



Treetops
Hospice

End of life care in Derbyshire
and Nottinghamshire

Employee Handbook

April 2026

Emily Stevenson & Danielle Hadley

Treetopshospice.org.uk

Treetops Hospice, Derby Road, Risley, DE72 3SS
www.treetops.org.uk 0115 949 1264
Registered Charity Number 519540

Contents

Contents	2
Introduction.....	3
Who we are	4
What we do	5
Our history	9
Governance	11
Terms and Conditions of Employment.....	12
Wages and salaries	12
Pension scheme arrangements.....	15
Holiday Entitlement.....	15
Special leave of absence	17
Incapacity to Work – Sick Absences	18
Other Entitlements.....	20
Training & Development.....	20
Policies, Procedures & Guidance	21
General Information	27
Variations to Terms & Conditions	28

Introduction

To All Employees

Welcome to this revised edition of our Employee Handbook which brings together the terms and conditions of your employment with Treetops Hospice and contains other details which you will find useful. The Handbook also references organisational policies and procedures that apply to you whilst in employment at Treetops.

Our culture is central to everything we do here at Treetops. Treating each other with understanding, dignity and mutual respect is vital and will ultimately impact upon the quality of our patient care.

I consider the involvement of staff at all levels to be a vital ingredient in the success of the organisation. If you have any ideas or suggestions for improving the Hospice or its operations, please make them known as your involvement is welcomed.

For existing employees may I thank each of you for your ongoing loyalty and support. New employees are extended a warm welcome to the Hospice.

Finally, I take this opportunity of wishing all of you every success with us and look forward to a long and happy association.

John Knight

Chief Executive

Who we are

Strategic Ambitions – “Crafting the Future of Hospice Care”

This staff handbook should be read in conjunction with the Three-Year strategy launched by Treetops in April 2026. The strategy sets out a bold ambition to be the UK’s foremost non-bedded hospice.

Vision, mission and values

Our vision

Our vision states the aims of our organisation. We strive to make our vision a reality.

Our vision is that everyone living within the communities we serve has access to end of-life care of the highest quality.

Our mission

Our mission describes the work we carry out every day at Treetops Hospice.

Our mission is to make every day count through giving the highest quality support for patients and families living with life limiting illness or affected by death and dying by:

- Ensuring we have the skills and experience to deliver and promote excellence in end-of-life care provision.
- Working in partnership with other local end of life service providers to ensure the best possible patient experience is achieved.
- Developing services to reflect the changing needs of the diverse community we serve.

Our Position

Treetops is central and southern Derbyshire’s modern hospice charity. We deliver expert clinical care throughout our community.

Nationally, we’re a centre of excellence for therapies addressing trauma related to death and bereavement. And we’re strengthening our lead in palliative care education, with expertise in advanced communication skills.

Our values

Respecting the unique worth of every person.

We believe that every person is different but equal and that everyone's unique needs and contribution should be recognised and supported with kindness.

Exercising responsible stewardship.

The commitment of our staff and volunteers to making the best use of all our resources, underpinned by a continuous culture of learning, growth and openness enables us deliver excellent services.

Working with hope.

With empathy, our hope is to enable patients and families supported by the hospice to live well and die well.

Sustaining a culture of trust, warmth and safety.

Everyone who comes into contact with Treetops is treated with compassion, care and respect.

What we do

Treetops Hospice is the leading end-of-life care charity for central and southern Derbyshire.

We provide nursing care and emotional support for adults with life-limiting conditions, those who've been bereaved, and their families. Our services are available free of charge, from diagnosis onwards.

We offer end of life nursing in patients' own homes, counselling for grieving children and adults, personalised wellbeing support and confidential advice.

Key messages about Treetops:

- Treetops Hospice provides nursing care and emotional support for people living in the area of Southern Derbyshire and Derby city.
- All our support is provided **free of charge** to patients and are not means-tested.
- Treetops Hospice is a registered charity no. 519540.
- Treetops Hospice needs to raise over £5.7 million each year to run the Hospice. A fifth of this comes from local healthcare commissioners. The remaining amount is raised through other areas such as fundraising events, donations, lottery memberships, shops and gifts in Wills.
- Treetops Hospice is a modern hospice, which provides high quality care mostly for patients in their own home.

- Treetops Hospice can offer support and information to any person diagnosed with a life limiting condition. This support extends to carers and loved ones, who themselves might have lots of questions.

For more information about our work, please read The Little Treetops Book:

<T:\Public\Documents\Little Treetops Book>

Describing our work

When naming Treetops` services, please spell them like this (note the capitalisation)

Treetops Hospice

- Wellbeing Space
- Bereavement Hubs Hospice at Home
- Counselling and Emotional Support
- Complementary Therapy
- Clinic in Palliative Medicine
- Education and Development

Wellbeing Space

This purpose-built facility is based at the main Treetops Hospice site in Risley. The Wellbeing Space service is available Monday to Thursday and aims to improve the patient's quality of life and function through to the provision of support and information, enablement and reablement wherever possible, encompassing their physical, psychological, spiritual and social needs.

