



Westmorland
& Furness
Council

westmorlandandfurness.gov.uk

Welcome to Westmorland and Furness Council!





A message from Sam Plum, Chief Executive of Westmorland and Furness Council

“Welcome to Westmorland and Furness Council. We hope this document will provide you with the information and tools you need to feel a valued member of our new council.

We have great ambitions to deliver the best for the people of Westmorland and Furness. We recognise that our employees are at the heart of the delivery of services to our community and making our new council a success. Everyone needs to be able to perform at their best to make the most of the opportunity we have. To support our workforce to be the best it can be we will embrace the following:

- Value your work and contribution
- Provide opportunities to learn and grow
- Listen to and act upon your ideas and suggestions
- Empower you to be effective in your role
- Be a caring employer, reflecting this in our actions, policies, and procedures
- Make Westmorland and Furness Council a great place to work

This induction marks the beginning of your journey with us, where we will value the contribution of every single person working for Westmorland and Furness Council, working together as one team to achieve our Council Plan priorities.

This guide has been developed to share a variety of information, resources and links and share practical and useful information.

“Please have a look at the Employee Checklist on page 3 and work through this once you have read the booklet. The checklist will help you ensure that you have all the key information you need.”

Employee Checklist

We aim to make you feel welcome and help set you up to be successful in your new role and the organisation.

Your line manager, together with this Employee Guide, will provide you with information, signposting and possibly a link to a buddy, to achieve this.

The following checklist is designed to support your induction experience and ensure you have been provided with all of the information you need. It will also help identify any areas that you are still unsure about, which you can then raise with your manager and/or buddy.

Question	Response
Do you know where your workplace car parks are situated (if applicable)?	
Do you know where there is a kitchen available to you?	
Do you know where your workplace fire exits are and your meeting point if you are to evacuate the building?	
Were there any reasonable adjustments identified during your pre-employment with the Council and were they put in place for you?	
Have you been provided with (or access to) all the equipment you require in order to do your job (i.e. laptop, mobile, printer, passwords etc.)?	
Were you appointed a Buddy either on your first day or during your first couple of weeks with the Council?	
Were you provided with an induction checklist by your line manager during your first week?	
Have you been provided with an employee ID card and Lanyard?	
Do you know the procedure on how to report absence?	
Do you know where to find a copy of the absence policy?	
Do you know how long your probationary period with the Council is?	
Have you received the date for or attended an induction event?	
Do you know what day of the month your salary is paid?	
Do you know how many days annual leave you are entitled to?	
Do you know the dates your annual leave year runs from and to?	
Are you aware of the flexible working arrangements applicable to your role?	
Are you aware of the benefits available to you?	
Are you aware which trade unions work in partnership with the Council?	
Are you aware of the Council's Vision?	
Are you aware of the Council's Values?	
Are you aware of the Council's structure? What Directorate do you work in?	
If no to any of the above, do you know where to find the information?	
Have you been provided with your login details for the My Learning (e-learning) core essential modules you need to complete during your induction?	
Have you completed all of the core essential e-Learning modules?	
Has any other training been identified for you as part of the induction process with your line manager? Do you have a Development Plan?	
Are you aware of other training opportunities available to you?	
Are you still meeting up with your line manager on a regular basis? Do you have regular one to ones with your line manager?	
Do you feel you have the right level of support from your team?	
Have you met the key people relating to your job?	
Do you have the relevant contact numbers you need as part of your role?	



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1. All About Us

Our Vision and Values

Our vision

Our vision for Westmorland and Furness is to be:

“A great place to live, work and thrive.”

