

Guidance

# Employee Handbook and Induction Checklist

2016

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### Corporate Induction

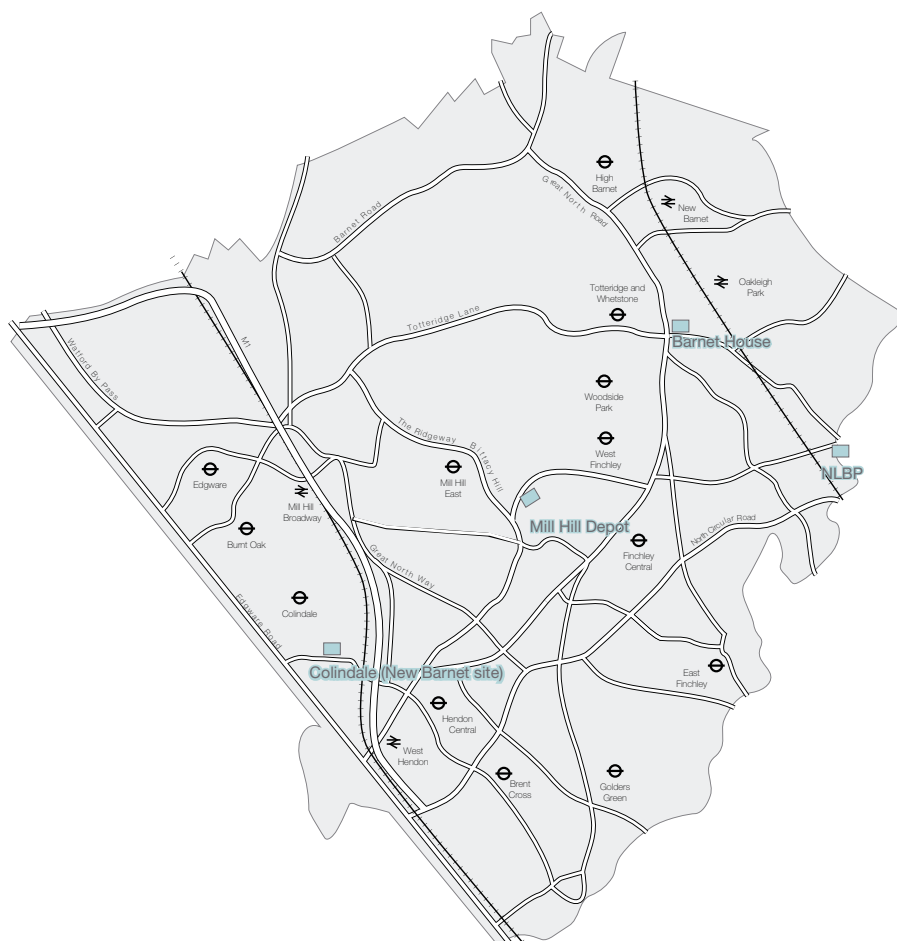
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## About Barnet

Barnet is the largest London borough by population, with 367,205 inhabitants. We are a desirable leafy suburb, covering over 86.74 square kilometres (33 sq. miles) with over 200 parks and 36,000 street trees. The rest of the borough is made up of suburban residential areas and 20 traditional town centres, including a major retail location at Brent Cross.



## How Barnet works

**In April 2013, the council commenced its new ‘Commissioning Council’ operating model.**

### What is a commissioning council?

Commissioning involves a fundamentally different approach to determining how local services are provided. In simple terms, commissioning is the adoption of a system in which the council works with elected councillors, partners and residents to set the strategic priorities of the borough, in the context of the available resources within the borough, to agree a set of outcomes which reflect the needs of residents and which the full range of local partners work together to achieve. Services are then bought or ‘commissioned’ from a diverse mix of providers within the market (in house and from the wider public sector, private and third sectors) to deliver these outcomes.

### Democratic leaders

Barnet Council is a democratic, elected Member-led organisation whose vision and strategic direction - and the key decisions required to achieve that vision - are made by the ruling administration on behalf of the residents they serve. Elected Members represent the views of their constituents and communities and provide effective insight into views, priorities and aspirations of residents.

### The Strategic Commissioning Board (SCB)

The SCB comprises the Chief Executive and Chief Operating Officer.

The SCB holds the responsibility for the overall management and leadership of the council, working with the Executive and with elected Members to set the strategic and policy framework for the council. The SCB has responsibility for ensuring that the council is developing its commissioning priorities, working with public partners and accounting for the needs of residents. The SCB oversees the allocation of resources across the borough against the priorities it sets and has overall accountability for ensuring effective performance against these priorities.

# Council and Democracy

## Councillors

Local councillors are elected by the community to decide on the council's policies, that is how the council should carry out its various activities. Once these policies are agreed by council or its committees they are implemented by officers. They represent the public interest as well as individuals living within the ward in which he or she has been elected to serve a term of office. Councillors act as a member of the council by being council and committee members and participating in the decision making process of the council and their committees; they represent the residents of their ward and, unless they stand as an independent councillor, they also represent the political party they belong to.

There are 63 councillors in total: 32 Conservative, 30 Labour and 1 Liberal Democrat. Click [here](#) to view a full list of councillors and the wards (areas of Barnet) they represent.

## Leader of the Council

The Leader of the Council is Councillor Richard Cornelius; he leads the Conservative group and together with his group is responsible for setting the vision and direction for Barnet.

## The Mayor

The Mayor is elected each year by fellow councillors and is the first citizen of the borough, only the Queen (or her representative, the Lord Lieutenant of Greater London) takes precedence. As ceremonial head, the Mayor represents the borough at civic occasions, presides over council meetings, promotes public involvement in council activities and upholds and promotes the purposes of the council's constitution.

## Committee System

As of June 2014, the council changed to a committee system of governance whereby decisions are taken by politically proportionate committees of councillors. Political proportionality means that the number of councillors on each committee reflects the fact that the Conservative administration has an overall majority on the council. Each committee has a specific set of responsibilities which are set out in the council's constitution.

- commissioning resources who are responsible for the retained functions which support the council's operations including:
  - HR and finance
  - communications
  - information management
  - programmes, performance and commercial functions.

The teams work together to develop long-term plans, including the Corporate Plan, six committee Commissioning Plans and Financial Strategy up to 2020. Commissioning Group is also accountable for ensuring delivery of these plans, by turning these into a detailed set of strategies, business cases and commissions. Larger projects are embedded as part of the council's change programme and annual budgets, with outcomes and activities commissioned from a range of delivery units.

Commissioning Group incorporates a range of different skill sets, subject knowledge and expertise and different approaches to achieve the best outcomes for residents and ensure effective delivery through major contracts – eg. Re and CSG – as well as those commissioned from internal delivery units and partners.

## Assurance Group

The Assurance Group is led by the Director of Assurance who is also the council's Monitoring Officer (the statutory officer responsible for ensuring the council acts within the law). She also manages the relationship with HB Public Law, a shared legal service between Harrow and Barnet Councils, which also provides legal services to Hounslow Council.

She is assisted by an Assistant Director who is also the council's Whistleblowing Officer, who ensures any whistleblowing complaints are dealt with appropriately. The Assurance Group comprises of the following teams:

- Governance manages the formal decision making process, and ensures that all decision making is conducted in accordance with relevant statutes/legislation and with the council's constitution through the council's committees
- Electoral Services maintains the electoral register and ensure accuracy and completeness of the register throughout the year so that electors are able to vote in forthcoming elections. They also manage elections and referenda on behalf of the Returning Officer (RO) who is the Chief Executive in Barnet
- Internal Audit provides independent and objective assurance to the council, its members, the Strategic Commissioning Board (the senior managers in the



## The Commissioning Council and Delivery Units

**The ‘Commissioning Council’ operating model requires us to ask some fundamental questions about the future of local services at a time when budgets are falling: Is the service necessary? What form should it take? Who is best placed to provide it? The new model is about ensuring that essential services are provided by those best placed to deliver – be it an ‘in-house’ provider or an external partner. Ultimately, what we care about is that services are delivered efficiently, to a high standard and contribute to achieving the priority outcomes set by elected Members.**

Internal and external Delivery Units are an essential part of the structure, as they are responsible for delivering the services being commissioned for our residents to meet agreed outcomes. It is the responsibility of Delivery Units to provide the best services at the best possible value to the taxpayer.

