



OFFICIAL

Employee Handbook

Guide to working for Glasgow City Council

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EMPLOYMENT ZONE
Employee Handbook

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Glasgow City Council reserve the right to review, revise amend or replace the content of this handbook. We may also introduce new policies from time to time to reflect the changing needs of the organisation and to comply with new legislation

About this handbook

This handbook gives you an overview of the main things you need to know as an employee, whether you've just started with us, or have been an employee for a while.

It provides a summary of our aims and an overview of the key points from our policies, benefits, conditions of service, and the support available to you.

Some of the information in the handbook is based on guidelines that we'd expect you to follow, whilst other information is related to formal policies in place that you must adhere to. In most cases, it's about using your common sense and respecting the people and property around you.

You'll see from the handbook that we offer a range of generous benefits, and our policies are fair and open. They provide a framework for everyone to work together, respect each other, and deliver the best possible services in an honest, efficient and professional way.



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We hope you'll find the handbook interesting and helpful. If you'd like more detailed information about any of the topics, you should look on Connect (the Council's intranet for employees) or the Council's website.

We've included links throughout the handbook therefore if you're reading it online you can find more information by clicking the link. If you're not reading it online, we've also given details of where you can get more information from the home page of the sites, when you have access to the internet. For example [Connect: Employment Zone](#) will take you to the '[Employment Zone](#)' area on Connect which contains details of our employment arrangements.

Your manager or Service Human Resources team will also be able to give you further information.

Strategic plan and service objectives

Our [Strategic Plan](#) sets out the priority themes and commitments that will be delivered over the next five years by the council, its services and arm's length organisations. It will deliver a step change in how we:

- **Promote human rights and reduce inequalities across Glasgow;**
- **Improve the life chances and choices for all our citizens;**
- **Embed social justice in our policy making;**
- **Empower our citizens, giving them a stake, and a say, in what happens in their local communities and communities of interest.**

These outcomes underpin all of the actions in the plan and we are accountable for how we deliver them. The Council has six service departments who work to deliver our commitments:

- Chief Executive's Department
- Education Services
- Financial Services
- Neighbourhoods, Regeneration and Sustainability
- Glasgow City Health & Social Care Partnership

Each service department has its own specific [service objectives](#) and we also work closely with our arms length partner organisations (known as the Glasgow Family) to achieve our key objectives.

Find out more about our [partner organisations](#) on Connect.

Where you fit in

Your role profile helps you to understand what you have to do in your job and the results you are expected to achieve. It shows the competencies of your job, which describe the way you are expected to behave.

In addition, your Performance Coaching and Review (PCR) will outline your personal and team goals which are linked to the Council's key objectives.



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Your manager will meet with you regularly (at least twice per year) to coach and support you in achieving your objectives. You should receive a formal Performance Coaching Review (PCR) meeting at least once per year.

Our expectations of you

In this section, you can find out about a whole range of things that we expect you to be aware of, and adhere to (where appropriate), whilst at work. Topics range from our Code of Conduct, to your attendance, security and the use of IT equipment.

Code of conduct

Our customers are entitled to expect the highest standards of conduct from our employees. That's why we have a detailed [Code of Conduct](#) in place. This is based on the 'Seven Principles of Public Life'. These are:

Principle	Expected conduct
<i>Selflessness</i>	Employees should not take decisions, which result in any financial or other benefit to themselves, their family, or their friends. Decisions should be based solely on the Council's best interests.
<i>Integrity</i>	Employees should not place themselves under any financial or other obligation to an individual or an organisation, which might influence them in their work with the Council.
<i>Objectivity</i>	Any decisions, which employees take in the course of their work with the Council, including making appointments, awarding contracts, or recommending individuals for rewards or benefits, must be based solely on merit.
<i>Accountability</i>	Employees are accountable to the Council as their employer. The Council, in turn, is accountable to the public.
<i>Openness</i>	Employees should be as open as possible in all the decisions and actions that they take. They should give reasons for their decisions and should not restrict information unless this is clearly required by Council policy or by the law.
<i>Honesty</i>	Employees have a duty to declare any private interests, which might affect their work with the Council.
<i>Leadership</i>	If they are in a managerial position, employees should promote and support these principles by their leadership and example.

These principles apply to all of our employees. Some Services may also have their own specific conduct requirements. These principles are not intended to impinge on any requirements set down by an employee's professional body. If you breach the Code, it may lead to disciplinary action, in accordance with the Council's Code of Discipline. To find out more, see the detailed information on Connect, or speak to your manager or Service HR team.

Attendance and punctuality

If you're frequently absent or late, it can put unnecessary pressure on your colleagues, and affect the quality of service delivery. That's why it's important for you to attend work when expected, and to be

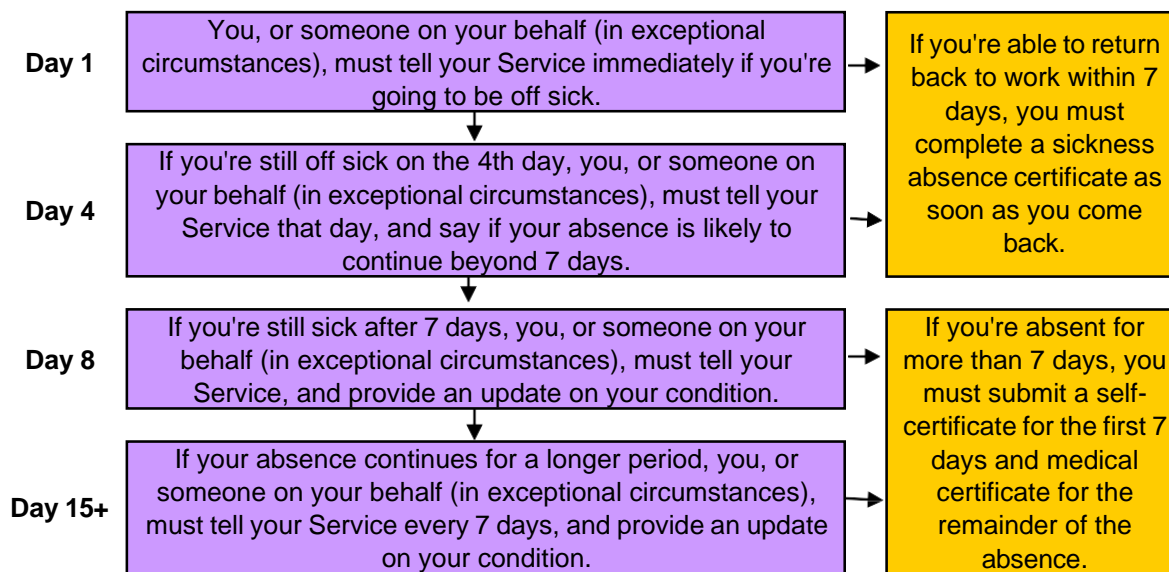


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punctual – whether at the start of your shift, returning from breaks or lunch, or for meetings and specific events. If you’re persistently late, you may face disciplinary action. If your team or service operates a flexi time arrangement, you should balance your hours with meeting the needs of your team, Service and customers.

Sickness absence

We define a day of sickness as ‘a day that you’re incapable of attending work, due to illness’. This also includes absence due to an industrial injury or disease. The following diagram shows the process you need to follow, and the documentation you need to complete, if you’re off sick.



When you return to work, your manager will have a discussion with you to ask about your absence and to see how you’re feeling. They will offer assistance and support if needed, which may include a referral to our Occupational Health provider, for example.

If you’re off sick and meet one or more of the absence trigger points which are detailed below, you will be invited to a formal absence interview to discuss your attendance record and how this will be monitored in the future.

Absence trigger points

- 3 self-certified and/or medically-certified absences, or 6 working days, within 6 months.
- 5 self-certified and/or medically-certified absences, or 8 working days, within 12 months.
- Any period of unauthorised absence.

If you work part-time or have a work or shift pattern which is different to the standard five days, your absence trigger points will be worked out on a pro-rata basis.

These are in place to make sure that our Maximising Attendance Policy (details are on Connect at [Employment Zone: Your Terms and Conditions: Conditions of Service / Policies & Procedures](#)) is applied consistently, and all employees are treated fairly.



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If you're off for more than 20 days this is considered as long term sick. We want to support you to return to work as quickly as possible therefore we will have regular meetings with you. We may also refer you to our employee assistance or occupational health providers to assist your return to work.

