

Fair Work First Statement

We are committed to Fair Work First, the Scottish Government's policy for driving high quality and fair work across the labour market in Scotland. Our Employee Forum; Employee Representative Group jointly agree our approach as set out below. We feel this is more than just a commitment - it is a reflection of our core values and an integral part of who we are as an organisation. Enabling people to have a good work life balance is a fundamental CrossReach value.

Paying the Real Living Wage

Although not accredited, we are committed to paying all staff at least Real Living Wage, with a review taking place each year to align with the annual review of the Real Living Wage.

Providing appropriate channels for effective workers' voice, such as trade union recognition

Our main forum to ensure the voices of our workforce are heard is through our Employee Representative Group. This gives a structured model for employee voice in negotiations on employee terms & conditions, change, restructures, the review of policies, procedures, and other matters relating to their roles. We encourage each work location to nominate at least one representative so there is participation throughout the organisation and at all levels.

Employee Representative Group meets regularly to discuss any proposed changes in the organisation and to ensure good connectedness and dialogue throughout the organisation.

We also work closely with the EIS to inform our job roles, terms & conditions and pay for teachers.

We provide time to support regular engagement between the EIS, Employee Representative Group, and our employees in formal meetings to allow workplace issues to be identified and constructively resolved at the earliest opportunity. Our employees also have the opportunity to provide feedback through regular team meetings, informally with their line manager, in supervision or annual appraisal or by completing our employee survey.

We have a team of Wellbeing Champions who are in each service to support employees with wellbeing at work, through accessing a range of wellbeing resources to support employees. These include internal initiatives created by us as well as signposting to a wide range of external supports.

We also have a team of Health & Safety Representatives from within our workforce to assist with the overall aim of improving the wellbeing and safety of our people, our customers, and those who visit our services.

We are a large enough organisation to deliver real change and impact in the lives of a great number of people across Scotland whilst also being small enough to promote a culture of inclusion and respect between employees at every level of the organisation.

A range of informal and formal communication channels have been established to ensure that any employee concerns are dealt with promptly, discreetly, and consistently; including access to a team of in-house HR professionals experienced in employee relations and mediation; a free and confidential employee counselling service; and comprehensive policy framework. Robust policies and procedures are in place including key HR policies such as Equal Opportunities, Data Protection, Grievance and Whistleblowing to name but a few.

Collaborating closely with the Employee Representative Group, ensures more of the things that support our employees are heard and used to improve the experience for the whole workforce.

Investing in Workforce Development

We believe that investing in the development of our workforce is vital, at individual, team, and organisational levels. We provide a comprehensive range of learning opportunities for staff at all

levels. Employees receive a robust induction into our organisation and their role, and their development continues throughout their employment to aid development and career aspirations. Each year we support over a hundred staff to gain SVQ/HNC qualifications in social care & other specialised courses e.g. Trauma Informed Practice.

Training or development is included in our supervision and annual appraisal systems. We provide a range of Mandatory and developmental topics through our e-learning platform both focussed to the employee's role but also their future career. We support the workforce with continuous professional learning opportunities and offer a financial contribution towards annual registration costs.

We believe in celebrating qualification and service anniversary achievements as well as recognising those who have gone above and beyond to support others. Each year employees, those who use our services and their friends and family are welcomed to nominate employees and volunteers in one of our 7 special award categories. Category finalists, with their guest, are invited to our Employee Award event where finalists are celebrated and winners announced.

Not Inappropriately Using Zero Hours Contracts

We do not make inappropriate use of zero-hour contracts. The majority of our workforce have guaranteed contracted hours with a permanent contract of employment. If relief work is offered, the worker is not obliged to accept work when it is offered. Substantive contracts are available, but relief workers often tell us they prefer the flexibility of a relief contract. We support flexible working, offering a wide range of flexible working patterns.

Providing Flexible and family friendly working practices for all workers from day one of employment.

We offer flexible working and family friendly working practices for all from day one of employment. Our suite of family friendly policies is available by contacting HR or 24/7 to all staff on our intranet site. We pay enhanced rates for statutory maternity, paternity and adoption pay.

We offer employees a generous personal pension plan and cover through our group life assurance policy. Employees also have access to a health cash plan that reimburses dental, optical and a wide range of other health and wellbeing expenses.

Tackling the gender pay gap and creating a more diverse and inclusive workplace.

We strive to tackle the gender pay gap to create a more diverse & inclusive workplace. We understand the gender profile of our workforce and publish our gender pay gap including actions we are taking to address it.

We use gender neutral language in our adverts and hiring managers access anonymised applications with no diversity information. We seek upskilling opportunities for workforce and specialist HR teams on Equality and Diversity matters. We are led by a Female CEO with a Corporate Management Team that is gender balanced comprising; 50% Male & 50% Female staff.

Opposing the use of fire and rehire practice.

We oppose the use of fire and rehire practices. We have never used 'fire and rehire' practices and do not envisage doing so in the future.