### Commissioning Group

The Commissioning Group is at the centre of the organisation working with delivery units, partners and the voluntary and community sector to secure the best deal for residents.

The Group consists of two teams:

- commissioning strategy, who develop and implement commissioning strategies for a broad set of community-related areas including:
  - public health
  - children and young people
  - community wellbeing
  - regeneration and environment

council) to support them in discharging their responsibilities, relating to the proper administration of the council's financial affairs

- The Corporate Anti-Fraud Team, CAFT, promotes the council's commitment to a zero tolerance approach to fraud, corruption or bribery and works to prevent, detect and deter fraud within the council whilst actively pursuing fraudsters and seeking redress.



## Adults and Communities

Barnet Council's Adults and Communities Delivery Unit supports adults, young people with disabilities aged 18-24, people with physical or sensory abilities, people with learning disabilities, adults over 65 who are physically or mentally frail, people with mental health problems and people who care for family members or friends.

We have a statutory responsibility to:

- provide information and advice to residents with social care needs
- assess people's social care needs
- help people plan their support if they meet national eligibility criteria
- support family carers
- keep adults at risk safe from abuse.

The Adults and Communities Delivery Unit is made up of the following teams: Integrated Care Quality, Performance and Improvement, Customer Care, Workforce Development, Safeguarding, Integrated Learning Disability Service, Hospitals and Health Partnerships

Team, Integrated Care – Older People and Physical Disabilities, Financial Affairs and Integrated Social Care Direct.

We work in close partnership with our health partners and the voluntary sector to provide information, advice and services. We are working in a more seamless, integrated way with our partners and colleagues in the NHS, voluntary and private sector organisations to help our service users feel increasingly that they are dealing with one care organisation and to provide services we would be happy for our friends and family to receive.

## Streetscene

Street Scene delivers a range of valued universal services to the residents and businesses of Barnet. The services delivered impact residents' lives every day and with more than 400 staff out working in the borough are the visible face of Barnet Council.

## Family Services

The Family Services delivery unit delivers services for children and young people and is governed by a Management Agreement with the council's Commissioning Group. The Management Agreement is in place to allocate outcomes, commitments (deliverables) and resources to delivery units to contribute to the delivery of the Corporate Plan. The service is structured in two broad areas – Social Care and Early Intervention and Prevention and currently works towards five key priorities as follows:

1. Putting our children at the heart of everything
2. A culture that changes things for the child
3. Becoming stronger through working in partnership
4. Developing excellence in practice to create better futures for all
5. Delivering outstanding systems enabling a focus on the child.

## Education and Skills

The Education and Skills service works to deliver an excellent education offer to schools, children and young people in Barnet. The aim of the service is to ensure that excellent school standards result in all children achieving their best, being safe and able to progress to become successful adults.

Our four key service areas are: School Improvement, Education Partnership and Commercial Services, SEND and Inclusion, and Post-16 Education and Skills\*

\* From April 2016 the Education and Skills service will work in partnership with Cambridge Education to deliver services across the borough

## Corporate Plan

**The council's Corporate Plan for 2015-20 sets our vision and strategy for the next five years based on the core principles of fairness, responsibility and opportunity.**

To make sure Barnet is a place:

1. of opportunity, where people can further their quality of life
2. where people are helped to help themselves
3. where responsibility is shared, fairly
4. where services are delivered efficiently to get value for money for the taxpayer.

Click [here](#) to view the Corporate Plan for 2015-20



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## Our Values

**Whilst change is inevitable, what should act as a constant over the coming years are our organisational values.**

### We embrace innovation and change

We continually ask what we can do better, or differently.

We encourage creativity and value ideas.

We will celebrate our success and learn from mistakes.

### We value diversity

We value different perspectives, individuality and treat everyone with respect.

We will always strive to ensure the organisation embraces the richness of our community.

### We work together

We actively listen, respond, collaborate and share ideas, to achieve the best outcomes with residents, businesses and colleagues.

### We can be trusted

We are open, honest, act with integrity and are dependable.

### We care

We care about Barnet, its people and businesses and those we work with.

## Equality and Diversity

**As a major employer in the London Borough of Barnet the council is committed to eliminating discrimination and encouraging diversity amongst its workforce.**

The council's aim is that the workforce will be truly representative of all sections of society and that each employee feels respected and able to give of their best.

The council is committed to:

- creating an environment in which individual differences and the contributions of all employees are recognised and valued
- ensuring every employee has a working environment that promotes dignity and respect to all. No form of intimidation, bullying, harassment or victimisation will be tolerated
- making available, where necessary and possible, training, development and progression opportunities to all employees
- recognising that equality in the workplace is good management practice and makes sound business sense
- reviewing all employment practices and procedures to ensure fairness.

## Our customer service standards

We want to improve our customer services and make it easier for our residents to transact with us. Our vision is that by 2020, over 80% of contact with the council will be online or via other digital means such as automated telephone solutions. A Customer Access Strategy was put out for consultation in early 2016 which sets out our plans for achieving this.

- We have also got a set of comprehensive customer service standards, which encourage our staff to 'think customer' and put themselves in the customer's shoes. For more on the service standards and other work we are doing to enhance customer services, [click here](#).

## Code of Conduct

**Council workers are delivering a service to the public using taxpayers' money, and as such the council expects these staff to exhibit exemplary standards of behaviour. Without exception, they must behave with integrity and demonstrate an honest, open and transparent attitude to their work.**

Where a worker believes there is or may be a conflict of interest affecting their ability to work in this way, the expectation is that they will declare this potential conflict in a timely manner, and before it comes to light by some other means. Failure to make a declaration where there is subsequently discovered to be grounds for doing so, may be treated as a disciplinary issue.

In addition to the duties of their post, council workers have an obligation to comply with statutory duties as set out by the Information Commissioner's Office, and the Equality Act 2010.

You are advised to read the full Code of Conduct guidance notes included in your new starter pack.

## Alcohol and Drugs

The misuse of alcohol, drugs and substances can have serious consequences for employees, their work colleagues and families. Employees must not consume alcohol, drugs or substances, other than drugs prescribed as medication, during working time. Violation of these rules may be dealt with by use of the council's Conduct Procedure. Read the Alcohol, Drugs and Substance Misuse Policy for full details. The policy can be found on the intranet.

## Smoking

Smoking is not permitted on any council premises, vehicles and where council services are provided; this includes e-cigarettes. Smoking areas are clearly signposted.

# Working for Barnet Council



## Whistleblowing

The **Whistleblowing policy** has been drawn up in conjunction with the Public Interest Disclosure Act 1998. The Act establishes a framework for responsible whistleblowing and is intended to encourage employees and the public to report any concerns that they may have of improper conduct or malpractice or abuse within the council or to any of its service users.

The purpose of this policy is to assist with the deterrence and detection of wrongdoing. The policy also explains how concerns should be raised and should eradicate any fear that it is not safe to raise concerns within the organisation or with a prescribed regulator for fear of being victimised, discriminated against or disadvantaged in any way as a result.

The London Borough of Barnet strongly endorses this policy; promoting how committed we are as an authority in being open, honest and accountable.