Personal appearance

The way you look and dress for work can be just as important as the way you perform and behave. Whatever your role, you are representing the Council, and it's important that you look clean, tidy and wear a uniform or protective clothing where provided. Your Service or manager will advise you on the appropriate dress code.

Working environment

The appearance of our working environment is also important, and we all have a role to play in keeping it clean, safe and tidy - not just for ourselves, but for the many visitors we welcome each day.

We want you to feel comfortable at work. In support of our clear desk and tomorrow's office arrangements, please keep your area clear of paperwork. Use storage provided to secure business files and documents overnight. You should also make sure informal and formal meeting spaces are cleared after you use them. Your manager will advise you of expected standards.

Honesty

In line with our values, we expect everyone working for the Council to be honest. That means being honest with colleagues, managers, and customers alike, whatever the situation.

The Council will not tolerate criminal acts of theft, fraud and bribery. If you are found to have committed these, or have tried to commit them, you may be dismissed on the grounds of gross misconduct, and may be reported to the Police.

If you become aware of someone else committing any form of dishonesty against the Council, an employee, or a customer, you should speak to your manager or phone the confidential and anonymous 'Whistle-blowing' help-line immediately (see useful contacts section).

You can also complete an on-line form on the Council's intranet at <http://connect.glasgow.gov.uk/article/13998/Whistleblowing>. You may find it difficult to report a colleague for dishonesty, but it's in the interests of all parties to stop it and prevent it from happening again. If a crime has been committed, it's your duty to report it.

It's not appropriate to accept lavish gifts or hospitality from customers or suppliers (actual or potential) which could be misconstrued as potential 'bribes' to influence or secure favours or business with the Council. For further information about what you should, and should not, accept, and how to report any gift or hospitality you are offered, please see our Code of Conduct (details are on Connect at [Employment Zone: Your Terms and Conditions: Conditions of Service / Policies & Procedures](#)). Failure to follow the Code of Conduct could result in disciplinary action.

Language and behaviour

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As an employee, you are representing the Council. Therefore, your general conduct, language and behaviour needs to be appropriate at all times. It must not bring the Council's reputation into disrepute and if it does this could result in disciplinary action. Please also bear this in mind if you are out on an organised work's social event.

Smoking

Smoking is not allowed within any Council premises or vehicles as detailed in our smoke free workplace policy (details are on Connect at [Employment Zone: Your Terms and Conditions: Conditions of Service / Policies & Procedures](#)). This includes internal and external areas of buildings such as car parks, playgrounds and internal courtyards within the boundary of the premises. If you need help to stop smoking, we offer a free support programme for employees, you can view details of this on Connect at [Employment Zone: Health, Safety & Wellbeing: Smoking](#)

Eating and drinking

Depending on where you work, you should ideally eat away from your main work area, preferably in a designated eating or rest area, if one is available to you. If not, you can eat at your desk, or place of work, but please respect others around you who may be working. Local arrangements will vary between Services. You must not eat or drink whilst working, if there is any risk to health and safety.

If you have access to a microwave, kettle, fridge, or kitchen area, please keep the equipment and any food preparation areas clean and tidy, respecting the needs and property of your colleagues.

Alcohol, drugs and gambling

If you have any problems with alcohol, drugs or gambling, you can talk confidentially to our employee assistance provider, they have trained counsellors available to give employee free advice and support 24 hours a day, 7 days a week (details are on Connect at [Employment Zone: Your terms and Conditions: Employee Assistance Provider](#)).

Where alcohol, drugs or gambling have an unacceptable impact on your behaviour or performance in the workplace, this will be raised by your manager and may result in you being required to attend a disciplinary hearing. There are a range of sanctions available to management in such circumstances, including a disciplinary referral to the council's employee assistance provider for support, which you are required to fully comply with. Failure to comply with the terms of a disciplinary referral and demonstrate acceptable behaviour and performance may result in more serious disciplinary action being taken. More information can be found on Connect at [Employment Zone: Your Terms and Conditions: Conditions of Service / Policies & Procedures Alcohol and Drugs in the Workplace](#) and [Employment Zone: Your Terms Conditions: Conditions of Service / Policies & Procedures Gambling](#)

Personal use of communications' equipment

We rely heavily on our ICT facilities to conduct our business, with access to our facilities strictly controlled and monitored. All use of ICT facilities must be in accordance with our [Acceptable Use of ICT Facilities](#) guidance. You are not allowed to use our telephone landlines, or a council mobile phone (including Blackberrys and smartphones) for personal use, except in an emergency.

The use of email, internet and phones will be monitored and excessive usage and inappropriate use could result in disciplinary action up to and including dismissal for gross misconduct, and in certain



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circumstances the matter may be reported to the police. Any usage must be in your own time (unless in an emergency), and not during normal working hours. For more information about this and other restrictions, please see [Connect Know your Council: Our Information: Information Management Strategy: Information Security](#), or ask your manager.

Information Security

Information security is the processing of confidential, secure and accurate information and is of high importance to the council. We have an [Information Security policy](#) which is designed to protect our information and protect against threats such as data being lost or stolen. It includes information in all formats: printed or written; stored electronically; sent by post or email; stored on laptops and spoken in conversation. The guidelines provide advice on:

- How to keep your information safe.
- What to do if you lose something.
- Who to contact for advice.

As part of our day-to-day work, every time we use, handle or share information we should make sure we follow our policy guidelines to make sure it is protected, held securely and handled with care. To ensure you keep up to date with our guidelines, you will be required to complete an annual training course on Information Security, available on the council's e-learning portal, [GOLD](#). You can view our policy for protecting this information, as well as supporting staff guidelines at [Know your Council: Our Information: Information Management Strategy: Information Security](#), or ask your manager.

Building Security

We need to maintain a physically secure environment at all times, to protect both the Council and its employees. That's why you must:

- Follow the guidance on [Keeping our Staff Safe](#) as part of our #SafeGlasgow campaign.
- Follow the security protocols for the building you're based in. If you're in the city centre campus these are available on [connect](#).
- Be careful about general security in the office, especially when you leave it empty.
- Be aware of people attempting to follow you through a controlled entry door who are not wearing the correct identification – always challenge strangers and anyone not wearing an ID badge.
- Always wear your ID badge where others can see it - your manager should remind you if you do not wear it.
- Don't allow visitors into a secure area, but instead escort them to Reception or Security.
- Be alert to suspicious activity, documents or packages, and report anything unusual to Security immediately.
- Be aware of what to do if there is a fire, or other alarm, and where your nearest exits are.

If you don't follow our building security guidelines your manager may discuss this with you, consistent failure to follow the guidelines may result in disciplinary action being taken.



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Confidentiality

In your job you may have access to highly confidential information. This may be text documents in paper or on your computer, audio, video recorded or other types of information. The council is committed to ensuring that all data collected, held or obtained under its control is dealt with in an ethical and legally responsible manner. Failure to do so would jeopardise the credibility of the council and may cause us to breach disclosure legislation.

Breaches of confidentiality will constitute a breach in our code of conduct which could result in disciplinary action, up to and including dismissal. In addition, under the General Data Protection Regulation (GDPR), breaches of confidentiality can lead in certain circumstances, to legal proceedings against employees as individuals.

Confidential Information

In order to ensure our employees meet our data protection commitment, you must ensure you are aware of what confidential data is and how this must be handled.

Confidential data:

- Data not in the public domain, which may relate directly or indirectly to an individual. This also includes data that is subject to any duty of confidence.
- Statistical data, which is not identifiable to individuals, but is considered sensitive, should also be considered as confidential data.
- Data relating to a named individual or identifiable individual in any form.

Handling data:

It is each employee's responsibility to ensure that the data they are working on is not read or handled by anyone who has no need to do so. In the event that confidential data is disclosed unnecessarily or suspected to be lost, you must notify your line manager immediately.

Confidential information including sharing information about planned or ongoing projects should not be discussed in a public place, with third parties or be discussed with any person not associated with the council project.

Information security guidelines

- Make sure your work area is clear at the end of your working shift, and make sure that any confidential information is securely locked away. This includes paper documentation as well as electronic storage devices, such as computer discs, CDs or memory sticks.
- Make sure that any sensitive information you have is held securely, such as in a locked cabinet.
- Your computer should be password protected – it should be difficult to guess and must be kept a secret, using a strong password – for example, eight characters long, a mix of character types such as upper and lower case letters, numbers and symbols.
- Do not allow anyone to access information using your account and when you are away from your desk; protect your information by locking your computer, hold down <CTRL> <ALT> , then select Lock Computer.