The Wellbeing Space provides personalised enablement and reablement for adults with life limiting illnesses with the following aims:

- To provide support and information to patients and significant others offering accurate and up to date information and signposting for advice on symptoms, treatments, finances, specialist organisations, welfare rights, benefits, grants, staying at work and getting back to work.
- To use a person-centred approach with individuals to improve their quality of life in a way that is defined by them.
- To provide nursing and occupational therapy input that aims to improve management of symptoms that may have a physical, social, spiritual or psychological cause.

- To liaise closely with the Primary Health Care Team and other agencies to ensure that the individuals needs are met and to promote continuity of care.
- To offer support during the natural grieving process to families and friends and to liaise with our bereavement team if appropriate.

Bereavement Hubs

Treetops' Community Bereavement Hubs are welcoming, informal drop-in spaces for adults who have been bereaved. They offer a safe place to talk, listen and connect with others who understand what it can feel like to live with loss. The hubs are not counselling sessions; instead, they provide peer support through shared experience, helping people feel less isolated and more able to cope day to day. Trained staff and volunteers are on hand to greet people, facilitate conversation if needed, and offer practical information and signposting to other bereavement support where appropriate.

Hospice At Home

This service is for people who have reached the end of their life and who wish to be cared for at home wherever possible. It is staffed by qualified nurses and health care assistants. This is the largest service provided by Treetops Hospice, yet the least visible because all of this care happens in a patient's own home.

Our Hospice at Home service provides either planned one-to-one overnight care or a responsive roaming service, depending on patient need. The service operates seven nights a week, from 10:00pm to 7:00am. It is available to people with a terminal prognosis, including both cancer and non-cancer diagnoses."

The service is intended to supplement and be complementary to existing statutory service provision.

The aim of the service is:

- To provide skilled, high quality palliative care to people with limited life expectancy and to enable them to remain at home if that is their wish.
- To facilitate choice of patients preferred place of care and ultimately their preferred place of death.
- To promote seamless continuity of care through liaison with the Primary Health Care Team (PHCT), clients and their carers and other agencies to provide support in the home.
- To help patients achieve a dignified and well-managed death at home, whilst offering support to carers.
- To prevent unnecessary hospital admission.
- To provide proactive symptom management and carer support to prevent unnecessary admission to hospital or hospice.

Therapeutic Services

Provide a professional and individualised counselling and/or complementary therapy service to adults and children dealing with bereavement, grief and the impact of a life limiting illness.

Both services are offered face to face at the Cheetham Centre and Saplings. The number of sessions offered to each client is determined at assessment.

Counselling Service

This is provided to those dealing with a life limiting illness or have suffered a bereavement(s) from which they are experiencing difficulties.

Adults will have self-referred or children will have been referred into the service and live within Treetops Hospice catchment area or have accessed other Treetops Hospice services.

Complementary Therapy

This aims to improve quality of life and alleviate distressing symptoms and the side effect of drugs by:

- Aiding relaxation, ease stress, tension, pain, depression and anxiety.
- Providing a safe, therapeutic and confidential environment.
- Supporting well-being in their remote programme, offering relaxation and massage techniques.
- Provide Complementary Therapy as part of Treetops Staff Health and Well-Being

Education

The Clinical Education team offer education and training to Treetops staff to support their development, ensure clinical expertise whilst also extending those training opportunities to partners across the wider healthcare system.

We work in collaboration with other partners across the system with particular focus on projects with University Hospital Derby and Burton, and Loughborough University. Together we have co-developed and delivered a wide-reaching communication skills training programme, now established across Derbyshire and beyond.

Who we Serve

We have a contract to provide end of life and counselling services to people in Southern Derbyshire and Derby City.

These are commissioned via the Derby and Derbyshire Integrated Care System (ICS)

For our Hospice at Home, Wellbeing and Counselling Services, individuals accessing these services must be registered with a GP in the localities we serve.

Our history

A history of Treetops Hospice, from 1983 to the present day.

Treetops Hospice grew out of a campaign for a hospice in the area of South East Derbyshire, started by Mrs Cally Cheetham in 1983, following her own experiences of caring for relatives suffering from cancer. In 1984 the Draycott Hospice Association was formed with Cally as Company Secretary. Various fundraising activities took place, and talks were held with the local Health Authority.



The building known as Treetops was purchased from Nottinghamshire County Council in 1986 (pictured above) It was paid for out of a legacy from Mr John Laver of Sandiacre, a benefactor who very sadly died within 7 months of becoming a member of the Association. Shortly after, Draycott Hospice Development Trust was started to raise the extra funds necessary to convert and extend the original building.



The Duchess of Gloucester unveiled a dedication stone at the building in July 1990 (pictured left).

In 1991 a conservatory was added, a Nurse Manager appointed, and volunteers trained, with the volunteer home sitting service starting in May and day care in August for one day a week.

In 1993, the Draycott Hospice Association and Development Trust merged to form Treetops Hospice Trust, to reflect the

original name of the building. In June 1994 a Hospice at Home service was launched to provide nursing care at home both for people needing respite care and those at the end of their life. By 1994 the Day Care service had increased to five days a week.



Nev and Cally Cheetham celebrating 5 years of Day Care in 1996

The hospice began offering complementary therapy and bereavement support in 2000. In 2002 a Chief Executive (Clare Janes) was appointed, and changes were made to the way the organisation was managed. A Clinical Services Director was appointed who has overall management of all the clinical services.

