Induction Policy & Procedures

Policy Implementation Checklist	
Policy Guardian:	Chief Executive Officer
Policy Author:	Business Solutions Officer
Policy Title:	Induction Policy & Procedures
Approved by Chief Executive on:	February 2019
Approved by Linthouse Management Committee on:	May 2019
Effective from:	May 2019
Due for Review on	May 2022
Regulatory Standards of Governance and Financial Management:	Standard 3: The RSL manages its resources to ensure its financial well-being and economic effectiveness. Standard 6: The governing body and senior officers have the skills and knowledge they need to be effective.
Policy Linkages:	• Recruitment & Selection Policy • Staff Appraisal Policy
Training Completed on:	
Posted on Website on:	
Staff Sign off as Read and Training Completed	
Management Committee Sign off as Read and Training Completed	

Linthouse Housing Association

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Appendix 1 – Induction Checklist

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1. Policy Statement and Introduction

1.1 It is LHA's aim to welcome all new staff members, committee members, apprentices and volunteers to the organisation and demonstrate that, through an effective Induction process, LHA is living its values and focussing on providing a great service to our tenants and factored owners

1.2 Delivering a well-structured and supportive Induction experience is a key factor in ensuring that everyone joining the organisation is given support to acclimatise to their new place of work, can quickly get to grips with their role, understands the environment in which LHA works and settles well into their team.

1.3 This Policy and the associated Induction Checklist at Appendix 1 should be used in conjunction with LHA's Employee Information Guide and a number of other LHA Policies and sources of information to ensure all important material is provided and covered during the initial period in the new role.

1.4 Induction is not just the first day, the first week or the first month but it is a programme of learning, experiences and support which aims to provide a positive first impression of LHA and different roles will have different induction periods.

1.5 Key documents to be used in conjunction with this policy are;

- LHA's Induction Checklist
- The LHA Employee Information Guide
- Staff Development Policy
- EVH Terms & Conditions of Employment

1.6 The Induction Policy itself does not form part of LHA's Terms and Conditions of Employment and may be updated and amended at any time.

2. Aims of the Policy

2.1 The primary aim of the Induction Policy is to provide guidance and a framework to support all new employees and their line managers to cover specific information relating to the organisation, its aims and objectives, history, structure and the role of the new member of staff.

2.2 The Policy will provide a positive experience for the new employee and help them to settle quickly into the organisation.

2.3 Effective induction aims to meet LHA's legal obligations when it comes to providing Health and Safety and other key information relevant to the working environment. Essential elements of Health & Safety induction will

be delivered on an employee's first day and will include issues such as fire safety, accident reporting, hazardous materials and the work environment.

2.4 The policy provides a structure within which to meet the key people in the organisation that will be supporting the new employee during their initial settling in period.

2.5 The policy also provides structured access and support for employees to become familiar with other key policies, both from an HR and from a service delivery function.

3. Key Responsibilities – Line Managers

3.1 It is up to each line manager to compile a specific Induction Checklist for each new employee based on their role and their experience. This means while many elements of an Induction will be similar, each Checklist may be slightly different as it will take into account the individual's experience, knowledge and job role.

3.2 Line Managers should also ensure that resources are all in place for the first day of the Induction process, the desk space is tidy, access to IT systems and a working telephone is sorted out and other team members know a bit about the new employee and are ready to welcome them to the organisation.

3.3 Line Managers should also meet their new starter on a regular basis during the first 3 months of employment to review progress through the Induction Checklist and discuss opportunities for completion.

3.4 The Line Manager should actively engage with colleagues to seek opportunities for completing the Induction Checklist, such as looking out for forthcoming meetings with tenants, attendance at project reviews, training opportunities, visits to LHA properties or sites, Management Committee or other relevant meetings.

3.5 Line Managers should ensure that an effective Induction does not lead to periods where the new employee is left spending too long reading through dry policies and procedures. Getting the balance right between activities and periods of directed reading will ensure more information is retained.

4 Key Responsibilities- Senior Management Team (SMT)

4.1 SMT should ensure they have an oversight of the new employee Induction Checklist if not directly involved in the process itself and make necessary arrangement to ensure that the new employee is supported and that SMT are aware of the programme and any resources needed for Induction from other areas of the business.

4.2 SMT should also keep in mind relevant opportunities for new employees to gain experience and exposure to the wider work of the Association as and when these occur, project meetings, visits to other Associations, etc.

5. Key Responsibilities - Employees

5.1 Each employee is responsible for working with their line manager to agree a realistic schedule to complete their Induction Checklist and ensuring they keep track of key elements and these are signed off in good time.

5.2 Every employee is different, and each Induction will be focussed on their existing skills, experiences and background.

5.3 The line manager and employee should work together to set aside periods of time throughout the Induction period to complete Sections of the Checklist. This part of the process is designed to encourage the new employee to seek information out for themselves rather than rely on others. In that way, each new employee develops a better understanding of systems and LHA policies and procedures and becomes more confident in their role.