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- Use the My Print secure print function when collecting information off a printer and always make sure you have only collected your information.
- Electronic personal or confidential information taken out of the workplace must be on an encrypted memory stick or laptop provided by the Council and you should have permission. It must be transported safely and securely.
- Delete any information you no longer need from your laptop or memory stick and always return hard copy information to be filed away in the office.
If you lose a memory stick or laptop containing sensitive or personal information, report it to your line manager **immediately**.
- Always make sure hard copy confidential information is shredded or placed in a confidential waste bin when it is no longer needed. If you have access to personal information about staff or customers, then it should be treated as strictly confidential - it is a serious offence to use that information for anything else except business reasons.
- If you no longer need the sensitive information shred it, or dispose of it in a confidential waste bin.

Freedom of information (FOI)

The Freedom of Information (Scotland) Act gives people the right to access information held by the Council. As an employee you may receive an FOI request or you may be asked to prepare information in response to a request. Each service has a lead officer who is responsible for FOIs you can find out more details about this on Connect at [Know Your Council :Our Information :Requests for Information :Freedom of Information \(Scotland\) Act](#) or speak to your line manager.

Data protection

The General Data Protection Regulation provides a framework for dealing with personal data in such a way as to protect the privacy and rights of the individuals. As an employee you may handle personal data you need to therefore ensure you are aware of the requirements of the act. You can find details on Connect at [Know Your Council: Our Information: Requests for Information: Data Protection Act](#) or speak with your line manager.

Personal property

You're responsible for your own personal property, at work, so avoid bringing in any valuable items.

Selling goods and services

We have a free classified section on Connect – [Staff Zone: Benefits and Opportunities: Buy and Sell](#) where employees can buy and sell goods and services. If you want to use the site, you must agree to the terms and conditions, and all requests will be vetted for suitability. It's illegal to sell counterfeit goods such as copy CDs, DVDs or computer games.

Personal information

It's vital that you inform us as soon as any of your personal details change. These can include your name, your address, contact telephone numbers, next of kin, gender, and so on. It is helpful if you tell us if you are or become disabled. This will help us find ways of making the workplace more accessible as well as carrying out adjustments to support you in the workplace. Depending on your work location you can update your information either using Employee Self Service portal located on



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the home page on connect at the top header bar or by contacting your Service HR Team. Your manager will be able to advise you further.

Eligibility to work in the UK

As a condition of your employment, you must be eligible to work in the United Kingdom. We will have asked you for proof of this, before you joined us. However, if your circumstances change, and you are no longer eligible to work or your eligibility to work in the UK has expired, it's your duty to tell us immediately.

Treating people fairly and with respect

In this section, we explain some of the policies and procedures we have in place, to ensure that we respect each other, and treat our employees fairly when dealing with certain issues at work.

Dignity at work

Everyone is entitled to be treated with dignity and respect at work, whatever their background or circumstances. In simple terms, it's about treating others as we'd expect to be treated ourselves.

That's why our core values are so important:

We have a number of policies in place to support our commitment to dignity at work. To access these, look on Connect at [Employment Zone: Your Terms and Conditions: Conditions of Service / Policies & Procedures](#), or ask your manager or Service HR team.

Equal opportunities

We're proud to be an equal opportunities employer, by providing equality of opportunity for all. We work hard to recognise everybody's worth - respecting others, and being a sensitive and understanding employer. That means that there will be no discrimination on the grounds of:

- Age
- Colour
- Disability
- Ethnic or national origin
- HIV/AIDS status (actual or perceived), or perceived association with an HIV+ person
- Marital status
- Nationality
- Race
- Religion or belief
- Sex
- Sexuality
- Social background
- Transgender/transsexual identity.

We're also recognised as a 'Disability Confident' and Age Positive employer. This means that we commit to interviewing all disabled applicants who meet the minimum criteria for a job and our employment policies and practices demonstrate our commitment to age diversity.



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Bullying and harassment

Our policy is to provide a working environment that's free from bullying, harassment, victimisation or intimidation. Together with the trade unions, we recognise the serious consequences that these issues have for both individuals and the Council alike.

For individuals, any form of bullying or harassment, can cause stress and anxiety. This can lead to poor work performance and increased absenteeism. This then impacts on the Council's overall efficiency, with reduced productivity and higher staff turnover.

If you feel you are the victim of bullying or harassment, you should follow these five steps:

- **Step one** Don't ignore the problem.
- **Step two** Confide in someone.
- **Step three** Understand the policy and the options open to you.
- **Step four** Keep a record of any incident(s)
- **Step five** Consider taking action.

You may not find it easy to talk to someone at first, but if you don't the situation may get worse. That's why there are a number of options open to you. You can talk to:

- A trained counsellor from our Employee Assistance Provider;
- Any of our trained Bullying and Harassment Contacts;
- Your line manager;
- One of your work colleagues;
- Your trade union representative; or
- Your service HR team.

They can help you to put a stop to the bullying or harassment, by helping you to choose the best course of action and supporting you along the way. You will find more information on bullying and harassment on Connect at [Employment Zone: Your Terms and Conditions: Bullying and Harassment](#).

Grievance

If you're unhappy about a situation at work, and feel you want to raise a grievance, you can do this through our Grievance Policy. (Details are on Connect at [Employment Zone: Your Terms and Conditions: Conditions of Service / Policies & Procedures](#))

We always suggest that you raise the matter informally at first, normally with your line manager. But, if you're still not happy with the outcome, you can raise a formal grievance.

If you do this, your grievance will be investigated, and you'll be invited to a meeting to discuss the reasons for it. At the meeting, a decision will be made as to whether or not your grievance can be resolved at this process.

If you disagree with the outcome, you have the right to raise it to the next stage, this time with your Head of Service, or their nominated contact. If you're still not happy with the outcome, you can raise it to the final stage of the procedure, with the Director of Governance & Solicitor to the Council. This final stage will be heard by the Personnel Appeals Committee. Their decision will be final.



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Discipline

We have a discipline policy (Details are on Connect at [Employment Zone: Your Terms and Conditions: Conditions of Service / Policies & Procedures](#)) in place to ensure that we treat every employee in a fair and consistent way, when dealing with unsatisfactory standards of performance and behaviour.

Whilst it's important to understand when the disciplinary policy may be invoked, and how it works, the vast majority of our employees will never go through the process. Often it's a case of bringing a performance or behavioural problem to someone's attention, and giving them the opportunity to improve.

Utilising the discipline process

The process can be used for a number of reasons – some more serious than others. Cases of gross misconduct are the most serious acts, and may lead to dismissal, once all the facts and circumstances have been established. Cases of unsatisfactory conduct are normally less serious than gross misconduct, and may lead to warnings. In some cases, further action may be taken, up to dismissal, depending on the employee's disciplinary record.

Here are some examples of gross misconduct and unsatisfactory conduct.

Gross misconduct	Unsatisfactory conduct
<ul style="list-style-type: none"> • Fraud • Bribery and Corruption • Misuse/falsification of documents • Violence at work/injury to others • Incapacity due to alcohol/drugs • Theft • Abusive behaviour to others • Neglect of duty resulting in serious consequences • Gross insubordination 	<ul style="list-style-type: none"> • Bad time-keeping • Abuse of flexi-time • Unauthorised absence • Unacceptable standards of work • Negligence • Refusal to carry out a reasonable instruction or order

It's impossible to list everything that may lead to disciplinary action, or to say what action we will take in each case, as circumstances will vary. However, we'll consider every allegation carefully, and fairly, and any action we take will reflect the seriousness of the offence, taking into account the employee's record and any mitigating circumstances.

How the process works

There are three main steps involved in the process:

- 1) **Investigation** - to establish if a disciplinary offence has occurred (where this is not in dispute, for example absence or timekeeping issues an investigation may not be needed).
- 2) **Disciplinary hearing.**
- 3) **Outcome** - which may be disciplinary action.