The hospice was bequeathed a property in Sandiacre, Nottingham in 2008 and the first floor of the property was converted into a dedicated Bereavement Support Centre. The Families Bereavement Service began later that year, followed by the addition of an art therapy service in 2009. In February, Clare Janes retired from her position as Chief Executive due to ill health and sadly died in October 2009. Later that

year, Chief Executive George Cameron was appointed.

Work was completed on the purpose-built Day Care Centre in 2010 (pictured right) and it was officially opened by the Duchess of Gloucester in November. This and the alterations made to the existing building means that the number of people receiving day care has increased from a maximum of 54 per week to 115.

The Complementary Therapy and Art Therapy services were also able to expand. In April 2013, Treetops Hospice announced plans to build a new Clinical Support Centre on the grounds at Risley, following a successful grant application to the Department of Health.

In July 2014, the new Clinical Support Centre opened (pictured right), named the Cheetham Centre after founder Cally Cheetham. It contains 5 adult bereavement counselling rooms and 3 family bereavement rooms. It also contains the Education and Development Team, a large meeting room and, from 2015, a brand-new service offering support and information from diagnosis onwards.



In October 2015, the organisation became Treetops Hospice, to challenge the misconception that Treetops is a place where people go to die.

2019 saw a complete restructure of our Day Hospice Service which had delivered the same Day Care service for over 23 years, offering people with a life limiting illness and in the last 12 months of life a social based model of support and care. This previous traditional model did not meet the needs of everyone with a life limiting condition; in particular, people under the age of 60 or from different social, ethnic or cultural backgrounds.

The Wellbeing Service is now aimed at reaching and supporting a more diverse range of people in our community who are suffering a life limiting illness. The new format offers support, information, and care from the time of diagnosis and throughout the progression of their condition.

In 2023, we were thrilled to be chosen by DIY SOS Big Build for Children in Need to build us a brand-new children's counselling and therapy centre. The Saplings, the new children's counselling and therapy centre has been built with children, and their parents and carers, in mind. The entire space is welcoming and help put our young visitors at ease from the moment they step through our doors. The centre includes bespoke rooms for counselling and complementary therapy, and a multi-functional area.

The centre will help traumatically bereaved children across Derbyshire for many years to come. Fundraising activities will continue to support our child bereavement services. We are continually reviewing our services to improve and develop our care.

In October 2025, current Chief Executive John Knight was appointed.

Governance

Treetops official title is Treetops Hospice Trust. Supporters can join the trust by becoming a member. The members appoint the Board of Trustees who are responsible for the strategy and direction of the Hospice. The Board appoint the Chair of Trustees, the Clinical Sub-Committee, the Finance and Income Generation Committee, the Health and Safety Committee and the People and Workforce Committee. The Board and the Committees meet regularly throughout the year to review the Hospice's performance.

The day-to-day operation of the hospice is the responsibility of the Senior Leadership Team (SLT) which comprises of the Chief Executive, The Director of Clinical Services, The Director of Income Generation, The Director of Finance and Facilities, and the Director of People and Culture. They are ably assisted by The Executive Assistant. The SLT report to The Board of Trustees.

Terms and Conditions of Employment

This handbook is provided for the use of and as a reference for all employees. Please read it carefully as the contents form part of your contract of employment.

Your Statement of Main Terms & Conditions of Employment is to be read in conjunction with this handbook and any questions which you may have concerning either should be referred to your Line Manager. You are encouraged to seek help and guidance on any points about which you are not absolutely clear.

Probationary period

All engagements are made subject to the satisfactory completion of a six month probationary period. This period may be extended to meet particular circumstances. During the probationary period and generally within the first year of service, your employment may be subject to termination without recourse to the disciplinary process.

Annual Appraisal Reviews

Treetops Hospice adopts an annual appraisal system, giving employees and their Line Managers the opportunity to review their performance over the past year and to look forward to future objectives and development needs. There is an expectation that all staff will fully participate in the appraisal process, and this will be a 2-way discussion.

Job title, flexibility and location

Your job title is as stated in your Statement of Main Terms & Conditions of Employment and generally your duties will be appropriate to that title. When the need arises you may be required to undertake alternative or additional duties, of which you are capable. In addition, you may be requested to work from any other location as determined by the needs of the organisation and it is a condition of your employment that you are willing to do so when requested.

Any essential and necessary travel expenses incurred in the course of your duties for the Hospice will be reimbursed in accordance with the organisation's expenses policy.

Wages and salaries

You will receive an electronic payslip showing how the total amount of your wages/salary payment has been calculated and the deductions that have been made e.g., income tax, national insurance, pension etc.

All employees are paid monthly by credit transfer into your chosen bank account.

Any queries you may have e.g., incorrect payment, shortages, error in deductions etc. should be raised with your Line Manager in the first instance.

Overpayments

Should you be overpaid in error, you must notify your Line Manager immediately. The total of the overpayment will normally be deducted from your next wages/salary payment. If this should cause hardship, arrangements may be made for the overpayment to be recovered over a longer period.