There are various channels that you can use to raise a concern:

- call the dedicated whistleblowing phone line on tel: **020 8359 6123**
- email the dedicated email address **whistleblowing@barnet.gov.uk**
- contact the council's Whistleblowing Officer directly; either via a phone call, an email, in writing or in person to Clair Green – Assurance Assistant Director (**clair.green@barnet.gov.uk** or tel: **020 8359 7791**).

Concerns can also be raised with:

- Davina Fiore – Monitoring Officer  
(**davina.fiore@barnet.gov.uk** or tel: **020 8359 6373**)
- John Hooton – Chief Executive  
(**john.hooton.@barnet.gov.uk** or tel: **020 8359 7001**).

## DBS

**The Disclosure and Barring Service (DBS) through its criminal record checking service, helps employers with recruitment in more sensitive roles to prevent unsuitable people working with children or vulnerable groups. The checking service allows employers to access the criminal record history of people working, or seeking to work, in certain positions, especially those that involve working with children or adults in specific situations.**

The council has a duty to ensure we protect the most vulnerable individuals from harm, distress or loss or the risk of such events.

We have a duty of care to protect the well-being of all individuals and, in particular, those groups or individuals in our care who are considered to be particularly vulnerable or at risk such as children, the elderly or those with mental or physical impairments.

The council will only apply for checks in respect of posts that are included in the Exceptions Order to the Rehabilitation of Offenders Act 1974. It may be an offence under Section 123 (2) of the Police Act 1997 to apply for a check in respect of a post not covered by the Exceptions Order 1975.

The council requires successful candidates to undertake a DBS application when applying for positions which are included in the Exceptions Order 1975 to the Rehabilitation of Offenders Act 1974. Such checks shall be a condition of the offer of employment.

The council has Standard Operating Procedures regarding the storage, handling, use, retention and disposal of DBS applications and certificate information.

## Smarter Working

Smarter Working is our plan for the way we want to work in Barnet, with facilities and working practices which help us do our jobs effectively, reducing the amount we spend on accommodation.

There are three key things that our Smarter Working plan focuses on improving:

- people – engaging and investing in our people
- accommodation – better use of workplaces
- technology – ICT designed for your needs.

This Smarter Working initiative began during 2015 when staff moved from three buildings into two buildings over the summer. Eventually we'll go down to one building based in Colindale, which will happen in 2017. Colindale will be a brand new building, planned and designed to meet our needs and at the heart of the community.

If applicable your manager or buddy will go through the Smarter Working plans in greater detail during your first few days as it impacts the way the majority of staff at the council work.

Click [here](#) for further information on Smarter Working and to view the Smarter Working Handbook.

# Health and Wellbeing

We want Barnet Council to be a great place to work. That means providing ways for staff to look after their physical and mental health and wellbeing and listening to you about what you want us to be offering. Visit the [Healthy workplace page](#) on the intranet for further information

## Fitness activities

Regular fitness activities are held for all staff, and sessions take place at NLBP.

- Pilates
- Power Walking.

Contact FirstTeam for further information or to register your interest:  
[first.team@barnet.gov.uk](mailto:first.team@barnet.gov.uk)

## Employee Assistance Programme

A 24-hour employee assistance helpline is available to all staff and is open to help staff with problems inside and outside of work. Further information can be found on the benefits page (see page 20).



audits, inspections, investigation and advisory services for departments including schools within LBB.

The SHaW team also provides access to guidance, training and information as well as online services for reporting and managing incidents. The service is overseen by the Head of Health, Safety and Wellbeing for LBB Commissioning Group.

All employees are required to report health and safety accidents/incidents and hazards. The council employs an online system to report these; to report an incident, go to the intranet then:

- Department and Services tab then
- CSG Services then
- Health and Safety (where you will also find the Policy) then
- Report an Incident

Use the system to report:

- accidents
- near misses
- verbal and physical assaults
- hazards.

## Business Continuity in Barnet

**Under the Civil Contingencies Act 2004 organisations have an obligation and duty to maintain business continuity plans detailing how they intend to continue running essential and critical services during a major incident.**

This process begins with the identification and assessment of potential vulnerabilities in council services and the determination of priority services for recovery.

The council has a Corporate Business Continuity Strategy and Plan which describes the council's approach to business continuity and the expectations of the Strategic Commissioning Board and Business Continuity Management Team during planning, response and recovery phases. These documents can be found on the intranet [here](#)

Each of the council's delivery units have Business Continuity Plans which describe how their service will respond and recover from an incident and includes employee contact cascades for ease of communication during incidents. Each delivery unit also has plans for their suppliers which describe arrangements in place for events which may disrupt services by suppliers.

Our business continuity preparations are based on three main areas:

- loss of access to council buildings, including fire, flood, building collapse etc
- loss of employees either short or long-term, eg. strike action, severe weather, pandemic influenza incidents
- loss of utilities including ICT, servers, power or telecoms failure, water disruption etc.

The Business Continuity Management Team, with representatives from Commissioning and delivery units including our partners in The Barnet Group, Re., CSG (Customer and Support Group), CCG (Clinical Commissioning Group), Barnet and Harrow Public Health, meet on a quarterly basis to plan and prepare for business continuity incidents and ensure the council is able to respond and continue to deliver critical services. The group also tests their plans at least once a year with table top business continuity scenarios.

You are encouraged to speak with the Business Continuity Lead for your delivery unit and read the Business Continuity Plan for your service area to ensure you are aware of your roles and responsibilities during an incident.

# Emergency Planning and Response in Barnet

Under the Civil Contingencies Act 2004, the local authority, as a Category One responder, has a duty to:

- identify and assess local emergency risks
- maintain the multi-agency Community Risk Register
- maintain emergency plans including contingencies for local response and recovery
- warn and inform the public, including residents and businesses, of local risks and plans to mitigate these.

During the response stage of any incident the council also has a duty to support the emergency services in providing a Local Authority Liaison Officer (LALO), Rest Centre facilities for evacuees or displaced people, and other resources the local authority may have available e.g. building surveyors, Rest Centre volunteers, transport vehicles, highways equipment or plant, maps of drainage or buildings.

The Borough Resilience Forum is a group of multi-agency partners, which meets quarterly to plan, train and exercise together to ensure the borough maintains a range of capabilities to respond and recover from identified local risks, eg. fires, flooding, building collapse, power and telecoms failure, pandemic influenza and other health emergencies.

The council's Emergency Planning team co-ordinates and recruits volunteers to the council's Emergency Response Team which provides 24/7 in and out of hours response and recovery capabilities to local incidents. These volunteers may be deployed to assist at Rest Centres or door knocking to identify vulnerable people during an emergency.

If you would like to find out more about being a volunteer or if you have already been a volunteer in your previous organisation please contact the Emergency Planning Team on [emergency.planning@barnet.gov.uk](mailto:emergency.planning@barnet.gov.uk)



# Information Management and Data Protection

**The council is obliged to abide by legislation relating to information such as the Data Protection Act 1998 and the Freedom of Information Act 2000. There are important procedures and policies surrounding Information Management which all employees are required to follow to ensure the security and correct management of information.**

These form part of your employment contract and it is important that you read, understand and abide by these policies. They can be found on the intranet or the council's website. Whilst this induction will give you an overview of the basics, the information management policy suite will apply to your day to day role in a variety of ways and some policies need to be read and understood before you undertake certain activities. For example, you must have read and understood the Paper Records - Secure Handling and Transit Policy before taking papers containing personal data off site.

The council's Information Management Team acts as the corporate, expert team for information management and relevant legislation and is responsible for providing advice and guidance to staff with regards to Data Protection and Freedom of Information. In addition, each delivery unit / service will have their own Information Management Governance Group (IMGG) to support officers within the service. For more information see the Information Management pages of the intranet or email: [data.protection@barnet.gov.uk](mailto:data.protection@barnet.gov.uk)

## Information management

The council has an Information Management Strategy and a suite of information management and security policies, available on the council's intranet or website. The following guidance sets out your basic responsibilities for Information Management.