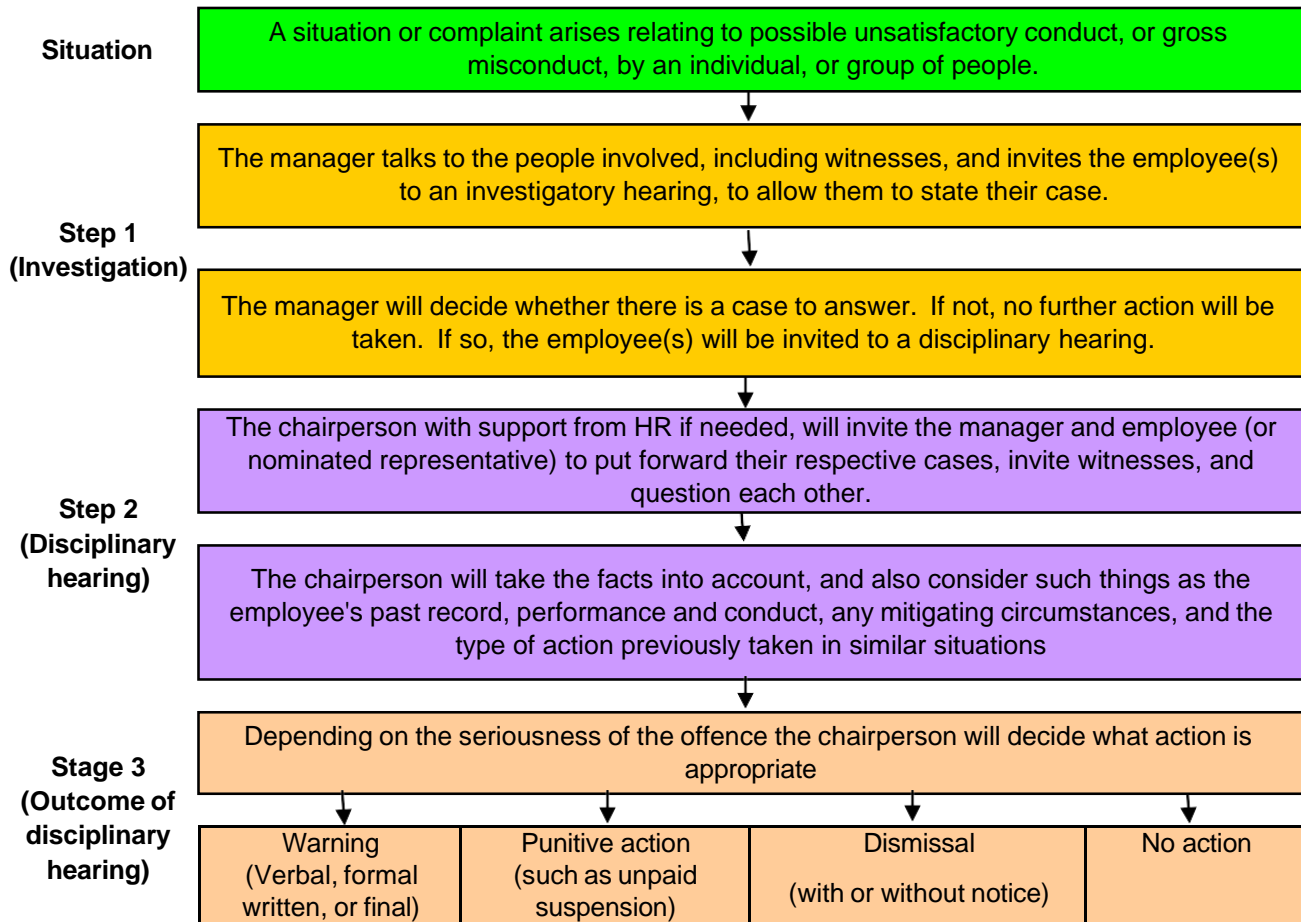


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Depending on the seriousness of the offence we may precautionary suspend employees during the disciplinary process.

The diagram below explains the process in more detail.



Appeals

If you're the subject of disciplinary action, which you feel is unfair, you can appeal against the decision. If you do this, you'll be invited to an objective Appeal Hearing, to put forward your case. The Appeals Officer will then decide if your appeal is to be rejected, or upheld in full or part. For dismissals you can appeal to the Personnel Appeals Committee, their decision will be final.

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In this section, you can find out how our policies and benefits can support you and your lifestyle. We can help you to make the most of your career in the Council, whilst supporting you through some of the different experiences and challenges you may face within, and outside of work.

Personal development

The Council is committed to investing in the personal development of its employees, and has developed a range of processes, learning 'tools' and programmes to help.

Performance Coaching and Review (PCR)

The Performance Coaching and Review (PCR) is part of a continual process of self-assessment, feedback and support to help employees develop their capabilities and potential to fulfil their job role and purpose. The PCR process helps you to identify, discuss, and begin to work on your personal development needs.

You will meet with your line manager every 12 months for an initial Performance Coaching Review (PCR) meeting and will have a review meeting at a mutually agreed date. If you've just started with the Council, your first PCR discussion will take place within your first three months. Once you've agreed your plan, you can then take advantage of our wide range of learning programmes and activities.

Learning resources

Whatever your role, we offer a range of learning 'tools' and programmes to support your personal development, and help you make the most of your career with the Council.

These are detailed in our 'Employee Development' pages on Connect. [Glasgow Intranet - Employee Development](#)

The next few pages contain details of our leave arrangements. You can view more information on each of the types of leave in our leave conditions of service which you can find on Connect at [Employment Zone: Your Terms and Conditions: Conditions of Service / Policies & Procedures](#)

Annual leave and public holidays

Annual leave

Full time employees who work a standard five-day working pattern are entitled to 26 days (or 182 hours) annual leave each year, rising to 29 days (or 203 hours) after 5 years' completed service.

If you work part-time or for part of the year, or have less than one year's service or work a shift pattern which varies from the standard five days, your leave is worked out on a pro-rata basis. In all situations your manager will always confirm your leave entitlement and pattern with you.

The leave year runs from 1st January to 31st December. You should take at least two-thirds of your entitlement from April to September inclusive. You may lose some of your holiday if you don't use your full entitlement by 31st January of the following year.



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Buying additional annual leave

You can apply to purchase up to 15 days (105 hours), the equivalent of three weeks additional annual leave in any leave year (pro-rated for employees on alternative work patterns). More information on buying additional annual leave is available on Connect at [Employment Zone: Your Terms and Conditions: Work Life Balance Options](#)

Public holidays

As well as your annual leave, you're also entitled to the following paid public and general holidays (pro-rated for employees on alternative work patterns)

Event	Public or general holiday(s)
Easter	Good Friday and Easter Monday
First Monday in May	First Monday in May
Queen's birthday	Last Monday in May and the Friday before
Fair Monday	Third Monday in July
Autumn holiday	Last Monday in September and the Friday before
Christmas	Christmas Day and Boxing Day*
New Year	Half day New Year's Eve, Full day 1st and 2nd January*

If any of these dates fall on a weekend, the public holiday(s) will become the first working day(s) at the start of the following week.)

Work-life balance

Flexible working patterns (caring, parental and work-life balance)

In addition to our generous family-friendly leave arrangements, we also offer a range of flexible working patterns to help you balance your work and home-life, for example you can apply to voluntarily reduce your working days to a 9 day fortnight. You can apply for these twice in a 12-month period. You can find more information on Connect at [Employment Zone: Your Terms and Conditions: Conditions of Service / Policies & Procedures](#) or [Employment Zone: Your Terms and Conditions: Work Life Balance Options](#) or you can find more information from your manager.

Fostering

If you've had at least one year's service with the Council, you can apply for fostering leave. If agreed, you'll be entitled to take up to one paid half-day per week, for up to three weeks. This may be extended to a maximum of six half-days. If the child is of pre-school or primary school, age, you can also take up to four weeks' unpaid leave.

Parental leave

If you've had at least one year's service with the Council, you can apply for parental leave, to care for a child, or to make arrangements for their care. Examples of care include time off to settle a child into playgroup or nursery school, or to care for them if they're sick. If your request is agreed, you can take up to a maximum of 18 weeks unpaid parental leave. To qualify, you must have at least one year's service and be responsible for the child as detailed in our leave policy. The child must also be under the age of 18.



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Kinship Care Leave

If you have had at least 26 weeks service with the Council, you can apply for Kinship Care leave which includes two weeks at the start of the placement which will be paid at your normal rate of pay. Further paid leave can be requested to attend formal appointments in relation to the care of the child.

