FAIRWORK POLICY

What is Fair Work?

Scotland's Fair Work Convention aims by 2025 for people in Scotland to have a world-leading working life where fair work drives success, wellbeing, and prosperity for individuals, businesses, organisations and for society.

Defining fair work

Fair work is work that offers effective voice, opportunity, security, fulfilment, and respect; that balances the rights and responsibilities of employers and workers and that can generate benefits for individuals, organisations and society.

A **Fair Work Framework** has been created that focuses on five dimensions:

1. Effective voice
2. Opportunity
3. Security
4. Fulfilment
5. Respect

Definitions of the Five Dimensions:

1. EFFECTIVE VOICE: The ability to speak, individually or collectively, for example, through a recognised trade union, and to be listened to, is closely linked to the development of a respectful and reciprocal workplace relationships. Effective voice underpins the other dimensions of Fair Work, and real dialogue between organisational stakeholders can help deliver on opportunity, security, fulfilment and respect.
2. OPPORTUNITY: Fair opportunity allows people to access and progress in work and employment and is a crucial dimension of Fair Work.
3. SECURITY: of employment, work and income are important foundations of a successful life.
4. FULFILMENT: It is widely accepted that fulfilment is a key factor in both individual and organisational wellbeing. This includes the opportunity to use one's skills, to be able

to influence work, to have some control and to have access to training and development.

5. RESPECT: Fair Work is work in which people are respected and treated respectfully, whatever their role and status.

Our Commitment

New Start Highland (NSH) is committed to adopting fair work practices across the organisation in line with the criteria set out in the Fair Work First guidance, as part of a continuous improvement approach.

Our Core Values are aligned with the Fair Work First practices – Relationships; Dignity & Respect; Service; Realising Potential; Equality; Choice; Environmental Values; Social Responsibility.

1. Effective voice:

   We have created a safe, confidential environment where open dialogue is central to organistional culture and values. The challenges we face are dealt with constructively and transparently, involving the right people and teams. New Start Highland is a place where colleagues views are sought out, listened to and acted upon, and can make a difference.

   At the centre of all good practice are good relationships. Accordingly, we strive to maintain positive relationships within the team, with service users and with other agencies. As a team (management, staff and volunteers), when we work together, we achieve a higher quality and quantity of work than we would all achieve alone, resulting in an enhanced service for service users.

2. Opportunity:

   We invest in workforce development for employees at all levels and encourage everyone to engage in life-long learning. Employees are supported in keeping professional qualifications up to date.

   We have clear recruitment and selection procedures. We encourage diversity on our Board and across the employee team. We take action to tackle the gender pay gap and create a more diverse and inclusive workplace.

   We believe that everyone is equal, but we also see everyone as a unique individual. We aim to treat everyone in such a way as to afford the same opportunities to all.

However, as people's needs differ, they will require different treatment. Accordingly, while our service must be accessible to all, it will not be the same for all.

The ability to make choices is essential to realising personal potential. Whenever possible, we aim to match people to tasks, to offer choice on the service that is received, and how and by whom it is delivered.

3. Security:

We respect the importance of paying staff fairly so that they can enjoy a decent standard of living. We will continue to pay all our staff at least the real Living Wage, in line with the Living Wage Foundation recommendations.

Our employee contracts are permanent, allowing stability, with notice period clearly outlined. There are no inappropriate zero hours contracts. NSH is committed to not using 'fire and rehire' practices.

As well as our Fair Work Policy we have a number of policies which encourage respect of health, safety and well-being.

We ensure that New Start Highland is an organisation that continues to be a place that does not create barriers or exclude people with disabilities and make workplace adjustments for staff who need it.

4. Fulfilment:

We believe that every person has a great level of often untapped potential. We aim to assist individuals whether service users, volunteers or staff to realise their potential. We aim to create a working environment of mutual trust that is conducive to personal growth and development. To assist this, we encourage all who contribute to the work of NSH to be open and welcoming to one another, to treat one another with respect and to always look for the best in others. It is our hope that in this environment, wherever possible, people will be supported to learn from even the most difficult experiences.

NSH is committed to act responsibly regarding the environment and environmental issues. NSH will conserve resources by making the most efficient use of energy and materials, aim to maximise reuse, and seek to design, implement and manage projects in a way that maximises gain and minimises any adverse effects on the environment and people.

5. Respect

   Out of respect for our employees personal and family lives, we offer where possible opportunities for flexible working to align with family life and caring commitments.

   We encourage a culture of mutual support and respect, and this is stated also in our Core Values. Every person has the right to be treated with dignity and respect. This is particularly relevant in a service that gives goods to people who have nothing and is reflected for example in language which avoids drawing attention to their poverty but rather offers the dignity of arriving at a personal solution. We would always aim to provide the quality of service that we would like to receive ourselves.