention officers, specialists, team managers, deputy head of service, head of service and board members).  Please do complete this as openly and transparently as possible as this will help to identify training needs at an individual and service wide level. The questionnaire covers the following 8 areas:

1. Child Development
2. Engagement and Communication
3. Assessment
4. Effective Practice
5. Multi- Agency working
6. Risk of Harm
7. Safeguarding
8. Transitions
   1. You are actively encouraged to look for other training opportunities that will support your development. These can be found via the Learning Academy’s website or on the Learning Hub. Coaching and Mentoring opportunities are also available via this method but if there is something that you desire that you cannot find, please speak to your manager.
   2. You can expect to receive one-to-one supervision as well as case supervision with your line manager at a minimum frequency of monthly. In addition, the service has a group supervision offer facilitated by Dr Barbara McKay who is both a social worker and systemic psychotherapist.
   3. Annually, you will be expected to undertake an Appraisal with your line manager. This will provide you with a space to reflect on your achievements over the past 12 months as well as think about your career progression moving forward.

# Our Interpreting & Translation Service

* 1. The council use Big Word to provide translation and interpretation services. This service should be consistently used where necessary to support clear communication with child and parents/carers. This is linked to equality, empowerment and is key to anti-discriminatory and anti-oppressive practice.
  2. If you are a new user requiring access to the services, please contact [ukgovaccount@thebigword.com](mailto:ukgovaccount@thebigword.com) who will set up your account and supply your WordSynk welcome email.
* **Face-to-Face Interpreting**: Is the perfect in-person solution for breaking down communication barriers in complex and sensitive situations.
* **Telephone Interpreting**: Telephone interpreting is an efficient and affordable method of communicating with limited English speakers at times where immediacy is required or there are geographical limitations.
* **Video Remote Interpreting**: We understand the importance of non-verbal communication (including body language and facial expression) in certain situations, to facilitate empathy and clarity of understanding.
* **Sign Language Interpreting**: We provide interpreting services to break down communication barriers between people who are deaf and hearing.
* **Transcription Services:** If you require this service, please contact the Children’s Commissioning team for further information.
  1. Please follow the below steps to complete a booking for an interpreter or translation:

1. Access the portal via the following link and enter your email and password.

<https://login.wordsynk.com>

1. Complete the appropriate form with the required details.
2. Provide the purchase order number below:

|  |  |
| --- | --- |
| **PO Number** | **Cost Centre** |
| 8185730 | 84741 |

* 1. An email confirmation will be sent once the booking is received and you will also be able to amend/edit/cancel the booking on the portal.
  2. The Big Word has a dedicated team of experts on a Helpdesk to help you overcome any issues and answer any questions. The Helpdesk can be contacted on 0333 344 9479 or via email at [info@thebigword.com](mailto:info@thebigword.com)
  3. Useful contact information also below:
* Face-to-Face Booking Helpdesk: 0333 344 9479
* Telephone Interpreting Helpdesk: 0333 344 9470
* Telephone Interpreting Support: [TIBookings@thebigword.com](mailto:TIBookings@thebigword.com)
* Document Translation Support: [UKGov@thebigword.com](mailto:UKGov@thebigword.com)
* All non-urgent face to face interpreting queries: [UKGovinterpreting@thebigword.com](mailto:UKGovinterpreting@thebigword.com)
* Complaints: [Feedback@thebigword.com](mailto:Feedback@thebigword.com)

# Finally…

* 1. We want to ensure that you feel safe when you are at work with the correct infrastructure to support you and are supported to grow in your professional development. If there is anything that this induction document does not cover, please speak to one of the management team so that we can ensure that this induction document helps new staff deliver the best services to our children.

Thank you

YJS Management Team

**Welcome to London Borough of Tower Hamlets (LBTH)**

**The Importance of** completing the below steps

The **Week 1 Checklist** is the first step of an effective Welcome to the council. All new and returning staff (incl. long term absence, maternity, sick leave, career break etc.) need to complete all steps to be successfully inducted. It is critical for the continued success and effectiveness of LBTH to ensure all of our new starters whether permanent, full/part time, or temporary are well equipped to support those that live and work in Tower Hamlets.

Completing the below sections throughout the first six months of employment *(including probationary reviews)*, can positively impact the way new staff operate and can make the difference in LBTH retaining good people. The **responsibility** for induction is predominantly with the **line manager** andthe **new starter** although many others play a part in delivering information including HR, LOCD and in some instances localised teams.