Call-out and On-call

Your job role may require you to participate in a call-out or on-call rota. Details of this will be covered in your departmental induction.

Expenses

Payment will be made in respect of travel expenses incurred by an employee on business approved by the Hospice and their Line Manager. To claim expenses, you must satisfy the conditions as set out in paragraph – Use of Private Vehicles on Organisation Business.

The cost of journeys between home and your usual place or work or base are not allowable. When an employee travels direct from home to the place visited or vice versa, the actual cost of the journey may be reimbursed up to an amount not exceeding the expense of travelling between the employee's base and the place visited.

Bank account details

When joining the Hospice, you will be asked to provide details of the bank or building society account into which you wish your wages/salary to be paid. If these details change you must inform both the Finance Department and Human Resources immediately otherwise you may find payment to you is delayed.

Loans, Advances, etc

The Hospice does not provide loans or advances of pay of any amount.

Deductions

The right is reserved to deduct from your pay any sums which you may owe the Hospice including without limitation any overpayments or unearned holiday overpaid made to you by the Hospice. Wherever possible, prior notification of a deduction will be given and confirmed in writing.

Income tax

At the end of each tax year, you will receive a P60 tax form showing the total pay you received from the Hospice during that year and the amount of deductions. You should retain this document in a safe place as you may find that you need to produce it when making enquiries with HM Revenue and Customs or Department for Work and Pensions.

If required, the organisation's tax office and reference number are as follows:

HM Revenue and Customs

Notts & Derbyshire Area

Queensbridge Road

Nottingham

NG2 1AW

Employers Tax Reference: 507/T428

Hours of work

Your normal hours of work will have been made known to you on your appointment and are detailed on your Statement of Main Terms and Conditions of Employment.

Additional hours – TOIL (Time off in Lieu)

You may be required to work additional hours as agreed in advance with your Line Manager, which may include weekends and public holidays as the needs of the business requires. Extra hours so accrued may be taken as time off in lieu as agreed with your Line Manager and must be recorded and submitted to HR according to policy (no later than 10th of every month).

Attendance and Timekeeping

The Hospice expects you to arrive for work punctually and be ready to commence work at the appointed time at the start of each working day.

It is essential that all staff maintain high levels of attendance to deliver the best possible service to our community.

Persistent lateness and unauthorised absenteeism will be dealt with under the organisation's disciplinary procedure.

Staff Rota

It is your responsibility to update the staff rota daily.

Notice to terminate employment

The notice which you must give and receive to terminate your employment is detailed on your Statement of Terms and Conditions of Employment.

Notice to terminate your employment must be given in writing to your Line Manager. You must expect that you will be required to work the period of your notice. During the notice period, if you fail to attend/work normally,

the Hospice has the right to terminate the employment without obligation to any remaining period of notice.

If you terminate your employment without working the proper period of notice, the Hospice reserves the right to deduct from any pay due to you, a sum of compensation of up to five-days pay depending on all of the circumstances.

The Hospice reserves the right to utilise any outstanding accrued holiday entitlement against all or part of the notice period.

The right is also reserved to make payment in lieu of notice in exceptional cases.

In the event of dismissal due to gross misconduct, the Hospice will terminate your employment without notice (see Disciplinary Rules and Procedure).

During the notice period you may not be required to attend for normal duties but to remain available for work if necessary.

Pension scheme arrangements

If you are a member of the NHS Superannuation Scheme and are employed as a member of the Hospice's nursing staff, you are eligible to continue your membership of the Scheme. The Hospice will continue to contribute to the scheme at your existing rate.

For all other employees aged 22 or older and under state pension age, earning £10k p/a (£833 per month) the Hospice will make an auto-enrolment contribution of 5% of gross earnings to the Hospice's appointed pension provider; you will be required to make a personal contribution of a minimum of 3% of gross earnings.

Further details of both schemes are available from the Human Resources Department or the Finance Department.

If you wish to opt-out of the auto-enrolment pension scheme you must advise your pension provider and the HR department.

Holiday Entitlement

Annual leave

The holiday year begins on 1st April and ends on 31st March each year. On engagement the annual holiday entitlement is a total of 27 days for a full-time employee.

In recognition of your continuous service with the Hospice you will be entitled to receive additional holidays as follows:

Service	Total Entitlement
5 years continuous service as at 31st March	29 days
10 years continuous service as at 31st March	33 days
Part-time staff will have a pro-rata entitlement to holidays with pay including customary public holidays.	

During the first year of service, holidays may not be taken in advance of the amount accrued unless prior approval has been obtained.

You must not book a holiday without obtaining prior management approval. The Hospice will not be held responsible for any unrecoverable deposit or other losses incurred by you as a result of a holiday request not being approved.

The accrual of holiday pay during service ceases on termination of your employment with effect from the last day worked.

Customary public holidays

The customary public holidays are regarded as normal working days for the Hospice at Home Team and Income Generation Team who are expected to work on any of the customary public holidays if required to do so.

Support staff will have the following holidays with pay or alternative days as decided by management:

New Year's Day	Spring Bank Holiday Monday
Good Friday	August Bank Holiday Monday
Easter Monday	Christmas Day
May Day	Boxing Day

It is a condition of employment that you are prepared to work on a customary public holiday if required to do so. There are normally 8 bank holidays, although this can vary dependent on the date Easter falls on each year.