Time off to care for dependants

If you need to deal with family emergencies, during working hours, your manager may allow you to take reasonable time-off. Examples include:

- helping, or making arrangements to help, a dependent if they fall ill; or
- dealing with an unexpected incident whilst your child is at school.

We would normally define a dependant as a wife or husband, a child, a parent, someone who lives in the same house as you, or anyone else who reasonably relies on you for help and support. Employees may be allowed up to one day's paid leave, any further will be unpaid.

Carer's Leave

If you are a Carer of a dependant with a long-term care need you are entitled to one week of leave in a 12-month period to provide or make arrangements for their care. A 'week' means the length of time you usually work for us over 7 days.

Supporting employees who are carers

As a Carer Positive accredited employer we are committed to providing support to staff with caring responsibilities.

Maternity and adoption leave and pay

Maternity and adoption

You can see full details of our maternity and adoption arrangements in our conditions of service on Connect at [Employment Zone: Your Terms and Conditions: Conditions of Service / Policies & Procedures](#). In summary you can take up to 52 weeks' leave for maternity or adoption, and receive generous maternity or adoption pay, based on your length of service. For example, if you have more than 26 weeks' continuous service, and you take the full year off work, you would be entitled to:

- 6 weeks' statutory maternity pay (SMP) at 90% of your average pay.
- 33 weeks' occupational maternity pay (OMP) at 50% of your average pay plus SMP.
- accrued holiday entitlement when you're off; and
- 13 weeks as unpaid leave.

Whilst you're away, we'll keep in touch with you, and you'll have the chance to find out what's happening at work, by coming back in for up to 10 optional paid 'Keeping in Touch' (KIT) days. Your manager will agree these with you.

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Shared Parental Leave

Eligible parents can choose how to share the care of their child during the first year of the child's birth or placement for adoption. Eligible mothers or adopters can end their maternity or adoption leave and/or pay early and share the remaining leave and pay with their partner.

You can see full details of our shared parental leave arrangements in our conditions of service on Connect at Employment Zone: Your Terms and Conditions: Employee Guides and Forms/[Shared Parental Leave Guide](#).

Maternity and Paternity Support Leave

We also allow you to take up to 2 weeks' paid leave if you are helping a mother or adoptive parent, to look after their newborn, or newly placed, child.

Neonatal Care Leave

Up to 16 weeks of Neonatal Care Leave is available to employees who have a baby in neonatal care for one or more weeks within the first 28 days of birth. This may be due to their baby being premature (born before 37 weeks of pregnancy) or because their baby is sick. Neonatal Care Leave is available in addition to Maternity/ Adoption, Shared Parental, Paternity Support Leave and is added to the end of these once the employee's other leave entitlement has been exhausted. The amount of Neonatal Care Leave an employee will be entitled to will depend on the length of time their baby remains in neonatal care. If their baby is premature and leaves hospital before reaching their official due date, then the Neonatal Care Leave will also consist of the period of time from your baby's discharge until their official due date. Neonatal Care Pay is available to employees who have at least 26 weeks continuous service.

Other types of leave

Bereavement

In the unfortunate event that someone close to you dies, you can normally take up to five paid days leave if you are the partner, child, parent of a child over the age of 18, or have a similar relationship with them. In other cases, you can take paid time off to attend the ceremony, and possibly time off to make preparations for it, your manager will confirm this with you.

Parental Bereavement

If you are the parent or primary carer of a child who dies under the age of 18 or you experience the loss of your baby at any point during pregnancy, you will be entitled to up to two weeks' paid leave. Leave can be taken anytime in the 56 weeks after the death; either in one continuous two-week period, or two separate blocks of one week each.

Medical treatment

If possible you should arrange for visits to doctors, dentists, opticians, and so on, outside of your normal working hours. If you have to attend for preventative check-ups, which are only available during working hours, we'll allow you to take reasonable paid time off. For other appointments, if it isn't possible for you to attend outside of working hours, we may allow you to take reasonable time off, without pay, providing there is no impact on the Service.

Other leave

You may also be entitled to other types of leave, paid or unpaid, for events such as:



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- antenatal or adoption appointments;
- interviews with other local authorities;
- service in non-regular forces;
- jury and witness service;
- employment tribunals;

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- formal Council meetings and public duties;
- social purposes (for example, if honorary or charitable);
- election duties; or
- principal religious festivals (for employees in nursery schools and classes only, who are members of a non-Christian religion and want to take part in certain festivals during term-time).

For more detailed information about qualification criteria, exceptions and variations, please read the detailed conditions of service on Connect, or ask your manager or Service HR team.

Personal and professional support

Free 24-hour confidential help and support (Employee assistance provider)

If ever you need help or advice, or just want to talk to someone about things in your life, you can call our [employee assistance provider](#), free of charge, on 0800 247 1100 (minicom 0208 987 1100).

Their trained advisors can help you, and your family, with professional counselling, information services, debt management and legal help, 24 hours a day, every day. The service is totally confidential.

Work-related stress

The Council takes stress at work very seriously, and will treat any concerns you have with understanding and compassion. If you feel you are under excessive pressure at work, please talk to your manager as soon as possible, or your Service HR team. You can also talk to our [employee assistance provider](#) at any time.

Alcohol, drugs and gambling

If you experience any problems with alcohol, drugs or gambling, you can talk confidentially to our [employee assistance provider](#), and ask their trained counsellors for advice and support, free of charge on our dedicated Addictions Support Helpline on 0808 196 9460. The service is totally confidential. You can also view details of the support we will offer you in our policy on alcohol and drug misuse on Connect at [Employment Zone: Your Terms and Conditions: Conditions of Service / Policies & Procedures](#)

Trade unions

We openly support voluntary membership of our recognised trade unions. As a member, you can ask nominated trade union representatives for advice, and to support and represent you at different times of your career. The trade unions may also ask for your opinions on different activities happening within the Council.

Health and safety at work

The Council has a duty to ensure, as far as is reasonably practical, the health, safety and welfare of all its employees and visitors. That's why we have a number of people, processes and systems in place, to ensure your health and safety whilst at work. However, as an employee, you have

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responsibilities too, which you need to be aware of. For more information, please see the detailed Health and Safety guides on Connect at <http://connect.glasgow.gov.uk/article/13021/Council-Health-and-Safety> or ask your manager.

Reasonable adjustments

If you need support to use our standard facilities and equipment, perhaps due to an accident, illness or disability, we will make reasonable adjustments to help you. This may include the provision of special equipment, for example.

Health and fitness

Occupational health services

Through our external provider, we offer a range of occupational health services that are relevant to our employees' job roles. Your manager can give you more advice on this.

Stopping smoking

If you smoke, and want to stop, we provide a free seven-week programme to help you quit. The programme combines advice, support and nicotine replacements, and take place three times a year. For more information, please see details on Connect at Employment Zone: [Health, Safety & Wellbeing: Smoking](#).

Financial support

Local Government Pension Scheme

As an employee of the Council with a contract for 3 months or more, you will become a member of the Local Government Pension Scheme (LGPS), which is managed by the Strathclyde Pension Fund. The Scheme is one of the best in Scotland, delivering:

- a career average revalued earnings (CARE) scheme pension, meaning your pensions is based on a career average basis when you retire from the Council;
- a pension that increases each year, in line with price inflation;
- a pension payable to your surviving spouse, registered civil partner or nominated co-habiting partner, on your death after retirement, or your death in service;
- the ability to exchange some of your pension to provide a tax free lump sum;
- lump sum death in service protection of three times your pay;
- a permanent ill-health pension, paid from any age, for employees with two years' service who are permanently unable to work.

You'll have got details about this when you joined. If you decide that you do not want to join the scheme you will be required to complete a form to opt out. You can find out more about the Scheme at www.spfo.org.uk, or by asking your manager or Service HR team.



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Car Parking

City Parking operate a car park within the Collegelands Development at Duke Street which has 1,170 car parking spaces. You are eligible for a special negotiated daily parking rate. For more information see Connect at [Workplace Parking](#)

Credit Unions

Credit Unions are not-for-profit financial co-operatives, who offer a range of competitive financial services including current accounts, savings, mortgages, loans and insurance services. There are many available in Glasgow and you can view details of them online at www.cucity.co.uk. If you decide to use Glasgow Credit Union (GCU) you can benefit from having payments taken directly from your wages making it one of the easiest, and less stressful, ways to deal with your finances. For more details of GCU offers see Connect at [Employment Zone: Your Benefits: Credit Union](#).