**Section One Day 1 Checklist**

**Section Two Weeks 1 - 4 Checklist**

**Section Three Mandatory eLearning**

**Section Four Probationary Reviews - *8 Weeks, 16 Weeks & 24 Weeks***

**My Information**

|  |  |
| --- | --- |
| **Name:** | **Date:** |
| **Team:** | **Directorate/ Unit:** |
| **Name of Line Manager:** | **Probationary review dates**  *(To be agreed with line manager: see step 4)*  **8 Weeks:**  **16 Weeks:**  **24 Weeks:** |

**Section One**

Day 1 Checklist

**To be completed** with your line manager or nominated team rep on the **first day** of employment. The list identifies items to which all new members of staff (including staff transferring to new posts within the Council) and temporary staff should be aware of/introduced to.

As each item is actioned and understood, the relevant box should be dated for the employee’s records and future reference.

All policies and further guidance can be found on the intranet using the **key words**.

**SECTION A**

|  |  |
| --- | --- |
| **Day 1: Welcome, Introduction & Facilities** | **Date** |
| Tour of work location (e.g. emergency exit routes, toilets, kitchen, lockers, breakout area, staff room, YJS rooms) |  |
| Introduction to members of the team and service. It would also be great if you sent an email introducing yourself to the team by emailing the global email address - CE\_Youth Offending Team |  |
| Photocopier, Stationery, Mail arrangements |  |
| Telephone usage/Voicemails/ [Hunt groups](http://towernet/staff_services/businessareas/tower_hamlets_homes/thh_how_we_do_things/sorting_out_ict_issues/telephone_hunt_group_changes/?view=Standard) |  |
| Arrange collection of identity card from facilities |  |
| Familiarisation with the [Code of Conduct](http://towernet/staff_services/hr_workforce_development/people_management/conduct/) |  |
| Introduction to LBTH Intranet |  |
| Familiarisation with [TOWER behaviours](http://towernet/staff_services/hr_workforce_development/ourvalues/) |  |
| Familiarisation with the [council admin buildings](http://towernet/staff_services/facilities/61472/) |  |
| Understand transport & parking options |  |

**SECTION B**

|  |  |
| --- | --- |
| **Day 1: Health & Safety** | **Date** |
| Emergency exits/evacuation route/fire alarm/test and assembly point and alarm points |  |
| Know Location of First Aid box and nearest First Aider |  |
| LBTH [Smoke free policy](http://towernet/staff_services/hr_workforce_development/people_management/conduct/) |  |
| [DSE Self-Assessment](https://myview.towerhamlets.gov.uk/dashboard/dashboard-ui/index.html#/landing) |  |
| Line manager to ensure that risk assessments and safe operating procedures for the post and relevant duties are issued and explained. |  |
| Understand reporting [accidents and incidents](http://towernet/staff_services/businessareas/tower_hamlets_homes/thh_who_we_are/investment_services/328766/328769/?view=Standard) |  |

**SECTION C**

|  |  |
| --- | --- |
| **Day 1: HR Policies and Procedures** | **Date** |
| Understand the probation procedure |  |
| Understand hours of work (including flexi-time if applicable)  See: [flexi-time scheme](http://towernet/staff_services/hr_workforce_development/leave/flexi-time/?view=Standard) |  |
| Understand [sickness absence](http://towernet/staff_services/hr_workforce_development/people_management/sickness_absence/?view=Standard) reporting procedures |  |
| Receive Employee Handbook (Where applicable) |  |
| Ensure relevant paperwork is completed and correct:   * ID check: *With people resourcing team (PRT) advisors* * Personal Information/New Starter Form * Qualification Check (where relevant to post) * Bank Details * Declaration of interest * DBS (where relevant to post) |  |
| Familiarisation with LBTH benefits and intranet   * [Annual Season Ticket Loan](https://www.abellioseasontickets.com/season-tickets/london-borough-of-to) * [ASE Eyecare Vouchers](https://gw.eyecareplans.co.uk/Account/Login/yw09o4toi) * [Cycle To Work Scheme](http://towernet/staff_services/hr_workforce_development/payment_allowances/employee_benefits/?view=Standard) * [Leisure Centre Membership](http://towernet/staff_services/hr_workforce_development/health_and_wellbeing/work_life_balance/leisure_time/discounted_leisure/?view=Standard) * [Occupational Health & Wellbeing (EAP)](http://towernet/staff_services/hr_workforce_development/health_and_wellbeing/479997/) * [Pension Scheme](http://towernet/staff_services/hr_workforce_development/pensions/?view=Standard) |  |
| Familiarisation with [Sickness Absence Management](http://towernet/staff_services/hr_workforce_development/people_management/sickness_absence/?view=Standard) Policy and Procedure. |  |

**Section Two**

**Weeks 1 - 4 Checklist**

To be completed with a new employee during their first weeks of employment.