Public Holiday entitlement will not be accrued during any period of unpaid absence and long-term sick absence.

Booking Holidays

You should make a request on Sage HR or complete a holiday request form for all annual holidays not laid down by the Hospice and have it approved by your Line Manager.

Holiday requests will only be agreed if they are presented officially and all holiday dates will be allocated on a first come, first served

basis to ensure that the operational efficiency and minimum staffing levels are maintained throughout the year.

Requests for more than 10 consecutive working days as holiday will only be approved in special circumstances, and strictly at the discretion of the Chief Executive based on the needs of the organisation.

At least four weeks' notice of your intention to take holidays of one week or more is required. Holidays for lesser periods require one weeks' notice.

The taking of holiday by key staff should not overlap when the Hospice is open.

Accrual of paid annual holiday after a period of four weeks continuous absence will accrue in accordance with the Working Time Regulations.

You are not normally allowed to carry forward any part of one year's holiday entitlement to a subsequent year and ordinarily annual holiday not taken by 31st March will be forfeited. However, in exceptional circumstances and with prior management approval, discretion may be exercised and the carry over of up to one working week may be permitted subject to these days being taken within the first 3 months of the following holiday year.

On termination of your employment, you will be paid for any holidays accrued but not taken in that year. However, in the event of you having taken holidays in excess of those accrued in the holiday year then the appropriate deduction will be made from your final wages/salary.

If your employment is terminated due to gross misconduct, accrued contractual holiday pay will be paid in accordance with the statutory provisions.

Special leave of absence

Bereavement leave

A maximum of one contractual week of special paid leave of absence may be granted at the discretion of the Chief Executive in the case of bereavement involving a direct member of family i.e., parent, spouse/partner, brother, sister, or child.

It is expected that outstanding holiday entitlement be used to provide payment for bereavement leave beyond that which may be authorised.

Special unpaid leave

Treetops Hospice may, in circumstances not covered by an employee's statutory right to time off from work, consider requests for special unpaid leave.

It is expected that employees will use any paid annual leave in the first instance.

Any request for unpaid leave should be made writing, stating the period of leave and reasons for it to the Chief Executive.

The Chief Executive has complete discretion on whether to grant special unpaid leave and it may be withdrawn at any time.

Jury Service

Employees called for Jury Service will be granted special leave to enable them to attend. Loss of earnings, travel and subsistence expenses should be claimed from the courts if your period of Jury Service does not exceed 4 weeks. Treetops Hospice will make up the shortfall between normal pay and the loss of earnings amount paid by the courts.

Periods of Jury Service exceeding 4 weeks will be paid in full by Treetops Hospice and claims for loss of earnings to the Courts Service will not be required.

You may still claim expenses for travel and meal allowances from The Courts Service regardless of the length of Jury Service.

Incapacity to Work – Sick Absences

Notification of Sick Absence

Employees unable to attend work must notify their Line Manager (or the designated deputy) by telephone no later than an hour before your normal start time on the first day of absence. You should tell your Line Manager of the reason for your absence and indicate your expected date of return. You should speak to your Line Manager in person wherever this is possible. However, if you are unable to make contact yourself, you should arrange for a family member to notify your Line Manager.

Please familiarise yourself with the Sickness Absence Policy & Procedure for full details of your responsibilities regarding self-certification and Fit Note absences. Failure to provide self-certification forms and Fit Notes from your GP may result in delayed sick pay.

Return to Work

You will meet with your Line Manager on your return to work in order to check your fitness to return, to give you the opportunity to raise any work-related issues that may be impacting your health, to ensure that all support you need is in place, to bring you up to date of any significant changes and information and to check you have provided the necessary documentation.

Statutory Sick Pay (SSP)

In the event of your absence from work due to personal sickness or injury, the Hospice is only responsible for paying you statutory sick pay (SSP) providing that you qualify, and you comply with the rules regarding sickness absence.

Payment of SSP will be through the normal payroll procedure and will be subject to the normal deductions. SSP cannot be paid in advance of our pay cycle and will be paid up to and including 25th of the month.

SSP will be paid in full days only when on a phased return.

Organisational Sick Pay (OSP)

The Hospice also operates its own discretionary sick pay scheme under which you may be entitled to receive payment during your absence from work due to personal sickness or injury, subject to the conditions and rules detailed below.

In the event of your absence from work due to personal sickness or injury there is a discretionary sick pay scheme and any payments made will be in accordance with the following scale:

Service	Annual payment at full pay
First 3 months	Nil
First year of service	Up to 4 weeks full pay
Second year of service	Up to 8 weeks full pay
Thereafter	Up to 12 weeks full pay

All OSP is normally calculated over a rolling 12-month year.

OSP is only payable providing you have met the notification and certification requirements as outlined in the Absence Policy and Procedure.

The right is reserved not to make payments additional to SSP if the reason for or the frequency of the absence is, in the opinion of the Chief Executive, excessive, unwarranted, or unjustified, depending on all the circumstances at the time.

The period of entitlement is determined by the length of service at the beginning of a period of incapacity for work.