This guide will give you a general awareness of your own responsibilities and allow you to better understand the obligations of the council, and how you can help to achieve those.

## Data Protection Act 1998

### The basics

The Data Protection Act (DPA) applies to any person or organisation which processes personal information.

The DPA covers all personal information regardless of the format e.g paper, electronic and voice recordings. Anyone who handles personal information must comply with the Data Protection Act and ensure that information is secure, handled appropriately and not misused.

The DPA bases compliance around easy to remember principles.

Consideration of each and every principle must be taken whenever you use and handle personal data.

The principles are that personal data must be:

- fairly and lawfully processed
- processed for limited purposes
- adequate, relevant and not excessive
- accurate and up to date
- not kept for longer than is necessary
- processed in line with the data subjects' rights
- secure
- not transferred to other countries without adequate protection.

### Definitions of the Act

The DPA only applies to 'personal data'.

'Personal data' is recorded information relating to a living individual who can be identified from that information, or who can be identified from that information and other information held by the council. Personal data also includes pictures, video and any expression of opinion about the individual and any indication of the intentions of the council or any other person in respect of the individual.

'Sensitive personal data' is a subclass of personal data which requires us to give it additional protection. Sensitive personal data includes racial or ethnic origin, political opinions, religious or other beliefs, trade union membership, physical or mental health

condition, sex life, criminal proceedings or convictions. You should seek further advice if you have any concerns about the processing of sensitive personal data.

‘Processing’, is defined as any action taken in relation to personal data and includes obtaining, recording, holding, adapting, retrieving, altering, consulting, disseminating, organising, disclosing or destroying.

‘Data subject’ is the individual about whom the personal data relates.

‘Data controller’ is a person who (either alone or jointly or in common with other persons) determines the purposes for which, and the manner in which, any personal data is, or is to be, processed.

‘Data processor’ is any person (other than an employee of the data controller) who processes the data on behalf of the data controller. Eg. a service provider that the council has commissioned to do work on its behalf.

## **Staff obligations under the Act**

Every employee is responsible for ensuring that:

- any personal data they hold is kept safe and secure and in adherence with the eight DPA principles
- employees must always ensure as a minimum that:
  - personal information is not disclosed deliberately or accidentally either orally or in writing to any unauthorised third party
  - they are fully aware of the principles of the Data Protection Act and their obligations with regards to complying with them. Seek help from the Information Management Team or your Line Manager if you need training
  - they do not “informally” pass personal data onto other organisations, and that any data sharing with external agencies will be subject to a written protocol / agreement
  - any breaches or suspected breaches of the DPA should be swiftly reported to the Information Management Team in line with the council’s Security and Data Protection Incident Management Policy
  - they are aware that any employee breach of the Data Protection Act 1998, if deliberate or negligent, may lead to disciplinary action being taken or even a criminal prosecution
  - any employees to whom they have line management responsibility must be appropriately trained and briefed with regards to their DPA responsibilities.

## Data security

The council asks all employees to adopt a clear desk policy. All personal data should be locked away and secured at the end of the working day or whenever a desk is left unattended for any length of time.

When working from home or at another site the data protection principles must be maintained at all times and special care should be taken when transporting personal data. The council has a very strict policy regarding the handling of paper records, and requires employees only to take personal data offsite where it is “necessary” to do so, and there is no alternative solution. Where personal data is taken off the premises it must still be securely protected at all times and where possible anonymised.

If personal data is lost, stolen or inadvertently disclosed to the wrong person, you must report this to your line manager and the council’s Data Protection Officer immediately so that remedial action can be taken to minimise the impact. Any delay in reporting is likely to escalate the risk.

Email: [data.protection@barnet.gov.uk](mailto:data.protection@barnet.gov.uk)

Further guidance with regards to data security can be found on the **Information Management policies** page of the intranet.

## Requests for information

### The legislation

There are three pieces of legislation which are to be considered when dealing with requests for information.

If someone asks for:

- information which is either about them or personal data about someone else then we apply the Data Protection Act 1998; these requests are known as Subject Access Requests (SARs)
- information about the environment even if they refer to the request as a Freedom of Information request, we must apply the Environmental Information Regulations 2004 (EIR)
- any other information we apply the Freedom of Information Act 2000 (FOI).

All of these pieces of legislation provide basic rights of access which can only be denied in certain limited situations, which are set out as “exemptions or exceptions” within the legislation.

There are also rules governing what we should say in our responses and the time within which the responses should be sent.

Which are:

1. Requests for Information don’t just cover information that is readily to hand; it covers all information the council holds, no matter what format or where it can be located.
2. Don’t destroy information following a request for it. It is an offence to do so. Even if information is embarrassing or inaccurate if it is held at the point of the request being submitted then it must be included as part of the request.
3. Still continue to give out routine information; the FOIA is not a reason to delay responses to routine enquiries and day to day business.
4. In practice, if someone wants to see a small part of their data (a Council Tax entry or information on their benefits), we need to apply common sense. We should not require a written request if the individual can prove their identity and the information is available there and then. Such requests should be dealt with quickly and with little formality, although the staff can keep a file note of what is provided and when for particular clients.

The council has very clear policies on how information requests must be handled. Policies regarding this are listed on the council’s Information Management pages on the intranet and must be followed by all employees.

## Transparency and open data

- Transparency incorporates policies, practices, and procedures that allow the public to have access to understandable, accurate and reusable data and information about government operations and decision making
- Open data is data anyone is able to access, use, reuse and redistribute.

Open data is linked to transparency but is derived from a much wider approach that looks at all the data that exists across the public and private sector. Its driving principles are built on the premise of releasing the huge potential of joining data together. Open data is all about the format and provision of that data as opposed to transparency, which is more about how citizens get access to that data.

## Why we need to be transparent

The government has made transparency and open data a key priority as it fosters accountability, drives improvements in public services and stimulates innovation and growth. Open civil society, technical advances on the internet, greater accountability and efficiencies in delivering public services drive the opening up of public sector data.

Open data and information drive technology-led economic growth, with an estimated £1.8bn direct value to the economy and another £5bn of indirect benefits.

The Government has published the **Local Government Transparency Code**. This became law in late 2014 and sets out the minimum data that local authorities should be publishing, the frequency with which it should be published and how it should be published. This joins other legislative drivers to transparency such as:

Freedom of Information Act 2000: Legislation that gives the public a right of access to information that we hold.

INSPIRE: European regulation for accessing geospatial data.

Our residents should be able to hold us to account about the services we provide, how we make decisions, and how money is spent, in order to judge value for money and efficiency. Greater transparency makes this easier. It can highlight inadequacies, poor performance, and enforces improvements in service delivery.

In addition, there are huge benefits to making information available in a transparent fashion for use by the public and other organisations:

- public data can be used for comparative purposes and to drive up performance;
- information about existing services' functions and performance will ensure more focussed bids from potential providers, and increase competition;
- data sets and information may be useful to businesses, third sector organisations, and residents, which leads to wider social, economic, and environmental benefits; Datasets may be used for the development of apps and other tools by third parties.

## What we're doing

Barnet wants to set the gold standard for local government transparency. Two of the main drivers for this are the council's Commitment to Transparency and the Open Barnet data portal.

## Council's Commitment to Transparency

The council has published a **Declaration and Commitment Statement to Transparency** which aims to underline and embed the council's efforts to be an exemplary local authority in the increasingly high profile world of government transparency.

The Statement is designed to complement the Open Barnet data portal, as well as the work being done in delivery units to discover and publish as much of our data as possible.

Staff will be expected to abide by the principles set out in the statement under which we will work to be as transparent as possible:

Principle 1: open data by default - establishes an expectation that data will be published openly by default, where possible.