**SECTION D** is only to be **completed by new/returning managers**.

The items included in this document may be dealt with by a number of people, including the Line Manager, a colleague within the section appointed as a mentor, HR and LOCD teams.

**SECTION A**

|  |  |
| --- | --- |
| **Weeks 1 - 4: Sectional Procedures** | **Date** |
| Review of YJS Policies under the ‘Youth Justice Service’ section [Local Resources (proceduresonline.com)](https://www.proceduresonline.com/towerhamlets/cs/local_resources.html) |  |
| Claiming expenses (HR Self-service) and processing invoices (Agresso) |  |
| How to find payslip and booking [Annual Leave](http://towernet/staff_services/hr_workforce_development/leave/annual_and_special_leave/?view=Standard) ([Self-service guide](http://towernet/staff_services/hr_workforce_development/HR_self_service/?view=Standard) available on intranet) |  |
| Understand information regarding team meetings, notice boards, thnow etc |  |
| Understand Performance Monitoring/Indicators/Data Quality |  |
| Understand how to book meeting rooms |  |
| Understand the requirements to inform Reception of expected visitors |  |
| Understand the delivery arrangements for the building |  |
| Understand complaints procedure |  |
| Understand local information regarding facilities; such as Meeting Rooms  *Where applicable see:* [*Council admin buildings*](http://towernet/staff_services/facilities/61472/) |  |
| Familiarisation with the [Councils Corporate Equality Plan](http://towernet/staff_services/OneTH/services/20016/equality_in_practice/?view=Standard) |  |
| Familiarisation with the:  [Anti-Fraud and Corruption Strategy](http://towernet/staff_services/business_planning/risk_management/anti_fraud_strategy/?view=Standard) |  |
| Understand the Corporate Priorities |  |
| Know response times for replying to letters and emails and any other relevant service standards |  |

**SECTION B**

|  |  |
| --- | --- |
| **Weeks 1 - 4: IT & Communications**  **ICT Ext: 4444** | **Date** |
| Set up remote working access via VDI (Where applicable ) |  |