If the incapacity for work is due to participation in any hazardous activity, injuries sustained whilst engaged in secondary employment, or for any other reason that in the opinion of the Chief Executive does not fully justify the absence, or you have behaved in a way likely to impede recovery, the right is reserved to withhold payment under the organisation's sick pay scheme.

If you receive or are eligible to receive compensation or damages from a third party in respect of sickness or injury, any payment made to you by the Hospice on account of that sickness or injury shall be repayable by you from the sum paid by the third party. This sum will be the lesser of: -

- The value of the compensation damages awarded.
- The amount of OSP paid by the Hospice as a result of sickness or injury.

In such cases the period of absence from work will be discounted wholly or partly at the organisation's discretion.

Other Entitlements

Maternity Leave

Entitlement to maternity leave and pay is in accordance with the current statutory provisions. In addition, Treetops Hospice will pay Enhanced Maternity Pay for the first 2 weeks of maternity leave at a level of your normal pay. Thereafter, statutory provisions apply. You should notify Human Resources and your Line Manager of your pregnancy so that your entitlements and obligations can be explained to you. There is also the provision to take Shared Parental Leave (SPL). Human Resources will outline the policy arrangements if you wish to take advantage of this entitlement.

Paternity Leave

Paternity leave is a period of one or two week's consecutive leave taken when a child is born or placed with you for adoption. You can start your leave on the date of birth or placement, or later provided it is taken within 8 weeks of birth or placement. To be eligible you must have been continuously employed by us for at least 26 weeks prior to the 15th week before the Expected Date of Childbirth or the week in which the agency notifies you have been matched.

Statutory Paternity Pay (SPP) is payable if you satisfy the rules for paternity leave. Treetops Hospice will pay Enhanced Paternity Pay which tops up your SPP to full pay for the maximum 2-week period.

Parental Leave

This enables employees to have 18 weeks unpaid leave to look after their child's welfare. To qualify you must have 12 months continuous service and be a parent of a child under the age of 18.

Although we will try to accommodate your request for parental leave, we reserve the right to postpone your requested leave where it would unduly disrupt our business.

Training & Development

Annual Performance & Development Reviews (PDR)

Treetops Hospice is committed to ensure all employees develop to their full potential and are fully qualified, competent, and motivated to provide the best service possible.

Treetops Hospice adopts an annual appraisal system, giving employees and their Line Managers the opportunity to review their performance over the past year and to look forward to future objectives and development needs. There is an expectation that all staff will fully participate in the appraisal process and enjoy a 2-way discussion.

Employees will be given time to prepare for their appraisal and sufficient time will be set aside for the actual review.

Induction Programme

Employees will receive role specific induction training during their first 4 weeks of employment to help their integration into the organisation. This will be organised by your Line Manager and supported using the Induction Checklist which you will receive as part of your Induction Pack.

Within your first 4 weeks of employment you will be expected to complete all your statutory training requirements as detailed in your Statement of Main Terms and Conditions of Employment.

Personal and Professional Development

Subject to funding Treetops Hospice encourages employees to participate in training, education and professional development. This ensures that employees can develop knowledge and skills which benefit both the individual and the Hospice. Employees must obtain prior agreement from their Line Manager before booking a place on a course.

Policies, Procedures & Guidance

There are several key policies which affect your employment. You are required to read and attest to the policies detailed below which are subject to change from time to time. All Policies and Procedures can be found on Vantage. Some Policies and Procedures are linked to your BlueStream E-Learning modules.

Data Protection and Confidentiality Policy and Procedure

This is held electronically on Vantage Policies and Procedures section and in the Policy & Procedure File 3 located in the Compliance Officer's Office.

Absence Policy and Procedure

See Absence Policy & Procedure held electronically on Vantage Policies and Procedures section and in the Policy & Procedure File 4 located in the Compliance Officer's Office.

Cash and Cheque Handling Procedures

See Financial Procedures Manual Sections 1.1 and 1.2 and Section 5 for Retail held electronically on Vantage, Policies & Procedures Section and in the Policy & Procedure File 8 located in the Compliance Officer's Office.

IT Policy

See IT Policy & Procedure held electronically on Vantage, Policies & Procedures Section and in the Policy & Procedure File 4 located in the Compliance Officer`s Office.

Disciplinary Policy and Procedure

See Disciplinary Policy, Procedure and Rules held electronically on Vantage, Policies & Procedures Section and in the Policy & Procedure File 4 located in the Compliance Officer`s Office.

Equality and Diversity Policy and Procedure

See Equality & Diversity Policy & Procedure held electronically on Vantage, Policies & Procedures Section and in the Policy & Procedure File Section 4 located in the Compliance Officer`s Office.

Grievance Policy and Procedure

See Grievance Policy and Procedure held electronically on Vantage, Policies & Procedures Section and in the Policy & Procedure File 4 located in the Compliance Officer`s Office.

Performance Management Policy and Procedure

See Performance Management Policy & Procedure held electronically on Vantage, Policies & Procedures Section and in the Policy & Procedure File 4 located in the Compliance Officer`s Office.