A great place to live

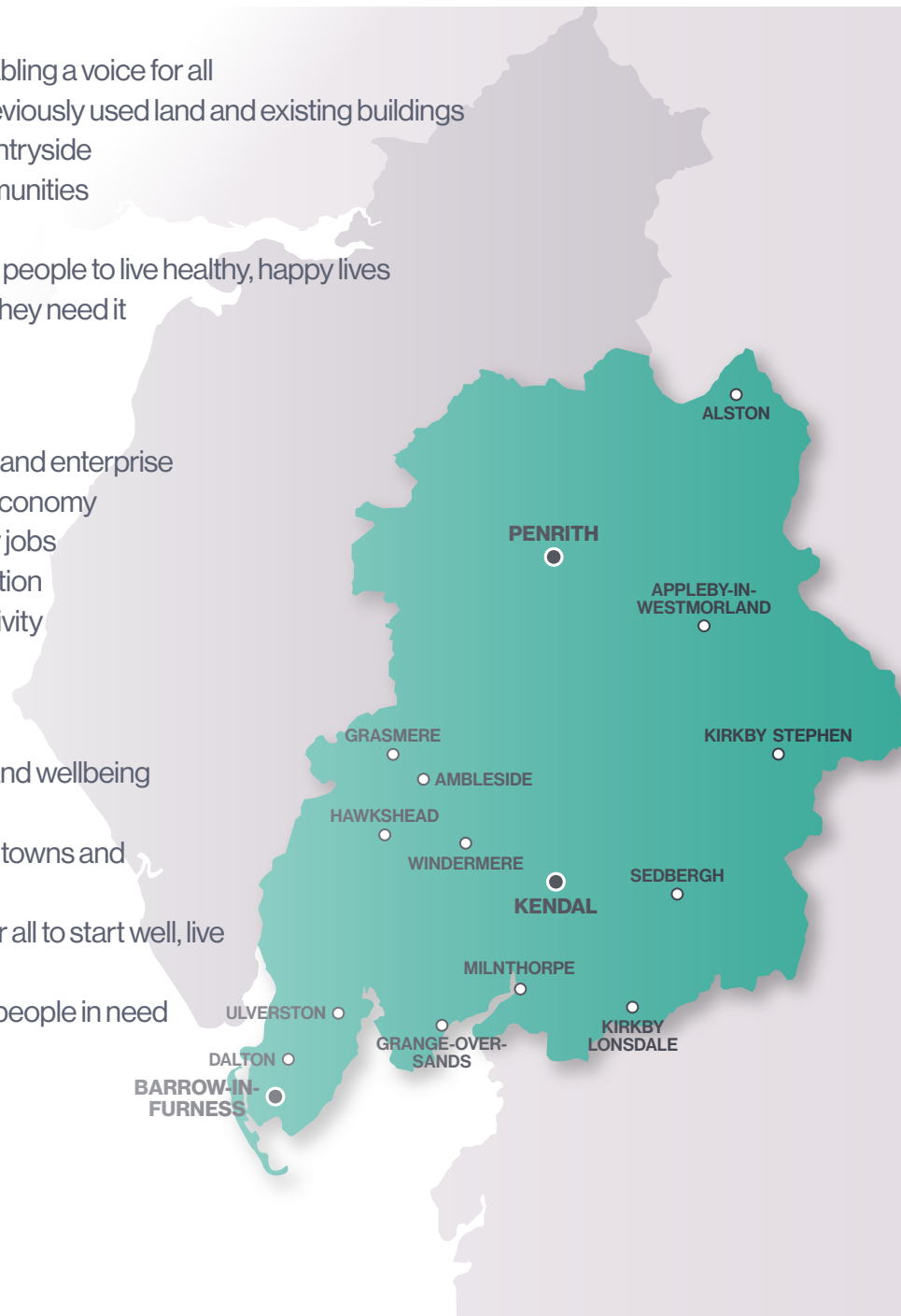
- Local and community leadership enabling a voice for all
- Housing for all making best use of previously used land and existing buildings
- Empowered places – towns and countryside
- Welcoming, proud and resilient communities
- A green and biodiverse environment
- Opportunities for children and young people to live healthy, happy lives
- Support for those that need it, when they need it

A great place to work

- Opportunities for jobs, learning, skills and enterprise
- A sustainable, inclusive and diverse economy
- A growing workforce and high quality jobs
- Support to encourage business creation
- Improved infrastructure and connectivity

A great place to thrive

- Opportunities for education, health, and wellbeing
- Excellent walking and cycling routes
- A great and diverse visitor offer in our towns and countryside
- Thriving cultural economy support for all to start well, live well and age well
- Holistic early intervention to support people in need





Our values

Ambitious

We are ambitious for everyone. We will focus on identifying and delivering the outcomes that our communities want to see. We will support our workforce to innovatively transform services for the better, enabling residents and visitors to have healthy, happy lives.