**SECTION C**

|  |  |
| --- | --- |
| **Weeks 1 - 4: Learning & Development** | **Date** |
| Book onto the Corporate Induction via the Learning Hub to [Course: Corporate Induction (towerhamlets.gov.uk)](https://learninghub.towerhamlets.gov.uk/course/view.php?id=274) |  |
| Complete the Corporate mandatory eLearning via the Learning Hub: It should take around seven hours to complete all the training required however we recommend that you do it a bit at a time to avoid sitting at your computer for long periods.   * Understanding Whistleblowing * Data Protection Essentials * Freedom of Information * Prevent * Safeguarding * Equality & Diversity in the Workplace * Cyber Security: Staying Safe Online * Action Counters Terrorism (ACT) Awareness * Display Screen Equipment |  |
| Complete the Hybrid Mail eLearning via the Learning Hub (15 minutes) <https://learninghub.towerhamlets.gov.uk/course/view.php?id=1239> |  |
| Completion of Mosaic training |  |
| Completion of Childview training |  |
| Completion of YJS Skills & Knowledge Matrix |  |
| Arrange introductory meeting with Barnardo’s emotional wellbeing service for young people [Young People’s Emotional Support Service | Barnardo's (barnardos.org.uk)](https://www.barnardos.org.uk/get-support/services/young-peoples-emotional-support-service) via [danielle.fortson@barnardos.org.uk](mailto:danielle.fortson@barnardos.org.uk) & [ashleigh.mcmullen@barnardos.org.uk](mailto:ashleigh.mcmullen@barnardos.org.uk) |  |
| Arrange introductory meeting with Compass Safe East [Compass Safe East | Tower Hamlets | YP health services (compass-uk.org)](https://www.compass-uk.org/services/tower-hamlets-compass-safe-east/) via [nicole.friday@compass-uk.org](mailto:nicole.friday@compass-uk.org) |  |
| Arrange introductory meeting with YJS Specialist Nurse via [fargana.begum@nhs.net](mailto:fargana.begum@nhs.net) |  |
| Arrange introductory meeting with Speech & Language Therapists via [sara.knight4@nhs.net](mailto:sara.knight4@nhs.net) & [thomas.naden@nhs.net](mailto:thomas.naden@nhs.net) |  |
| Arrange introductory meeting with YJS CAMHS Clinician via [marcelline.menyie1@nhs.net](mailto:marcelline.menyie1@nhs.net) |  |
| Arrange introductory meeting with YJS Restorative Justice Officer via [samuel.pierre@towerhamlets.gov.uk](mailto:samuel.pierre@towerhamlets.gov.uk) |  |
| Arrange introductory meeting with YJS Education Officer via [michelle.effah@towerhamlets.gov.uk](mailto:michelle.effah@towerhamlets.gov.uk) |  |
| Arrange introductory meeting with YJS Police Officers via [phillip.camillier@met.police.uk](mailto:phillip.camillier@met.police.uk) & [neil.reynolds2@met.police.uk](mailto:neil.reynolds2@met.police.uk) |  |
| Arrange introductory meeting with YJS Probation Officer via [vida.kwarifa@justice.gov.uk](mailto:vida.kwarifa@justice.gov.uk) |  |
| Arrange introductory meeting with YJS Senior Data Analyst via [will.firminger@towerhamlets.gov.uk](mailto:will.firminger@towerhamlets.gov.uk) |  |
| A range of health and safety eLearning courses are available on the [Learning Hub](https://learninghub.towerhamlets.gov.uk/login/index.php). |  |
| As part of your induction please book onto the following via the Learning Hub:   * Introduction to Better Together Framework (2 Hours) * Better Together Practice Framework Essentials (1 Day) |  |
| Child First Effective Practice Award (EPA) please register for this here [Child First EPA - Registration Form (google.com)](https://docs.google.com/forms/d/e/1FAIpQLScSdpLWCI2Lc6hqgs8SoCbeS2DySsYaL61Cgo-nFxdwTEllvw/viewform) |  |
| Understand TOWER behaviours and PDR (Performance Development Review) process |  |

**SECTION D**

|  |  |
| --- | --- |
| **Weeks 1 - 4: Manager Information**  **(for new starter in a management position)** | **Date** |
| [Managers Zone Intranet](https://www.thebridge.towerhamlets.gov.uk/me-at-work/managers-zone) |  |
| Performance Management and KPI responsibilities – Use of Resources, Monthly Performance and Financial Management Reporting, etc. |  |
| Attendance Management |  |
| Financial Management – [Budget holder documents](https://www.thebridge.towerhamlets.gov.uk/service-areas/finance/budget-holder-key-documents) |  |
| Management Team arrangements and reporting cycle |  |
| Understand the [Risk Management procedures](http://towernet/staff_services/business_planning/risk_management/risk_talks/?view=Standard), policies and training |  |
| Understand the [Business Continuity Planning](http://towernet/staff_services/business_planning/business_continuity/?view=Standard) procedures, policies and training |  |
| Understand the Councils [Project Management Tool Kit](http://towernet/staff_services/businessareas/tower_hamlets_homes/thh_how_we_do_things/projects_and_programme_management/project_management_toolkit/?view=Standard) |  |
| Internal Audit Responsibilities |  |
| Understand the Councils [Freedom of Information](http://towernet/staff_services/customer_services/freedom_of_information/?view=Standard) processes |  |
| Understand the role of Procurement within the purchasing process (RFQ) |  |
| Request a buddy (Contact LOCD to discuss opportunities) |  |

**Step Three**

Probationary Review Period

All new employees are subject to a probationary period when they start working for the council.

The purpose of probation is to ensure that new staff receive support and induction in their new jobs, and demonstrate that they fully meet the council's performance standards and the requirements of the job.

The council decides during the probation period if you are suitable for the job you have been appointed to. It applies to all new employees including:

* those with local government experience
* those who have previously worked for the council but do not have continuity of service.

It normally lasts 24 weeks during which three reviews are held to allow:

* you to settle in and get to grips with the role
* managers to assess and evaluate your performance early
* the council to make sure you are able to carry out your role satisfactorily

|  |  |
| --- | --- |
| **Weeks 1 - 24: Future** | **Date** |
| Diarise date for 8 Week review with Line Manager (enter date on page 2) |  |
| Diarise date for 16 Week review with Line Manager (enter date on page 2) |  |
| Diarise date for final review 24 review with Line Manager (enter date on page 2) |  |