Life and personal accident insurance

If you are not in the pension fund, our free Life Assurance Scheme provides your dependants with up to one year's salary, if you should die whilst employed by the Council. If you are in the pension fund, your dependants will receive death benefits of three times your salary. We also provide you with Personal Accident Insurance, so if you're injured because of an accident at work, you may receive financial compensation.

Money Advice Service (MA)

You can refer to the advice of the UK's Money Advice service for free, unbiased, independent information on helping to manage your money at <https://www.moneyadviceservice.org.uk/en> They provide hints, tips and practical ideas to help you manage your money more effectively, and plan for the things that you know about, as well as the unexpected events that you don't.

Staff discounts

Preferential discounts on selected products and services throughout Glasgow can be available to staff. Current offers and further information is available on Connect at [Staff Zone: Staff Offers](#)

Give as you earn (GAYE)

Give as you earn is a tax efficient way of giving to your chosen charity through your pay. You can give as much or as little as you like, and because the donation is taken from your pay before tax, it actually costs you less and ensures that your charity receives more from the gift aid entitlement. You can get more information about this on Connect under <http://connect.glasgow.gov.uk/article/11418/Give-as-you-Earn-GAYE>.

Educational and learning support

Workplace Literacy

A fifth of all adult Scots have difficulties with their reading, writing or number skills. Because of this, we offer confidential support to help any employee who wants to improve their basic skills.



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If you, or a member of your family, need help, you can get confidential advice from The Workplace Literacy Team. The team runs programmes at various times to help you meet your learning needs. You can see details on Connect at [Employee Development: Essential Skills](#); or get the contact details in the useful contacts section at the back of the handbook.

Lifelong Learning Project

If you'd like to study or learn new skills outside of work, in your own time, you can ask our Lifelong Learning Officer for support. You can get confidential advice about the different types of learning available, and where to get help with funding. In some instances the Lifelong Learning Project may be able to help with a small financial contribution towards the costs.

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In this section, you can find out about our pay and grading structure, and how this affects you. We also explain some of the allowances you may be entitled to at various points of your career with us.

Pay and grading

Pay and grading structure

Our pay and grading structure is made up of 14 job families, 112 role profiles, 15 grades, and a range of pay points. Your details will be included in the written statement of particulars you will have received when you joined the Council.

The job families group together roles of a similar purpose, such as 'Business Support' or 'Clerical & Admin'. Within each job family, there are a number of role profiles (as described earlier in the handbook), which set out what you have to do in your job, the way you're expected to behave, and the results you need to achieve. Your role profile also determines which grade you are in.

Each of our 15 grades has a number of pay points. As you gain more experience in your role, you will normally move through the pay points.

Your total pay is known as 'contracted pay' and is made up of your core pay (based on your pay point) and any additional non-core payments, if you qualify for these. For example, if you work outdoors, or at weekends, or you are exposed to distressing or emotional situations, you may qualify for a non-core payment.

Pay frequency and method

You'll be paid on a four-weekly basis, directly into your nominated bank or building society account. Your payslip will confirm the salary you've earned and how it has been calculated. The information sheet '[Understanding your payslip](#)' shows you how your payslip will be set out and gives a useful summary of the various codes you may see and what they mean.

Pay progression

You will normally move through the pay points in your grade each year. If we employed you before 1 October 2006, this will happen from 1 April each year. If we employed you after this date, you will normally progress on the anniversary of your start date.

Non-contractual overtime

If you're in grades 1-7, overtime pay is calculated on a 35-hour week basis, using your current pay point, and any working context and demands non-core payment you receive. The overtime rates are shown on the table on the next page:



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Circumstances	Rate
Up to 37 hours	Normal time
Above 37 hours	Time-and-a-third
Short-notice requests (less than 12 hours' notice)	Time-and-a-half
Rest day and free day (where shift workers are contractually required to work on these days)	Time-and-a-half
Sunday working (Midnight Saturday to midnight Sunday)	Time-and-a-half
Public holidays	Double-time plus time off in lieu, or triple-time instead
Exceptional circumstances (such as emergency situations like floods or fires)	Double-time plus time off in lieu, or triple-time instead

The rates only apply if the circumstances fall outside of those covered by the non-standard working patterns non-core payment.

If you're at grade 8 or above, you may need to work extra hours from time-to-time. You won't normally receive overtime payments for this, unless your Head of Service considers the circumstances to be exceptional. If you do, your overtime pay will be based on the entry pay point of grade 7.

Sickness pay and allowances

If you're off sick, you'll normally receive:

- Sickness Allowance from the Council; and either
- Statutory Sick Pay (SSP) from the Council; or
- Incapacity Benefit from Jobcentre Plus.

Allowances are paid from your first day of sickness, and, for most employees, are based on five qualifying days (normally Monday to Friday in each calendar week).

Amounts

The amount of sickness allowances you may receive will vary, depending on your length of service, as shown in the following table.

Length of service at start of absence	Full allowance for	Half allowance for
Less than 1 year	5 weeks	5 weeks
1 year, but less than 2 years	9 weeks	9 weeks
2 years, but less than 3 years	18 weeks	18 weeks
3 years, but less than 5 years	22 weeks	22 weeks
5 years or more	26 weeks	26 weeks



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The daily rate of sickness allowance is based on your contracted normal day's pay, including any non-core payments.

To make sure we pay you the right allowances, it's important that you give us accurate information, to determine whether you're entitled to statutory benefits. You also need to tell us if your circumstances change, as these could affect the benefits.

Changes to your sickness allowance

We'll write to you to notify you when your full sickness allowance will run out, when your half allowance will start, and how long it will last for.

Your sickness allowances end when, or if:

- you're capable of returning to work again, under the terms of your contract of employment;
- you've exhausted your sickness allowance;
- you're on maternity leave;
- your contract of employment has been terminated (except for permanent ill health or age); or
- you're taken into legal custody.

Entitlement to sickness allowance may be withdrawn as a punitive measure when an employee has an unacceptable level of attendance.

For exceptions and variations, please see the detailed conditions of service on Connect at [Employment Zone: Your Terms and Conditions: Conditions of Service / Policies & Procedures](#), or speak to your manager or Service HR team.

Other allowances

At different points of your career, you may be entitled to claim additional allowances, on top of your normal contracted salary. For example, if you're travelling on business.

If you're travelling on Council business, you should contact your service travel section or the Travel Office for information about the best way to travel, and to book tickets where appropriate.

If you are authorised to use your own car on Council business, you need to make sure that your insurance policy covers you for business usage, and you must have a valid driving licence and MOT certificate.

You can find out more information about the different allowances by looking at our conditions of service – allowance on Connect at [Employment Zone: Your Terms and Conditions: Conditions of Service / Policies & Procedures](#), or asking your manager or Service HR team.



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We hope that you'll be happy working for the Council, and will want to stay and progress your career with us, however, we understand that some employees will want to leave us. If you feel you have to leave because of a situation at home or work, please talk to your manager, as we may be able to help. This section explains what happens if you choose to leave, or are asked to leave by the Council.

Resignation

If you do decide to leave the Council, you must formally confirm your resignation, in writing, to your manager. The leaving arrangements section below explains what will happen in more detail.

Leaving arrangements

Notice

The amount of notice required will depend on your position and length of service. The Council's Scheme of Conditions will confirm how many weeks' notice you'll need to give.

Outstanding holiday entitlement

If you have any holiday entitlement outstanding before the date you're due to leave, you should take this before you go. If this isn't possible, you will be paid in lieu of your remaining entitlement.

References

We will respond promptly and accurately, with factual information, to any reference requests from potential employers.

Exit interview

You may be asked to attend an 'exit interview' before you leave. This will normally be with your manager, or a representative from HR. The purpose of the meeting is to discuss your reasons for leaving, to answer any questions you have, and to explain any administrative formalities.

Company property

If you have any company property, such as mobile phones, laptop computers, security passes, keys, documents, files, and so on, you must return these to your manager before you leave.

Re-employment

If you leave the Council, you can decide to apply for a job with us again in the future. If your application is successful, you may not be able to claim continuous employment and may lose some of your original benefits or entitlements when you return.