Principle 2: quality, quantity and timely - release high-quality open data that is timely, comprehensive, and accurate.

Principle 3: usable by all - release data in open formats wherever possible, ensuring that the data is available to the widest range of users for the widest range of purposes.

## Open Barnet

Open Barnet is the primary tool for pushing forward Barnet's Transparency Agenda, bringing together all our published datasets and other information of interest on one searchable database for anyone, anywhere to access. The aim is to meet the needs of residents as well as businesses, innovators and third sector service providers.

<http://open.barnet.gov.uk>

Whilst it opens up our data to the outside world, Open Barnet also provides us with a hammer to break down the barriers and silos that can exist between data held in different delivery units. By sharing our data with the public we are also sharing it with each other.

With this in mind, we strongly recommend that you check out the datasets that are already uploaded and think about the ways they can contribute to service delivery in your area. In addition, think about datasets you'd like to see featured on the portal or, even better, datasets that you use in your work that could feature on the portal. Let us know at [open.data@barnet.gov.uk](mailto:open.data@barnet.gov.uk)

## Information resources available to you

### The Information Management Team

Is a central resource based in Commissioning; its responsibilities are to advise on Data Protection, Freedom of Information and Information Management issues.

Our intranet pages detail all of the council's Information Management policies, and list a number of useful documents and templates which you should ensure you are familiar with. You can also email your queries / concerns to [foi@barnet.gov.uk](mailto:foi@barnet.gov.uk) or [data.protection@barnet.gov.uk](mailto:data.protection@barnet.gov.uk).

### Service Link Officers

Each delivery unit will have at least one Link Officer; they are:

individuals who have been trained in how to deal with Subject Access Requests under DPA and FOI/EIR requests. These link officers are trusted sources for information management and they provide valuable support in ensuring requests are dealt with correctly and in line with statutory requirements. Make time to meet with your link officers.

## Information Commissioner's Office

The ICO is the UK's independent authority that upholds information rights in the public interest, promotes openness by public bodies and data privacy for individuals. They are responsible for monitoring and enforcing:

1. The Data Protection Act 1998
2. The Freedom of Information Act 2000
3. The Environmental Information Regulations 2004
4. The Privacy and Electronic Communications Regulations 2003

Its website [www.ico.gov.uk](http://www.ico.gov.uk) holds a vast amount of guidance and best practice examples.



## Policies

**The council has a large number of policies and procedures; these can be accessed by going through the council's intranet when you start. It is vital you get to know them, as they are a key part of the information you will need to manage.**

Please note that the policies below are summaries and not exhaustive; to view a full list of policies visit the HR pages on the intranet or click [here](#).

### Annual leave

Details of your annual leave entitlement can be found on your contract of employment. The annual leave year for most staff is from 1 April in one year to 31 March of the following year. Some service areas do however have a leave year beginning on 1 October. Annual leave can be booked using the HR self-service portal.

### Flexible working

Employees have the right to request flexible working once they have completed 26 weeks of service. Employees can make one request every 12 months. Full details can be found on the intranet.

### Grievances

Barnet Council defines grievances as concerns, problems or complaints that employees raise with them. Employees have the right to raise a grievance in relation to their employment with the council.

Anybody working in the council may, at some time, have problems or concerns about their work, working conditions or relationships with colleagues that they wish to raise with management. It is the council's intention to resolve problems before they can develop into major difficulties for all concerned. Bullying, harassment and victimisation complaints will be investigated. If as a result of the investigation of a grievance it is found that a disciplinary offence might have been committed by another person, action may be taken in accordance with the council's Conduct Policy and Procedure.

## Gifts and Hospitality

Any gift, hospitality or sponsorship that is offered in connection with work undertaken for the council (whether accepted or not) must be recorded in writing, immediately on receipt, or offer, on the Hospitality, Gifts and Sponsorship Declaration Form. For the avoidance of doubt, it is required to fully complete the declaration form on each and every occasion that an offer of a gift, hospitality or sponsorship is made, unless there is an exemption for gifts, etc. below a specified value threshold. Further information can be found in the employee Code of Conduct which can be found on the intranet.

## Absence

If an employee is going to be absent from work he or she should aim to speak to their manager or deputy within an hour of their normal start time or earlier, where possible. Messages on an answerphone or text messages are not normally acceptable. He or she should also give a clear indication of the nature of the illness, and a likely return date. Procedures may differ depending on your service area, speak to your line manager for further information.

## Parental Leave

An employee may only take parental leave to care for their child. This means looking after the welfare of a child and can include making arrangements for the good of a child. Further information can be found on the intranet.

## Paternity Leave

The council values the contributions of all its employees and every effort is made to support new parents understand their rights to taking paternity leave and that they are supported if they choose to do so. For further information, please view the paternity policy which can be found on the intranet.

## Maternity Leave

Every effort is made to support female employees throughout the maternity period and to encourage women to return to work from maternity leave. You can view the full maternity leave policy on the intranet.

## Leaving Barnet

The period of notice required to terminate your employment with Barnet Council will be clearly defined in your contract of employment.

# Benefits

## Eye Care Vouchers

Employees classed as display screen ‘users’ are entitled, but have no obligation, to undergo an eye and eyesight test every two years. A form can be found on the intranet; this needs to be completed and signed by your line manager before being sent to HR ([barnethrpayroll@capita-services.co.uk](mailto:barnethrpayroll@capita-services.co.uk)).

Once this has been checked and it has been confirmed you’re eligible, you will be issued a free eye test voucher which can be taken to your optician. The opticians who accept the voucher can be found on the Edenred website; 96% of UK opticians accept the voucher.

After the test, if glasses are required the optician will give a prescription that links with the eyecare voucher scheme; this needs to be returned to HR. This prescription can then be used by HR to assess whether the glasses are needed specifically for VDU work and if so a further voucher for £55 or £75 will be issued. The vouchers cover the cost of basic glasses, but if they don’t fully cover the cost of the pair wanted, they can be used to put towards the cost. For further information contact [hadmin@barnet.gov.uk](mailto:hadmin@barnet.gov.uk)

## Employee Assistance programme

As an employee you have access to the council’s Employee Assistance Service.

The service is totally confidential and provides you with:

- health and wellbeing advice
- legal advice
- financial advice
- housing advice
- telephone counselling
- face to face counselling where required.

It is accessed through the internet at: [www.firstassistonline.com/Login.aspx](http://www.firstassistonline.com/Login.aspx) (access code and password both Barnet Council). Or by telephone on: 0800 716 017.

The service is available 24/7, 364 days a year (excluding Christmas Day)

## Interest-free Season Ticket Loan

Staff who come into work by public transport and need to buy an annual pass for use on the London transport network can apply for an interest-free season ticket loan from the council. When the form is completed you will be sent a cheque for the requested amount and a monthly deduction will be made from your pay over the following 12 months. Further information can be found on the intranet.

## Child Care Vouchers

The scheme is open to all Barnet and allows employees who are parents or legal guardians of children and who pay for childcare to save money on childcare costs while they are at work. The provision is provided as a salary sacrifice scheme.

Kiddivouchers run the scheme for Barnet Council employees. When you sign up you will be allocated a secure online voucher account, where your vouchers will be credited around your normal payday.

You can register online at [www.kiddivouchers.com](http://www.kiddivouchers.com) or by phone on 0800 612 9015. You will need:

- the scheme reference - S438624G
- your payroll number (found on your payslip)
- full names and dates of birth of the children for whom you will use the vouchers
- name and address of your childcare provider.

The **Kiddivouchers** website gives further information about the scheme and how it operates, including a page where you can assess the benefit to you of joining the scheme, and a list of frequently asked questions

## Pension Scheme

Contribution rates start from 5.5% with the contribution rate based on salary. To find out more about the LGPS, visit <http://lgps2014.org/> or contact the Barnet pensions team at [Barnetpensions@capita.co.uk](mailto:Barnetpensions@capita.co.uk).