Inclusive

We will be an inclusive council and work collectively with partners to challenge each other to improve diversity and eliminate all forms of discrimination in our organisations and through local leadership increase participation in local decision making within underrepresented communities.

Outcome focused

We are outcome focused and will focus on identifying and leading the delivery of the changes that our communities want to see.

Collaborative

We will work with partners, communities, and residents to deliver the best outcomes for all.

Responsible

We are responsible, socially, environmentally, and financially. Providing leadership in the drive to become carbon neutral and delivering value for money in everything we do. We will make the best and most efficient use of our resources, while making sustainable decisions and striving to deliver on our promises to you.

Needs-led

We will intervene early to prevent harm, act in an equitable way leaving no-one behind, and enable all to ask for help in order to gain access to the right service, in the right place at the right time.

Ecologically aware

We will provide leadership in the drive to become carbon net zero and sustainable.

Council Plan

Further information on our vision and values can be found in the Westmorland and Furness Council Plan. To view this, visit: bit.ly/WFCouncilPlan



2. Your Welcome

First Steps

Once you have successfully obtained an offer of employment with us, there are a variety of pre-employment documents to be completed. This may include: a right to work check, medical questionnaire, DBS (if required), payroll information and pension documentation. You may indeed have completed some or all of these already!

If you need any support in the completion of these documents, please contact the Service Centre or your new line manager.

Keeping In Touch

Prior to your first day with us, your new line manager will keep in touch with you to provide an opportunity to answer any questions you may have and agree a suitable start date, time and location. If you have any questions please utilise these opportunities with your new line manager, or please email the Service Centre. We want to ensure you feel as comfortable as possible on your first day.

Preparing for Day One

Once you have agreed the date, time and location for your first day, there are some other things you need to know ahead of day one:

Parking

If you are planning to drive to your place of work, there may be many different options for you to park. This will be dependent on your main work location. Please ask your line manager prior to day one for information on where you can park and any parking permit options (where applicable).

Refreshments

The majority of offices have fridges and microwaves for you to store and prepare your lunch. But if you're a brew drinker, we recommend bringing your own mug and other provisions such as tea, coffee, sugar, milk (or alternative) etc. as we can't guarantee there will be hot drinks provisions at every location. If you have any questions on hot drink options, please ask your line manager.

Depending on your work location, there are likely to be plenty of local lunch options. Please ask your line manager if you'd like any recommendations or their choice of local lunch!

Dress Code

Whilst we currently do not have a formal dress code for everyone, it is important to dress accordingly for your role. If you have any doubts about what to wear on your first day, please discuss this with your manager.

Some employees may be provided with clothing or PPE and it is important you follow the relevant guidance for the applicable items.

Reasonable Adjustments

You may have a requirement for reasonable adjustments to be made to ensure you can safely access work and, if needed, evacuate the building. Your line manager should discuss this with you prior to your first day. Please make your line manager aware of your requirements ahead of your first day.

Your First Day

Your line manager will have prepared for you starting in your new role; this includes requesting your ICT equipment and ID badge and ordering any personal protective clothing or uniform, if required.

Your Buddy

Your line manager may assign you a buddy to help you settle in and to ensure you have a friendly face for support. This will likely be a colleague within the same service as your new role. Please ask your manager on your first day if you need any additional information on your buddy.

Induction Checklist

You will be provided with a copy of the Induction Checklist. This contains all the key information and tasks to help you settle into your role at the Council and provides an overview of time scales for activities. Together with your line manager and your induction buddy, you will complete the checklist. There are specific activities to complete, such as knowing about any clocking-in or clocking-out arrangements, how to request annual leave and other important policies or procedures you will need to know. There are a range of HR policies to support you, please familiarise yourself with them throughout your induction.