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Dismissal

If you are dismissed from the Council you will receive the appropriate contractual notice of termination of employment. This is based on both the reason for dismissal and your length of service.

For more detailed information about any of the subjects in this handbook, please refer to Connect you'll find most of our employment arrangements at [Employment Zone: Your Terms and Conditions: Conditions of Service / Policies & Procedures](#) or speak to your manager or Service HR team.

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Useful contact information

Here are some telephone numbers, email addresses and websites that you may find useful. Where appropriate, internal dialling numbers are included in brackets.

Detail	Telephone	Email, Connect or web (if available)
Glasgow City Council Website	-	www.glasgow.gov.uk
Employee Assistance Provider (24-hour confidential support)	0800 247 1100	Connect: <u>Working for Us: Employee Benefits: Employee Assistance Provider</u> Web: www.pam-assist.co.uk
Addictions Support Helpline	0808 196 9460	
Whistle-Blowing Help-Line	0141 287 3777 (73777)	Web: <u>Your Council: Policy Planning & Strategy: Corporate: Whistleblowing:</u>
Glasgow Credit Union	0141 274 9933	Email: office@glasgowcouncil.cu.com Connect: <u>Working for Us: Employee Benefits: Credit Union</u> Web: www.glasgowcouncilcu.com
Workplace Literacy and Lifelong Learning Team	0141 287 6723 (76723)	Connect: Employee Development: Organisational Development: Workplace Literacies
Stop Smoking (Addictions Support Helpline)	0808 196 9460	Connect: <u>Working for Us: Health, Safety & Wellbeing: Your Health: General Information For Your Health: Smoking</u> Web: www.ashscotland.org.uk
Helping the Environment (sustainability)	0141 287 8685 (78685)	Connect: <u>Working Together: Environment Guide</u>
Money Advice Service (MA)		Web: https://www.moneyadviceservice.org.uk/en
Strathclyde Pension Fund	0845 213 0202	Email: spfo@glasgow.gov.uk Connect: <u>Working for Us: Employee Benefits: Pensions</u> Web: www.spfo.gov.uk

HR Information and contacts



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You can find details of all of our Conditions of Service and HR Policies and Procedures on Connect at [Employment Zone: Your Terms and Conditions: Conditions of Service / Policies & Procedures.](#)

We also have a number of employee guides and forms which help you understand our employment arrangements. You can view these on Connect at [Employment Zone: Your Terms and Conditions: Employee Guides & Forms.](#) If you need further information you should initially speak with your line manager.

We have also created guides for managers to guide them through their responsibilities when applying our employment arrangements. You can view these on Connect at [Employment Zone: Your Terms and Conditions: Managers Guides & Forms.](#)

Service HR teams are also available if you do need further advice and guidance. Your query will determine who you should contact. The tables on the next few pages give an overview of the contacts for each service.

Chief Executive’s Office, Corporate Services and Financial Services	
Query	Contact
<ul style="list-style-type: none"> • General advice and guidance on conditions of service and employment arrangements. • Recruitment, appointments and induction. • Agency staff. • Payroll queries. • Change of personal details. • General employee relations queries. For example discipline, grievance, harassment, maternity, leave, absence. • Redundancy calculations. • Leavers. 	<p>Employee Service Centre Phone: Internal: 39911 External: 0141 276 9911 E-mail: CBSServiceHR@glasgow.gov.uk Connect: Employment Zone: Your Service HR Address: See page 32</p>
<ul style="list-style-type: none"> • Complex HR case management issue. • Strategic advice or guidance. 	<p>Phone: 0141 287 5482 Connect: Services: CEO/Corporate: Corporate Services: Sections: Corporate HR</p>

Education Services

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Query	Contact
<ul style="list-style-type: none"> • Payroll queries. • Change of personal details. • Expenses Processing. • General enquiries. 	<p>Employee Service Centre Phone: Internal: 39914 External: 0141 276 9914 Connect: Services: Education Services Address: See page 32</p>
<ul style="list-style-type: none"> • General advice and guidance on conditions of service and employment arrangements. 	<p>North & West Area Team Phone: Internal: 39914 External: 0141 276 9914</p> <p>South West & South East Area Team Phone: Internal: 39914 External: 0141 276 9914</p> <p>East and Central Team Phone: Internal: 39914 External: 0141 276 9914</p> <p>Phone: Internal: 39914 External: 0141 276 9914</p>

Neighbourhoods, Regeneration and Sustainability	
Query	Contact
<ul style="list-style-type: none"> • Payroll queries. • Change of personal details. • Expenses Processing. • General enquiries. • Administration of maternity leave, jury duty. • Recording of absence returns. • Booking of training and events 	<p>Employee Service Centre Phone: Internal: 39912 External: 0141 276 9912 Connect: Services: Neighbourhoods and Sustainability: Sections and Teams: LES Directorate Address: See page 32</p>
<ul style="list-style-type: none"> • General advice and guidance on conditions of service and employment arrangements. 	<p>Phone: Internal: 73885 External: 0141 287 3885</p>
<ul style="list-style-type: none"> • Advice on absence. 	<p>Phone: Internal: 73901 External: 0141 287 3901</p>
<ul style="list-style-type: none"> • Advice on discipline and grievance. 	<p>Phone: Internal: 76608 External: 0141 287 6608</p>

Glasgow City Health & Social Care Partnership

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Query	Contact
<ul style="list-style-type: none"> • Payroll queries. • Change of personal details. • Expenses Processing. • Administration of maternity leave, jury duty. • Recording of absence returns. • Booking of training and events. • General enquiries. 	<p>Employee Service Centre Phone: Internal: 39913 External: 0141 276 9913 Connect: Employment Zone: Your Service HR: Social Work Address: See below</p>
<ul style="list-style-type: none"> • General advice and guidance on conditions of service and employment arrangements. 	<p>North East: 0141 287 0566 North West: 0141 276 2434 South: 0141 276 4600</p> <p>Centre Managed Services: Attendance Management: 0141 287 9010 Employee Relations: 0141 287 8091 Operations: 0141 287 8254</p>

All services – Mail to Employee Service Centre
<p>Mark with Service name and send to:</p> <p style="text-align: center;">Employee Service Centre, 18 Albion Street, Glasgow, G1 5EP</p>

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The following statement explains how data is managed for the purposes of managing the employment relationship between GCC and an employee.

Who we are:

Glasgow City Council is a local authority established under the Local Government etc. (Scotland) Act 1994 and having its chief office at City Chambers, George Square, Glasgow G2 1DU, United Kingdom. You can contact our data protection officer by post at this address, or by email at: dataprotection@glasgow.gov.uk, or by telephone - 0141 287 1055.

Why do we need your personal information and what do we do with it?

You are giving us your personal information to allow us to effectively manage your employment or prospective employment relationship with Glasgow City Council and for us to meet our obligations to you as an employer or prospective employer.

Throughout the lifetime of your employment relationship with Glasgow City Council the information you provide will be used for the following purposes:

- Your name, national insurance number and contact details, including your home address, telephone numbers and email addresses will be used to identify you and communicate with you as necessary.
- During the recruitment process or at times during your employment information may be gathered to assess your suitability to perform specific roles such as PVG and disclosure checks. In addition, information will be gathered to check eligibility to work in the United Kingdom.
- Information in relation to employment history, qualifications, training certification and licenses (such as a driving license) may be required in order to validate that you are appropriately qualified to undertake the activities of your role (or prospective role) and to ensure calculation of allowances or statutory payments for which you are entitled.
- Personal banking details are required in order to process all payments due to you in respect of your employment with Glasgow City Council.
- Qualification for particular categories of leave; maternity, adoption, shared parental and paternity support leave may require you to provide additional information such dates of confinement, to ensure that you meet the appropriate qualifying criteria and receive appropriate leave and payments.
- Information in respect of your health may be gathered at different times via statutory health surveillance programmes, statutory health assessments or as a result of our recruitment or attendance management arrangements. This information is captured to ensure that we comply with our statutory responsibilities, support employee's health and wellbeing and manage attendance across the organisation.
- During your employment, you may be invited to disclose personal characteristic information as defined in the equality act 2010 and other equalities related information. This information is used for statistical monitoring of the composition of Glasgow City Council's workforce.