5.4 The employee should raise any concerns with their line manager about any element of Induction which does not go to plan. This is especially important if it relates to any Health and Safety sections of the Checklist.

5.5 Induction may reveal that there are wider training or development needs for the new employee and these should be noted and discussed with the Line Manager. It will not be possible to address every training need straight away, especially for those who do not have experience of social housing but setting out a learning and development plan for the future will help.

6. Policy Review

6.1 The Induction Policy will be reviewed on a three-yearly basis.

Appendix 1 – Induction Policy & Procedure

INDUCTION CHECKLIST

Welcome to Linthouse Housing Association.

The aim of the Induction Programme is to help you become familiar with your job, your office and working environment, the overall role and structure of the Association.

Please complete the Checklist below with your Line Manager

Name:		
Job Title:		
Department:		
Line Manager:		
Start Date:		

	Date actioned
Welcome meeting covering vision/mission/objectives/org structure/history/culture and values, discuss LHA's **"Listen - Hear - Act"** approach.	
Tour of premises/workstation/IT equipment – phone system, internet access protocol etc.	
H&S procedures including fire exits/accident reporting etc, issue LHA H&S Handbook	
Meeting with line manager to discuss team/individual objectives, expected standards of behaviour/performance, probationary period requirements	
Outline of key tasks and priorities during first few weeks	
Meeting the team	
Introduce and go through LHA's Employee Information Guide Issue and discuss LHA's Code of Conduct – sign for retention	
Introduce and go through LHA's Customer Service Standards and highlight our commitment to equality and diversity	

Go through main aspects of T&Cs – absence reporting procedures, annual leave, flexi/toil/dress code	
Time with other departments that the staff member will be working closely with; Detail and dates for meetings;	
Arrange weekly catch up meetings (over the first 3 weeks)	
Month 1 review – meeting to assess how the new employee is adjusting to their role and whether they have any particular coaching or training needs or other concerns.	
Month 3 review – Review with line manager to see how the new staff member is progressing in the role. Discussing any areas required for improvement and setting key tasks/priorities.	
Month 6 – If the employee is on a probationary period it is now decision time as to whether this has been successful or not. If unsuccessful this should not be a surprise to the staff member as previous issues/concerns should have been discussed with them and they should have been given the opportunity to rectify and improve.	
Month 12 – Ask the employee to feedback on the whole process stating what worked well and what could be improved. Appraisal time, set objectives for the future, training and development etc.	

The Additional space below should be used by Line Managers to discuss and agree any initial training required in the first 3 – 6 months or specific Induction Tasks which are not included elsewhere. These will usually be dependent on previous experience and the job role.

Job Specific Induction Tasks	**Date actioned**

On completion of the tasks listed above, this Checklist should be signed and returned for inclusion in your Personnel File. Signature:	Completion Date:

Appendix 1: Equality Impact Assessment

Title of Policy:	Induction Policy
Strategic Outcome:	LHA manages its resources to ensure its financial well-being and economic effectiveness.
What is the purpose of the proposed Policy?	The purpose of the Policy is to ensure that there are common standards of Induction across all departments in LHA and to ensure that all new employees, or employees in new roles, get a structured and managed induction which helps them to settle into the Association.
Protected Characteristic Groups affected by the Policy	• Age; • Disability; • Gender Reassignment; • Marriage and Civil Partnership; • Pregnancy and Maternity; • Race; • Religion or Belief; • Sex; • Sexual Orientation • language and social origin; and • other personal attributes
Who is the target audience of this policy or who is intended to benefit from the proposed policy and how? (i.e. employees, service users, management committee etc.)	The Policy applies to all employees LHA and will enhance their experience of working for LHA.
List any existing documents, evidence, research which have been used to inform the EIA (this must include relevant data used in this assessment)	The Policy and Procedures have been adapted from EVH and other sources and have been drafted in consultation with members of the SMT.

Has any consultation involvement been undertaken with the Protected Characteristic Groups to inform this assessment? (please provide details of who and how consulted)	No – the policy has been subject to organisational consultation via the LEAF Group only.
What is the actual likely impact?	That new employees feel better supported during their initial period of employment. Line Management have a structured and recorded plan for introducing new staff to the organisation and the requirements of the role. Record of Induction will ensure that important issues such as H&S and Policy guidance are recorded as having been delivered to new staff.
How have you, or will you, put the Policy into practice, and who is or will be responsible for delivering it?	The Senior Management Team and departmental line managers are responsible for ensuring the Policy and accompanying procedures are implemented across all of LHA's departments.
How does the Policy fit into our wider or related policy initiatives?	This policy fits with the revision of organisational HR policies and a focus on delivering a common approach across recruitment, staff development and other policies which support employee engagement.
Do you have a set budget for this work?	No – none required.