Freedom to Speak Up Policy and Procedure

See Freedom to Speak Up Policy & Procedure held electronically on Vantage, Policies & Procedures Section and in the Policy & Procedure File 4 located in the Compliance Officer`s Office.

Adverse Weather Conditions

Detailed below is guidance in the event of the adverse weather conditions preventing you getting to work: -

- If it is safe to travel you should come into work as usual or consider alternative routes to work; if you are unable to drive to work, you should consider public transport if it is available and practicable to do so.
- If you are unable to get into work or are going to be delayed, telephone your Line Manager or if unavailable a member of the Senior Leadership Team at the earliest opportunity.
- If you arrive late to work and are subsequently advised to leave early, you will not be asked to make up the time.

- If you are unable to attend work because your child's school is closed and there is sufficient notice of the closure, consider alternative child arrangements; if the closure was announced first thing in the morning and alternative childcare cannot be made, telephone your Line Manager or a member of the Senior Leadership Team to inform them of the situation; in these circumstances, staff are eligible to take unpaid leave.

In these circumstances, you should keep in regular contact with your Line Manager or if unavailable a member of the Senior Leadership Team.

If it is unsafe and impracticable for you to attend work the management team will ensure that any decision taken to address the issue will take account of individual circumstances, ensuring that any outcome is carried out fairly and consistently.

Buying or selling of goods

You are not allowed to buy or sell goods on your own behalf on Hospice premises without prior management permission.

Collections

Collections of any type are not allowed on the Hospice premises unless prior permission has been given by your Line Manager.

Data Protection and Confidentiality

You must not during or after the period of your employment divulge to any outside body any trade secrets, confidential information, supplier and customer details, pricing list and/or details of business connections including such of the foregoing that you have introduced into the Hospice during your employment.

You shall not remove from the place of your employment any documentation of any description nor take copies of such documentation for your personal use or the use of a competitor or third party either during your employment or on termination of your employment.

Any information provided by the Hospice to you will be regarded as confidential unless it is of a type that would be:

1. freely available to the general public.
2. freely available to members of the organisation's trade or profession.

Gifts & Hospitality/Bribery & Corruption

To avoid any allegations of bribery or corruption, the acceptance of gifts or hospitality other than items or gestures of a nominal nature or value, is not permitted. There may be occasions when you are offered gifts or hospitality and, in such instances, you must declare this immediately

to your Line Manager in accordance with the Gift Acceptance Policy. If you are uncertain seek advice from your Line Manager.

You should also report immediately any attempt from any other employee, customer or third party to bribe you into divulging confidential information relating to our services.

Housekeeping

From the point of view of safety and appearance, all work and rest areas (including the kitchen and Hospice vehicles) must be kept clean and tidy at all times. Each employee has a duty to maintain their working environment in order to achieve a good housekeeping policy.

Redundancy

Should circumstances arise where redundancy is seen to be a possibility the first steps will be to reduce overtime to a workable minimum and restrict recruitment.

If redundancies cannot be avoided, consideration will be given to applications for voluntary redundancy. If the selection of employees for redundancy becomes necessary, the relevant factors will be taken into consideration at that time.

At all times in a redundancy situation, the overriding consideration will be the future needs and viability of the business.

Retirement

There is no set retirement age from the organisation. At any time during your employment, you are welcome to discuss any future plans you may have with your Line Manager. If you do decide to retire you must submit your resignation in writing with appropriate notice.

Rights of search

The Hospice reserves the right to carry out random checks on persons and property (including employee's vehicles) at any time while they are on the Hospice's premises or business. It is understood that such checks do not imply suspicion in relation to the individual concerned.

Refusal can constitute a breach of contract which could result in your dismissal.

Secondary employment

Prior to undertaking any other work paid or unpaid outside your normal working hours, you should consult with your Line Manager. You must ensure that your secondary employment does not interfere or conflict with your attendance and duties with the Hospice, and that it is not in contravention of the Working Time Regulations.

Short-time working and lay off

In the event of a shortage of work for whatever reason, the Hospice may find it necessary to introduce an arrangement of short time working or a temporary suspension from work without normal pay. In either case this will be done within the provisions of current employment law.

Standards of Dress and Appearance

You are required to present a professional image at all times when at work and are expected to dress suitably for the needs of the organisation and your working environment.

Where appropriate you will be issued with uniform bearing the Hospice name and logo. You are required to wear these items of clothing at all times during working hours and it is your responsibility to launder your uniform and ensure that its wearing is presented in a clean and tidy state at all times.

Where the Hospice considers that clothing provided to you has suffered excessive wear and tear or damage as a result of wearing/using the items outside of your working hours with the Hospice, the right is reserved not to pay for the replacement of such items and to insist that you cover the full cost of any new items required.

On leaving the employment of the Hospice you must return any items of uniform allocated to you by the Hospice. The right is reserved to make a deduction from your final pay for an amount equivalent to the replacement cost of any item not returned or returned in an unreasonable condition on your departure.

Any member of staff who fails to conform to the dress code or, in the opinion of your Line Manager, whose appearance could give offence to service users, customers and colleagues, will be dealt with under the disciplinary procedure.