# Communications

## Intranet

The council's intranet is called 'barnetwork' and will be set as your homepage every time you open Internet Explorer on your computer. The intranet holds information on all council delivery units and services, as well as detailed information on employment policies, strategies and procedures. It is also used as a way of communicating the latest news to staff from across the council, with the front page updated with news stories on an almost daily basis. The intranet includes a helpful 'How do I?' search function which should be your first port of call when looking for any information about how to do your job.

## Barnet First magazine

Barnet First magazine offers clear information on council services and an update on what's going on within Barnet. Magazines are distributed across all council sites. Click [here](#) to view this month's and previous months' magazines.

## Staff newsletters

The council recently streamlined its output of newsletters for staff. All information for staff is now included in a weekly newsletter called First Team, which is sent to all staff every Wednesday. This includes important updates on transformation news, things you need to know about back office service changes as well as interesting news about you and your colleagues. You can get in touch and suggest information to be included in First Team by emailing [first.team@barnet.gov.uk](mailto:first.team@barnet.gov.uk).

## Chief Executive's Weekly Message

The Chief Executive writes to all staff every Friday through his weekly e-message. This is a way of keeping all of you in touch with what is going on at senior levels within the organisation and also informs you about what the Chief Executive has been doing on a weekly basis.

## Media enquiries

If you receive a call from the media you should direct the call to the media team on tel: **020 8359 7039**. You should not speak directly to any journalists on any matter as a spokesman for the council.

## Email signature template

The council uses a standard corporate email signature, and this must be adopted as soon as you have received your Outlook account.

## Print Unit/Document Centre

A comprehensive print service is available for all aspects of printing, high volume copying and reprographic work including: large format poster printing, booklet making, letter inserting and a purchasing service for printed material which cannot be produced in-house.

Contact: Rob Goold, [rob.goold@barnet.gov.uk](mailto:rob.goold@barnet.gov.uk) or call x2496.

## Mail Room and Couriers

A full mailroom service across the borough based at both NLBP and Barnet House. The internal couriers are also based within this team. Contact the team for any post/ courier queries you may have.

Contact: Steve Lake, [steve.lake@barnet.gov.uk](mailto:steve.lake@barnet.gov.uk) or call x7004.

## Project management

The council has a defined set of project corporate standards, which is set out in Barnet's Corporate Project Management toolkit. The toolkit is published on the intranet to support project managers and includes information on how to manage projects in Barnet and some useful templates, which are scalable, to support the documentation of all projects. It is advisable to speak to the Programmes and Resources Team in the Commissioning Group as soon as you recognise a problem for which the solution might include the initiation of a project.

A project should have the following:

- clear objectives
- measurable outcomes
- a beginning and an end
- a structured approach
- monitoring and control of activities
- multi-disciplinary working when necessary.

The Programmes and Resources Team can meet with you initially to help ascertain your requirements. They can also follow up with your project team, provide guidance on the project management toolkit, and support you to bring any project management resources required. The Programmes and Resources Team will also provide assurance on key projects to ensure that Barnet is consistently delivering successful projects, with the overall aim of achieving our corporate priorities.

## Procurement at Barnet

Procurement is the purchase of goods, services or works. Barnet Council has a Procurement team who are a part of the Customer and Support Group (CSG) and will work with all service areas to ensure we deliver best value and outcomes for the council and compliance with EU and UK Legislation and Barnet Contract Procedure Rules.

Please refer to the Procurement Page for more information:

<https://employeeportal.lbbarnet.local/home/departments-and-services/internal-support-services/procurement/procurement-guidance.html>

# HR

## **The council's HR and Payroll team is part of the CSG services provided by Capita.**

HR is available from 9am to 5.30pm, Monday to Friday.

For more information about the HR services or to speak to someone about an HR issue or for guidance on how to use self-service, contact us:

tel: 0330 606 4444 or email: [barnethrpayroll@capita-services.co.uk](mailto:barnethrpayroll@capita-services.co.uk)

### **Core and Employee Self-Service**

You will be emailed log on details for accessing Core Self-Service.

This will allow you to:

- claim expenses, overtime and view and/or change personal details
- view your monthly online payslip
- book annual leave
- access other areas of Core where your role requires.

For Managers, Self-Service will also be used to:-

- log staff absence
- access workflow to approve overtime, expense and leave requests logged by staff via Employee Self-Service.

### **Programmes Team**

Responsibilities:

- the implementation of a programme of agreed continuous service improvements aligned to council objectives for HR, Pay and Pension services for employees linked to:
  - the development and enhancement of HR and Payroll solutions for the council and schools
  - the development and production of management information to support organisational development ensuring the workforce at all levels is supported through the implementation and development of appropriate tools, information and solutions.



**Back office functions  
(provided by Capita  
operating as CSG)**

## Resourcing Team

Responsibilities:

- providing a full resourcing service to delivery units; including recruitment advice and support for senior and specialist recruitment, both permanent and agency
- management of the council's talent management schemes
- management of recruitment projects and management information relating to recruitment and agency usage.

## Business Partner and HR Advisory team

The Business Partner and HR Advisory team provide a strategic role across the Council in all HR Workforce issues. The team provide expert advice, guidance and consultancy services giving improved business outcomes in respect of performance, workforce planning/development, as well as cultural and behavioural change. In addition we provide a Traded Service for HR Advisory services, to minimise risk to the client, in schools, by providing client specific practical advice and support in managing employee issues such as capability, discipline, grievance and attendance.

## OD Team

Responsibilities:

- providing strategic advice on a range of organisational development and learning and development solutions
- supporting the organisation in its delivery of organisational development activities
- managing corporate learning and development interventions for Barnet i.e. Management Academy

## About the council's IT systems

**The council's core HR information system is called Core. This manages all HR functions. Other specialist business systems are used to control other areas, finance for instance use a system called Integra. Many business areas will have their own 'Line of Business' systems used for specialist functions**

You will find the Microsoft Office suite on your desktop or laptop. If you need other approved applications added you will need to contact the IT Service Desk.

### Secure question and Answer

As you already know, you need log in details to access the Council's IT networks and systems, and this will require a user name unique to you and a password. There will be times in the future where you may need us to reset your password. So that we can do this efficiently and securely, we ask that you create a security question and answer i.e. your mother's maiden name or another Question and answer which you will easily remember. This will be held securely by the Service Desk and used if you require them to reset your password. Please email this to the Service Desk or tell them when you next call them, as you will not be able to reset your password unless we can positively identify who you are.

Remember your passwords must not be shared with anyone. ICT (Information & Communications Technology) related policies such as the Password Policy are included in the Information Management policy suite which can be found on the intranet and the council's website.

### IT Surgery

You can also visit the IT surgery if you have any issues with your IT equipment; surgeries are held at North London Business Park and Barnet House – 8th Floor from 09:00 to 11:00 on Tuesday and Thursday.

NLBP – Oak Room from 8am to 10.30am on Monday, Wednesday and Friday

As an IT user, you will need to know who to contact if you have any queries or issues with your IT equipment.

For any IT issues, please contact the Service Desk on **3333** or alternatively email: **itservicedesk@barnet.gov.uk**.



## Scanning/printing and copying documents in Barnet

Barnet is a council that aims to avoid unnecessary copying and printing. You will be provided with a chip (MFD button) to enable you to access the functions of the Multi-Function Devices (MFD). You can request a chip from the Estates Service Desk, completing the following link: <http://isselfservice/sw/selfservice/portal.php>, if this has not been done on your behalf before you start. You will also be emailed your two PIN number codes for use with the chip which you will be required to register when you first use the machines to gain access to the functions of the Multi-Function Devices (Print/scan / copy). MFDs can be found in all Barnet locations.