Employee ID Card and Lanyard

On your first day you will be made aware of how you will receive an Employee ID card and lanyard. You must keep your ID badge safe and secure and have it on your person at all times during work. It will provide access in and around your work building and depending on your location, may provide access to the printers. If you lose your ID badge, please report this to your line manager as soon as possible.

MyHR

MyHR is our web-based self-service system that links into our HR and payroll system, accessible by all devices including smart phones and tablets. This is where you will need to go to book your leave, access your payslip and submit any expenses claims, as well as keeping your personal details up-to-date.

Essential Learning

All Westmorland and Furness Council employees are required to undertake seven core essential learning modules (more information can be found in 'Your Learning and Development'). These topics are essential for all due to either being a legal requirement for the organisation or to support our Council Plan.

Information Security and Data Protection training is a legal requirement and must be completed on your first day with us. The rest are to be completed during your induction.

If you don't have easy access to ICT, there is an alternative format available; your line manager will ensure this is provided to you.

Your First 6 Weeks

Your Probation

All employees are required to complete a six-month probationary period. This involves probation review meetings set across your first six months and is where your line manager will discuss expectations, behaviours and set targets for you in your role.

In exceptional circumstances the probationary period may be extended, to allow you more time to reach the required level of performance.

Once you have successfully completed your probationary period, you may be eligible for salary increment.

For more information, please see our Probationary Policy.

Your Welcome – Induction Event

It is essential that all new employees attend our induction event to meet some key contacts within the council, to discuss our purpose and values and to meet other new employees to the business. You will be required to book onto this session once you have started in your role.

Communications

All employees will receive regular updates via various channels. Please discuss with your line manager how updates will be provided to you in your role.

3. Your Terms and Conditions, Pay and Benefits

You can find out more about your terms and conditions, pay and benefits in our 'Employee Pay and Benefits' booklet, which can be accessed on our internet site. Please speak to your line manager if you need help accessing this document.



4. Your Health, Safety and Wellbeing

The wellbeing of our employees is extremely important to us. We recognise that the main factors that affect your health and wellbeing at work are things like workload; relationships with managers and colleagues; whether you have the resources and the control over your own work to do the best job you can; whether you are able to work in a way that suits you; feeling that you are recognised and valued for the work that you do, and generally that you are treated well and fairly by colleagues and the Council overall.

We are committed to creating an environment where all employees of Westmorland and Furness Council can thrive and be happy at work, and we will work with staff at all levels and with trade union colleagues to keep improving that positive working environment for you. This is central to our Council Values and golden thread, which emphasises that in everything we do we strive to be a caring council; this applies as much to working with you as it does to providing services to the public.

In addition to aiming to provide you with a positive and supportive working environment, the Council provides a number of resources and services that can help you look after your own health and wellbeing.

Wellbeing is everyone's responsibility and we encourage you to look out for yourself and your colleagues, if you are concerned about anything then talk to your buddy or line manager.

Occupational Health Service

The Occupational Health Service operates an employee self-referral scheme for counselling. To access this, you should log into the Occupational Health portal.

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Mental Health First Aiders and Workplace Wellbeing Champions

You will have support from a number of trained health advocates, workplace wellbeing champions; first aiders and mental health first aiders.

Able Futures

We have partnered with Able Futures who deliver the Access to Work Mental Health Support Service, providing a wide range of mental health support services delivered by qualified health care professionals. The service is confidential, fast and flexible and is available over the phone, through email and face-to-face meetings.

Free Eye Tests

Employees who use Display Screen Equipment (DSE) more than one hour a day are entitled to receive a free eye test every two years (or more often in special circumstances). Following your eye test, if you require corrective appliances (glasses) for computer use, a voucher will help support costs.



5. Diversity and Inclusion

Staff Network Groups

We have several established staff network groups which represent the diverse nature of our workforce. These groups provide peer support and give staff the opportunity to influence decisions on issues affecting them. Current groups include:

- The Rainbow Alliance (LGBTQ+ group)
- Shine (Disability group)
- Race Equality Network
- Menopause
- Carers

If you want to learn more, please contact: StaffFocusGroups@cumbria.gov.uk

Change Champions

Our Change Champions group are an established group of employees that facilitate and advocate for change, role model our values and improve outcomes for customers. They have a key role in driving change forward through major transformational change and help themselves and their team to be change ready. If you want to learn more, please contact: changechampions@westmorlandandfurness.gov.uk

6. Your Learning and Development

Learning and Development is important to us and ensures our employees have the skills, behaviours and interest to do a great job, we encourage everyone to engage with continuous learning. Initial learning and development needs will be identified in the first few weeks of your employment. You will see reference to this on your Induction Checklist.