Training course reimbursement

If the Hospice funds a training course on your behalf and you should leave the organisation during the 12 months after completion of the training, a percentage of the training costs may be required to be reimbursed to the Hospice. The amount due will be calculated on a pro rata basis depending on the length of service following your completion of the training.

Should you leave your employment prior to the end of the course; the full amount incurred by the Hospice for the cost of training will be repayable by you.

Schedule of recovery

Termination effective from	% of costs repayable
Up to 3 months after the completion date	100%
3 to 6 months after the completion date	75%
6 to 9 months after the completion date	50%

9 to 12 months after the completion date	25%
More than 12 months after the completion date	0%

On termination of your employment the Hospice has the right to deduct any outstanding amount due from your final pay. If the provision of pay is not sufficient to meet the sum involved the Hospice will invoice you for the amount due. It is your responsibility to meet this cost.

Non completion of training without good reason will be required to be reimbursed to the Hospice.

Use of mobile phones

The use of mobile phones must be exercised with due care and regard for the following rules:

1. Mobile phones issued by the Hospice are for business use. Personal calls must be kept to a minimum. The monthly billing will be scrutinised by management and the cost of any excessive private calls will be recovered by a deduction from pay.
2. The use of a personal mobile phone during working hours is restricted to emergency situations.
3. You are not permitted to use a mobile phone on Hospice premises or any customer premises for audio or visual recording purposes without the express permission of your Line Manager.

Use of mobile telephones when driving:

1. The actual use of the telephone handset by the driver whilst the engine to the vehicle is running is contrary to the basic requirement of the Highway Code. Any such use may lead to prosecution by the Police Authority.
2. You are not permitted to use a handheld mobile phone whilst driving on organisation business under any circumstances (this includes if your vehicle is stationary with the engine running). Using a mobile phone whilst driving is potentially dangerous to you, other road users and pedestrians. Please be aware that if you are stopped by the police and you are using a hands-free phone while driving, you can face prosecution under other motoring laws. The Hospice will not accept any responsibility for liabilities arising from a failure to comply with this policy.
3. You should be aware of potential theft when stopping at traffic lights, or when the car is parked, your telephone must therefore be concealed out of temptation of thieves. When your vehicle is left unattended your phone should be removed.
4. You must ensure that all mobile telephone equipment is turned off when re-fuelling a car or waiting on a filling station forecourt.

The above rules are easy to follow and are designed to safeguard you. They must be respected and any failure in your duty to do so

will result in disciplinary action including possible termination of your employment.

Use of private vehicles on organisation business

In the event of you using your own vehicle on organisation business it is a requirement that you meet the following conditions:

- Hold a current full driving licence, MOT certificate and Tax (where legally required).
- Have appropriate business cover on your own car insurance policy.

If these arrangements are not adhered to, travel expenses cannot be claimed.

General Information

Change of personal details

If you change your name, address, telephone number, emergency contact or bank details you must ensure that you complete the Change of Personal Details Form and forward to the Human Resources Department.

You will also be required to update Human Resources of your Death in Service beneficiary if there is a change to your personal circumstances.

Letters of reference

Building Societies etc. may apply to the organisation for a letter of reference on your behalf.

Reference enquiries by other employers may be made to the Chief Executive whilst you are currently employed, or for up to three years after you have left.

Open letters of reference will not normally be given.

Lost property

Articles of lost property should be handed to your Line Manager who will retain them whilst attempts are being made to discover the owner. If the item/s are not claimed, they will be handed to the Facilities Team where they will be held in the Lost Property storage.

Notice boards

General information regarding the Hospice is posted on notice boards. You should familiarise yourself with the location of notice boards on the premises as it is important to pay regular attention to this method of communication.

Parking

At any time that your vehicle is parked on Hospice premises it is left entirely at your risk and no liability for any damage will be accepted by the Hospice.

Where appropriate, you must park your vehicle in the designated spaces as allocated by the Hospice.

Personal property

Liability is not accepted for the loss of, or damage to personal property brought onto the premises. You are recommended not to bring personal items of value onto the premises and not to leave any such items unattended.

Treetops Property

All employees are required to return any company property in their possession upon termination of their employment and confirm that they have done this in writing.

If employees fail to return company property, we can reserve the right to deduct from an employee's salary any money owed to the hospice, which includes the cost of replacing company property that is not returned upon termination. This would amount to an authorisation to deduct from wages.

Personal telephone calls

Landline telephones are provided for essential aspects of the business. Private outgoing telephone calls are only allowed with prior permission. All incoming personal calls must be kept to a minimum.

Religious and political activities

The Hospice has no religious or political bias and does not condone any activity that is offensive to others or causes discomfort to an individual or disruption to working practices. Employees must not feel pressurised in any way into listening to, or participating in, any religious or political activity.

Statements to the Media

Any statements to the media must be authorised by the Head of Marketing, Director of Marketing and Income Generation, or the Chief Executive.

Variations to Terms & Conditions

The Hospice reserves the right in appropriate circumstances to change the terms and conditions of your employment, and any such variations will be notified to you either by way of a general notice to

all employees or as an individual notice to yourself personally, whichever is appropriate. Any changes will be made by way of negotiation and appropriate consultation, and the notice given to you by the Hospice will be dependent upon your length of service and within legislative guidelines.