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- In some circumstances an employee may engage in “case management” processes, such as attendance management, discipline and appeals, grievance or bullying and harassment complaints. In such circumstances, personal information is often disclosed by individuals and recorded in case notes. Such information will be considered as evidence in the case management decision making process. The outcome of such processes will be communicated to you and recorded on file.
- During the course of your employment, use of council equipment and premises may result in the collection of other data. This includes;
 - Dialed telephone numbers and the date, time and duration of incoming and outgoing calls.
 - Websites visited, including date, times of visit.
 - Emails sent and received, including dates, times, subject, recipient and sender.
 - Details of any media files stored on our network
 - The use of unencrypted usb devices
 - Clock in times when using time recording equipment
 - System login times
 - Door entry system recordings
 - CCTV footage

This information may be used for surveillance purposes, investigating and managing conduct and for data matching exercises.

- Some posts require members of staff to have Disclosure checks or PVG checks made against them. In these cases the council will process information regarding criminal convictions (and any police intelligence regarding suspected criminality included in a PVG check) to assess your suitability for the post in question.
- Where possible, new IT systems and the development of existing IT systems will make use of system generated or anonymised data in test environments. However, there may be circumstances in which test environments, their users and their developers appointed by Glasgow City Council, such as CGI, may be required to utilise your personal data in a test environment. In such circumstances, Glasgow City Council require that development and test activity comply with data protection legislation, taking reasonable steps to protect your personal data.

Some members of staff may also be service users. We process information on service users (including service users who are members of staff) in accordance with the privacy statements published for the various services we provide and staff should consult those service delivery privacy statements for details of this processing.

Legal basis for using your information:

These services are provided in terms of the council’s statutory functions as a local authority, more details of which can be found on our website at www.glasgow.gov.uk/privacy. Processing your personal information is necessary for the performance of a contract with you (or in the case of recruitment, to take steps to enter into a contract with you). If you do not provide us with the information we have asked for then we will not be able to manage our employment relationship with you. Some information needs to be shared with external bodies because the council is under a legal obligation to do so.

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Who do we share your information with?

We are legally obliged to safeguard public funds so details will be checked internally for fraud prevention and verification purposes and may be shared with other public bodies for the same purpose. We are legally obliged to share certain data with other public bodies such as HMRC and will do so where the law requires this; we will also generally comply with requests for specific information from other regulatory and law enforcement bodies where this is necessary and proportionate. Information is also analysed internally in order to provide management information, inform service delivery reform and similar purposes. This is in accordance with the council's Information Use and Privacy Policy, the privacy statement set out in full on our website, and the provisions of our Records Management Plan approved in terms of the Public Records (Scotland) Act 2012.

In some circumstances there will be a requirement to share some information with organisation external to Glasgow City Council:

- Depending upon the nature of your role, relevant information may be shared with relevant registered employment bodies such as the Scottish Social Services Council (SSSC) or General Teaching Council for Scotland (GTCS)
- Information gathered in respect of accidents at work may be gathered and may be shared with the HSE as required.
- Where workplace assessment for qualifications is undertaken personal data may be shared with the appropriate qualifications authority such as the Scottish Qualifications Authority and City and Guilds, for the processing of results and issuing of qualifications.
- Your personal details may be shared with the council's insurance provider for the purposes of insurance policies held by the council in respect of Employers Liability Insurance, Indemnification of employees and other insurance purposes as necessary. In certain circumstances if you are involved in an accident with a third party, Glasgow City Council may be required to share personal data with a third party insurance provider.
- If at any time during or subsequent to your employment you exercise your rights to enter into a dispute via the courts system, including employment tribunal, we may be required to share information in relation to your employment relationship with the courts or legal representatives as required.
- Where an employee is a member of the local government pension scheme, there is a requirement to share information to ensure appropriate contributions are made and benefit calculations can be made.
- In circumstances relevant personal data may be shared with third parties in respect of processing payroll deduction made in respect of salary sacrifice contributions, charitable giving arrangements, payments made to satisfy court orders, AVC scheme contributions, trade union subscriptions, credit union contributions.
- Limited personal details may be shared with external organisations appointed by Glasgow City Council to undertake research with Glasgow City Council employees. Employee surveys and facilitated employee focus groups are examples of the types of research which might be undertaken.

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- If you have ever had an appointment with Glasgow City Council's current or previous occupational health provider, you may have an occupational health record. Such records are retained by the current occupational health provider. The contents of your medical records are confidential and are not disclosed to Glasgow City Council but will inform any occupational health reports issued to Glasgow City Council by the occupational health provider.
- In the event that Glasgow City Council change occupational health provider, these medical records will transfer directly to the new provider and will not pass to Glasgow City Council.
- The council is obliged to participate in the National Fraud Initiative in Scotland and in terms of this passes information on staff (primarily payroll data) to Audit Scotland for data matching to detect fraud or possible fraud. Details of this exercise can be found on Audit Scotland's website at <http://www.audit-scotland.gov.uk/our-work/national-fraud-initiative>.
- Glasgow City Council is subject to freedom of information ("FOI") legislation. Often we receive requests which seek disclosure of information about members of staff. Such requests are assessed carefully and we will only release staff information in response to FOI requests if doing so is compatible with our obligations under data protection law. As a general rule we will withhold the identities of staff on grade 8 or below, and release the identities of staff on grade 9 or above, unless there are particular reasons to depart from this approach (such as where staff are involved in areas of work where disclosing their identity could endanger them). We will not voluntarily release non-work-related information about members of staff such as home address, nor will we voluntarily release information where this relates to the member of staff being a service user rather than in their capacity as an employee. We will seek the views of current members of staff as to any such release.
- In circumstance where you agree to engage with our employee assistance provider as a result of a management initiated referral, relevant personal information will be shared with the provider to allow the counselling service to be delivered.
- Some officers may be required, as part of their duties, to attend or speak at council committees or subcommittees. If these meetings are webcast then images of the meeting (including the attendance or contribution of officers attending) will be published on the council's website
- If you are the author of a committee report or named as the contact point in that report, your name, service and work telephone number will be published on the committee report on the council website.
- In the case of teachers who have previously worked for another local authority, personal information may be shared with and requested from your previous employer to confirm your teaching service to ensure that you are placed on the appropriate salary point and confirm OSP entitlement.

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How long do we keep your information for?

The council maintains a records retention and disposal schedule which sets out how long we hold different types of information for. This is available on the council's website at www.glasgow.gov.uk/rrds or you can request a hard copy from the contact address previously stated above.

Your rights under data protection law:

- **Access to your information** – You have the right to request a copy of the personal information about you that we hold.
- **Correcting your information** – We want to make sure that your personal information is accurate, complete and up to date and you may ask us to correct any personal information about you that you believe does not meet these standards.
- **Deletion of your information** – You have the right to ask us to delete personal information about you where:
 - I. You consider that we no longer require the information for the purposes for which it was obtained
 - II. You have validly objected to our use of your personal information – see *Objecting to how we may use your information* below
 - III. Our use of your personal information is contrary to law or our other legal obligations.

Objecting to how we may use your information – You have the right at any time to require us to stop using your personal information for direct marketing purposes.

Restricting how we may use your information – in some cases, you may ask us to restrict how we use your personal information. This right might apply, for example, where we are checking the accuracy of personal information about you that we hold or assessing the validity of any objection you have made to our use of your information. The right might also apply if we no longer have a basis for using your personal information but you don't want us to delete the data. Where this right is validly exercised, we may only use the relevant personal information with your consent, for legal claims or where there are other public interest grounds to do so.

Please contact us in any of the ways set out above if you wish to exercise any of these rights.

Complaints:

If you do not have access to the internet you can contact us on the above number to request hard copies of any of the above documents.

We seek to resolve directly all complaints about how we handle personal information. If your complaint is about how we have handled your personal information, you can contact the Council's Data Protection Officer by email at dataprotection@glasgow.gov.uk or by telephone on 0141 287 1055. However you also have the right to lodge a complaint about data protection matters with the Information Commissioner's Office, whose contact details are as follows:
Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
Telephone - 0303 123 1113 (local rate) or 01625 545 745; Website - <https://ico.org.uk/concerns>

[Please note if your complaint is not about a data protection matter and instead concerns employment matters, this should be raised initially with your line manager and if necessary can be raised through our individual grievance procedures.](#)

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More information:

There is more detail on how the council processes personal information on our website at www.glasgow.gov.uk/privacy

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