The use of MFDs for printing and copying is recharged back to the service area to which you belong.

Please contact the Estates Service Desk for more information.

You are advised that where copying or printing is over 100 pages, this is directed to the print room to undertake on your behalf as the charges will be less than undertaking this yourself.

## Finance

**The Finance function at Barnet Council is provided by Capita through the Customer and Support Group (CSG) contract.**

The Finance function is made up of three core areas:

- Corporate Financial Services
  - Closing and Monitoring
  - Treasury and Pension Fund investment management
  - Financial Planning
  - Schools Funding.
- Business Partnering
  - Housing, Regeneration and Environment
  - Adults and Communities
  - Children, Schools and Families and Education Services
  - Commissioning.
- Exchequer Services
  - Accounts Payable
  - Accounts Receivable
  - Cashiers and cash collection services.

In addition to the above services, the Finance function also provides a range of financial services to schools and academies both in and out of the borough.

The service is led by the Assistant Director of Finance supported by Heads of Finance. The team works closely with Directors and their services through Business Partnering functions in a range of financial management areas. A copy of the service's structure chart can be found on the council's intranet.

### Finance System

The council's core financial system at Barnet is Integra which was introduced in April 2014. The system is used to record all the financial transactions of the council and maintain accurate financial records. Access to the system is provided through an enrolment process and the necessary functionality is provided to officers.

The Integra system is used for:

- raising of purchase orders to commit the council to spend money to a supplier to provide supplies and services
- the issuing of payments by the council to suppliers and vendors to pay the council's liabilities
- raising of invoices to customers to request they make a payment to the council for monies due
- budget monitoring and forecasting by budget managers.

## Your Role as a Budget Manager/Holder

As a budget holder you may have been given delegated responsibility from your Director to manage a budget to deliver your service in line with the priorities within the Strategic Plan.

Budget holders are responsible for the management and monitoring of their budgets to comply with the requirements set out in Financial Regulations, which is not to overspend. It is their responsibility to:

- review all transactions and commitments within their cost centres
- manage their overall budget; ensuring the delivery of savings agreed by Members and not overspending
- provide their forecast income and expenditure for the year along with a supported variance analysis on a monthly basis
- identify any incorrect or missing postings of income and expenditure
- identifying any emerging issues which may cause base budget pressures in future years.

Budget holders are supported by the Finance Business Partners within the CSG Finance Service.

## Financial and Business Planning Timetable

The Financial and Business Planning is led by the Commissioning Team in the council.

The Financial and Business Planning timetable is summarised below:

### June

Finance and Business Planning process commences. Policy and Resources Committee agrees the budget gap.

## **July – September**

Theme Committees initiate working groups where the budget proposals and commissioning outcomes are developed.

## **October – November**

Star Chamber meetings and Theme Committees agree the budget proposals and Commissioning.

## **December**

Formal proposals are considered by Policy and Resources Committee and they agree the budget headlines, Corporate Plan objectives and the budget consultation process.

## **December**

Local Government Provisional Settlement announced.

## **December to February**

Consultation process.

## **February**

Local Government Provisional Settlement announced.

## **February**

Policy and Resources Committee agrees the budget and the Council Tax for the following financial year, the Medium Term Financial Strategy (MTFS) for future years and the Corporate Plan.

## **March**

Full Council agrees the budget and the Medium Term Financial Strategy (MTFS).

## **Budget Monitoring**

As set out above, budget managers are responsible for providing financial forecasts.

Budget monitoring takes place monthly and is reported internally both within the delivery unit and corporately. On a quarterly basis, budget monitoring information is reported to the Performance and Contract Management Committee. The monitoring cycles and deadlines will be communicated by the CSG Finance Service.

## Closing of Accounts Process

The council produces its financial statements on an annual basis following the end of the financial year on 31 March.

Instructions for closing the accounts are sent to all budget holders before the year end and appropriate training is provided. Budget holders are responsible for familiarising themselves with the contents and ensuring that they adhere to the strict deadlines. This ensures the council meets its statutory reporting deadlines.

The council's external auditors complete their audit from the beginning of June each year and this is completed by the end of July. During the audit, the external auditors will raise queries which are co-ordinated through the finance service. There are times when budget holders will be required to respond to audit queries.

The Accounts of the Authority are presented to the Audit Committee for sign off in July each year ahead of the September statutory deadline.





# Travelling to work

## By Car – Parking

### NLBP

There are designated sections of the car park with 240 spaces for essential car users, and these users will be issued with a permit allowing them to park without charge in these spaces only (green). There will also be 100 spaces (yellow) allocated to pay and display, available to all staff at £3 a day, with half day and hourly charges.

### Barnet House

At Barnet House, all 273 spaces are for essential users only; agreement has now been reached with the owner of the Athenaeum Road car park near Barnet House for the council to have exclusive use of the car park (55 spaces), Monday to Friday, which will be for staff. The spaces will be, like NLBP, on a first come first served basis and will be pay and display with a £3 charge for the day. There will be no part-day charging option in this car park.

### Mill Hill Depot

Parking is only available for essential car users. Staff are encouraged to use public transport or cycle to work. Your line manager will be able to tell you if you qualify as an essential car user.

## Essential car users

If a new member of staff is classed as an essential user then their line manager will need to contact Facilities Management for a permit request form and this will be processed.

## Blue Badge Holders

Spaces are reserved for Blue Badge Holders at all sites. If all Blue Badge spaces are full, you will need to contact Facilities Management either by phone or by reporting to reception, who will assist in finding you a suitable space.

All spaces will be clearly marked with a colour block to indicate what type of space it is. There will be clear posters in the car parks to indicate which spaces are for who, to assist staff in picking the right space.

## Public transport

NLBP is well connected by bus, with the 34, 251 and 382 routes stopping outside the site. These provide easy access to either Arnos Grove (Piccadilly Line) or Totteridge and Whetstone (Northern Line) Underground stations and New Southgate rail station.

Barnet House is located next to Totteridge and Whetstone station (Northern line), and is on several major bus routes including the 251, 326, 125, 234, 263, 383 and 634.

Mill Hill Depot is located across the road from Mill Hill East Station (Northern Line) and is served by the following bus routes: 221, 240 and 382. <https://tfl.gov.uk/plan-a-journey/> – follow this link to the Journey Planner on the TfL website, to find out what route is the quickest or easiest. See below for postcodes:

North London Business Park – N11 1NP

arnet House – N20 0EJ

Mill Hill Depot – NW7 1BL.

## Cycling

Cycling is a great way to travel to work. Please visit the TfL website to find out more about cycle routes in the area and guidance on cycling in London: <https://tfl.gov.uk/modes/cycling/>

Cycle racks are available at all sites. Showers are available at NLBP (Lower Ground), Barnet House (Floors 10 and 11) and Mill Hill Depot.

## Dress Code

The council expects employees' appearance to be at all times professional both within the workplace and when representing the council. Employees who are required to wear a uniform must ensure that they do so during working hours, unless advised otherwise by their manager. Uniforms must always be clean, in good repair and worn in a presentable fashion. The uniforms issued must not be substantially altered without the council's permission.

Dress and appearance (e.g. jewellery, hair styles, and body piercings) must be decent and conventional and in no way should:

- intimidate or cause offence to the public and/or colleagues
- undermine the image and reputation of the council.

Should there be any uncertainty you are encouraged should speak to your line manager in the first instance.

# First week essentials

## Access Control card

If you will be based at North London Business Park your Access Control card will be provided by Comer, the NLBP landlord. You will need to make an appointment by emailing [nlbp.reception@barnet.gov.uk](mailto:nlbp.reception@barnet.gov.uk) for a photograph to be taken and your Access Control will be prepared as soon as possible.