Learning needs will vary person to person and service to service and will be carefully planned in order to enable you, as a new employee, to become effective in your new role. You will also have the opportunity to review your learning and development needs throughout your probationary period.

Alongside this there are a wide range of learning and development options available directly from your service area and also from the Organisational Development and Workforce Training team.

Core Essential Learning

All Westmorland and Furness Council employees are required to undertake seven core essential learning modules. These topics are essential for all due to either being a legal requirement for the organisation or to support our Council Plan.

For the following core essential learning modules, it is a legal or corporate requirement that we all complete them:

- Information Security and Data Protection
- Health, Safety and Wellbeing
- Equality, Diversity, Inclusion and Belonging
- Safeguarding Awareness (Children's and Adult's)
- Prevent
- Customer Solutions/Service
- Climate Change

Information Security and Data Protection is required to be completed on your first day with us, and the rest to be completed during your induction. Some courses may be required to be renewed.

If you don't have easy access to ICT, there is an alternative format available; your line manager will ensure this is provided to you.

'My Learning'

'My Learning' is our learning management system (LMS) and is designed to provide you with a range of eLearning courses, training events, developmental tools and techniques. Some of these will assist in supporting face to face and virtual training events and give you instant access to a range of learning opportunities.

You can also view all our training events and book a place on an event yourself directly.

My Learning courses can be accessed from any computer or device including mobile phones, tablets or smart TVs that have a connection to the internet.

All employees can access My Learning by visiting the intranet or via Cumbria Learning Pool website via <https://bit.ly/CumbriaLearningPool>.

Apprenticeships

We currently have a significant apprenticeship commitment. This includes offering apprenticeship programmes to our existing employees, as well as recruiting external apprenticeship roles.

We currently offer a variety of apprenticeship standards, across a wide range of service areas.

Please discuss with your line manager during your employment, if you are interested in pursuing an apprenticeship.

Let's Talk - Our conversation approach

Let's Talk is our tool for meaningful two-way conversations between you and your line manager. This is an opportunity for you to spend dedicated time with your line manager throughout the year. Let's Talk is also underpinned by an annual summary. Let's Talk ensures you feel valued and included, have an opportunity to discuss your health, safety and wellbeing, have quality time to reflect what's going well and what can be improved and celebrate your strengths and successes. For more information on Let's Talk, head over to our Let's Talk Page on **My Learning**.



7. Trade Unions

The trade unions play a key role in supporting their members through change situations. They can provide professional advice and guidance on pay and conditions, coping with the impact of major transformational change, supporting members with concerns at work and in disciplinary and grievance meetings.

The trade unions representing staff across the 7 sovereign councils, including schools and Cumbria Fire and Rescue services can be found by following this link: <https://bit.ly/TUInformation>

Please reach out to your trade union representative if you need support.

Translation Services

If you require this document in another format (e.g. CD, audio cassette, Braille or large type) or in another language, please telephone: 0300 303 2992.

আপনি যদি এই তথ্য আপনার নিজের ভাষায় পেতে চান তাহলে অনুগ্রহ করে 0300 303 2992 নম্বরে টেলিফোন করুন।

如果您希望通过母语了解此信息，
请致电 0300 303 2992

Jeigu norétumète gauti šią informaciją savo kalba, skambinkite telefonu 0300 303 2992

W celu uzyskania informacji w Państwa języku proszę zatelefonować pod numer 0300 303 2992

Se quiser aceder a esta informação na sua língua, telefone para o 0300 303 2992

Bu bilgiyi kendi dilinizde görmek istiyorsanız lütfen 0300 303 2992 numaralı telefonu arayınız