You must wear your pass visibly on a lanyard or retractable holder at all times along with your ID card if you have one. Although your access control card is not an ID card, it does help us identify those who are authorised to be in council buildings. If you are not wearing your access or ID card visibly you should expect to be challenged by other staff or security guards, especially if you are trying to access restricted areas.

## ID card

If you work with people in a frontline service and have face to face contact with members of the public, especially adults and children, you should also receive a photo ID card which will display your name and service area.

Your ID card and photo will be produced by the CSG Print room and will show an expiry date of two years or less.

For security and safeguarding reasons it is important that you update your ID card whenever any of the above information changes and that you return your ID card to your manager when you leave the organisation.

## Catering facilities

Hot water filters, fridges and filtered water dispensers are available. At NLBP, the Atrium Café offers a range of hot and cold meal options including sandwiches, salads and fruits, and other hot meals like jacket potatoes. Breakfast, with a range of hot and cold meal options, is available until 10:30 am. Weekly menus can be found on the intranet.

## Prayer rooms

Multi faith prayer rooms are available at NLBP, Barnet House and Mill Hill Depot.

## Mother and baby room

At NLBP and Barnet House a room is available for mothers and expectant mothers.

## Induction

**The council recognises the importance of a well-planned induction. A programme has been developed to help you understand Barnet Council and how it works. Your manager will meet up with you when you join to discuss the specifics of your local induction.**

At the end of the induction programme you should be familiar with:-

- the systems and procedure of the working environment
- the organisational structure of the directorate and the council as a whole
- the overall aims and values of the council
- how the departmental objectives fit into the overall Corporate Plan
- how they can contribute to achieving departmental goals
- the skills required to accomplish the duties of the post.

### Employee on-boarding site

You are encouraged to visit the Barnet on-boarding site before your first day with us. It contains a wealth of information about the council, our borough and your new team, in addition to useful information and 'first day essentials': [www.barnet.gov.uk/employeeinduction](http://www.barnet.gov.uk/employeeinduction)

### Induction checklist

The induction checklist at the back of this handbook sets out the key areas that should be covered as part of your induction to Barnet Council. It is also your responsibility to ensure that these are covered during your induction and therefore you are encouraged to take a proactive approach to completing the checklist.

### eLearning – Induction Modules

A series of induction modules have been created to aid in your settling in period you are not expected to complete this in one sitting however your eLearning must be completed within 2 weeks of your start date. When you start you will receive an email with login details.

On the next page you will find a list of courses that you are required to complete and the timeframes to do so. Login details will be sent to you shortly after you join us.

## Buddy scheme

Your line manager will allocate you with a buddy on your first day; your buddy will help you to settle into your new role and the organisation.

## Corporate Induction Event

As part of your induction you will be invited to a half-day corporate induction event at Hendon Town Hall. This event will include a coach tour of the borough where you will have the opportunity to see some local points of interest and key regeneration sites across the borough.

The event also gives you the opportunity to meet and network with colleagues from across the council.



Queries, concerns and suggestions relating to the induction programme should be directed to the OD Team – [hradmin@barnet.gov.uk](mailto:hradmin@barnet.gov.uk)

# Induction programme

# Corporate Induction Modules/events

Course/Module	Who should complete	When	Duration	Delivery method
Induction Safety – Interactive	ALL	In first 2 weeks	10 – 20 minutes	eLearning
Introduction to Finance	ALL	In first 2 weeks	10 – 20 minutes	eLearning
Procurement	ALL	In first 2 weeks	10 – 20 minutes	eLearning
Emergency Planning and Response	ALL	In first 2 weeks	10 – 20 minutes	eLearning
Business Continuity	ALL	In first 2 weeks	10 – 20 minutes	eLearning
Governance	ALL	In first 2 weeks	10 – 20 minutes	eLearning
CAFT	ALL	In first 2 weeks	10 – 20 minutes	eLearning
Information Management	ALL	In first 2 weeks	10 – 20 minutes	eLearning
Basics of Core HR	ALL	In first 2 weeks	10 – 20 minutes	eLearning
Half day Corporate Induction Event	ALL	Every Qtr	4 hours	



# Induction Checklist

Name	
Start Date	
Line Manager	
Delivery Unit	
Buddy	

	Task	Who/ Method	Check
	<b>First day</b>		
	Familiarisation/ talk through of induction programme	Line manager	
	Expectations of the role and responsibilities, discuss follow up meetings during the probation period.	Line manager	
	Coffee with Buddy – informal chat about organisational culture and social activities	Buddy	
	Introduction to immediate colleagues/ team welcome meeting or lunch.	Buddy/ Line manager	
	Explain procedure of handling confidential waste, post system and office security	Buddy/Line manager	
	Tour of the office/ work environment to include refreshment facilities, toilets etc.	Buddy/ Line manager	
	Fire procedures and fire safety point	Buddy/ Line manager	
	Talked through Smarter Working (if applicable)	Buddy/ Line manager	
	ID card given/appointment booked. System login info given.	Line Manager	
	Essential car user pass issued (if applicable)	Line Manager	

	Task	Who/ Method	Check
	<b>First week</b>		
	Peer to peer training/ introduction to key partners	Arranged by Manager/ peer	
	Explain communication channels and talk through the intranet/ where info is located	Buddy/ Line Manager	
	Overview of Barnet-specific jargon and terminology	Buddy/ Line manager	
	Systems and equipment inductions.	Line manager to arrange	
	Room booking procedures		
	Discuss the forms of internal communication – team briefings, newsletters etc.	Line Manager	
	Agree performance objectives with line manager	Line manager/ employee	
	Set probation/ appraisal targets. Create Personal Development Plan (PDP)	Line manager/ employee	
	Discuss arrangements for booking annual leave and sickness procedure	Intranet/HR/Buddy	
	Use of telephones and fax, personal calls and internal answering standards	Line Manager/Buddy	
	<b>First month</b>		
	All induction modules completed	eLearning	
	Induction review meeting with line manager – identify further training requirements	Line Manager/employee	
	Discuss development opportunities	Line Manager	
	Explain appraisal process		

	Task	Who/ Method	Check
	Within 6 months		
	Attended 'Welcome to Barnet event'	½ day induction event	
	After 6 months		
	Complete 6 month Induction questionnaire		

## Contacts (A-Z)

Contact	Email	Telephone
Custodians	sean.patten@barnet.go.uk.	Barnet House 020 8359 4443 NLBP 020 8359 2304 Hendon Town Hall 020 8359 2891
Data Protection	data.protection@barnet.gov.uk	
Document Centre/ Print Unit	rob.goold@barnet.gov.uk	020 8359 2496
Employee Assistance Programme		0800 716 017
Facilities Management	sean.patten@barnet.go.uk	020 8359 7269
First Contact Switchboard		020 8359 2000
Freedom of Information (FOI) queries	foi@barnet.gov.uk	
HR	barnethrpayroll@capita-services.co.uk	0330 606 4444
IT Service Desk	itservicedesk@barnet.gov.uk	020 8369 3333
Mail Room and courier	steve.lake@barnet.gov.uk	020 8359 7004
Pensions	Barnetpensions@capita.co.uk	01325 746 6011/6012/6013
Procurement	Procurement@Barnet.gov.uk	

Contact	Email	Telephone
Reception (NLBP + BH)		Barnet House 020 8359 4441  NLBP 0020 8359 6234
Safety Health and Wellbeing Unit	SHaW@Barnet.gov.uk	020 8359 7960
Whistle Blowing Hotline	whistleblowing@barnet.gov.uk	0208 359 6123





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For more information:  
email: [hadmin@barnet.gov.uk](mailto:hadmin@barnet.gov.uk)  
or visit [www.barnet.gov.uk/employeeinduction](http://www.barnet.gov.uk/employeeinduction)