



<b>Title</b>	<b>Induction Policy</b>
<b>Purpose</b>	<p>Maryhill Housing (MH) believes that all new and newly promoted employees must be given timely induction. This is regarded as a vital part of employee recruitment, onboarding and development and a crucial step towards integration into the working environment. This policy defines MHA's commitment to ensuring that all new and newly promoted employees are supported during their period of induction; to the benefit of the employee and the organisation alike.</p> <p>It is the aim of MH to ensure that employee induction is dealt with in an organised, consistent and effective manner, to enable employees to be introduced into a new or newly promoted post and/or working environment quickly, so that they can contribute effectively as soon as possible.</p> <p>The MHA induction policy is supported by the Induction Procedure that sets out the elements of the Personal Induction Programme; the responsibilities of those involved in the induction process and the timescales for delivery.</p>
<b>Scope</b>	<p>This policy applies to all members of staff whether employees of MHA, freelance, casual or temporary agency staff, irrespective of grade, position or length of service. All are responsible for adhering to the Induction Policy.</p> <p>This policy does not form part of any employee's contract of employment and we may amend it at any time.</p> <p>This policy should be read in conjunction with the Induction Procedure, the Learning and Development Policy and the Appraisal and 1:1 Guidance.</p>

**Policy Statement**

The document management of the Induction and Onboarding process will be paperless and will be sent and stored electronically; creating a good first impression for new employees.

**Benefits of Induction**

The advantages of an organised, consistent and effective induction process are as follows:

- It enables new and newly promoted employees to settle into their role and the organisation quickly and become productive and efficient members of staff within a short period of time.
- It ensures that new and newly promoted employees are highly motivated by their new challenges and that this motivation is harnessed and reinforced in a positive and focussed way.
- It assists in reducing staff turnover, absenteeism and poor performance generally.
- It reduces costs associated with repeated recruitment and abortive investment in learning and development.
- It assists in developing a management culture where the emphasis is on direction and support.
- It ensures that new employees operate in a safe working environment.
- It ensures that new employees feel included and respected; in line with our value of celebrating diversity.
- It supports quick alignment with organisational culture and values.

**Responsibilities:**

Induction is a shared responsibility between individuals, line managers and HR, for the development of staff at Maryhill Housing, and this begins with ensuring that all staff receive appropriate induction. The Induction Procedure outlines the responsibilities of each.

**Personal Induction Programme**

The Personal Induction Programme Path sets out a detailed timetable for completion of the onboarding process during the first 6 months of employment (Appendix A) All new employees will receive a Personal Induction Programme (**Appendix B**) that consists of a core induction programme and a tailored role specific programme.. This document acts as a record of induction activity and is retained in the employee's personnel file.

The **core** induction programme covers the following areas:

- Personal Induction Plan

- Greet, workplace tour
- Meet the team
- IT, H & S and HR inductions
- Values training
- 

The **role specific induction** will be tailored around the following areas:

- Organisational Understanding
- Role specific Understanding
- Managers HR induction
- Being a Manager at Maryhill
- Managers expectations
- Mandatory training
- Policies & procedures
- People to Meet
- Things to Read

### **Staff returning from Long Term Absence – Appendix E**

Staff returning to work following a period of long term absence i.e. from maternity leave, ill health, secondment, shared parental leave etc will be given a re-integration induction to support their effective return to work.

The core induction will be delivered by the HR team and will include:

- Changes to working patterns/phased return
- Holiday entitlement
- Induction refresh from HR, IT and H & S
- Updates to Ts and Cs
- Any relevant policy changes
- Updates organisational chart including new starts
- Mandatory IHASCO training

Line managers should ensure that a role specific re-integration induction is also carried using the form at **Appendix E (1)**

### **Internal Promoted Staff**

Staff who have been promoted internally i.e. from officer to manager will be given an induction and training programme. This will include:

- Managers HR induction
- Being a Manager at Maryhill Housing
- Manager's expectations
- Suite of People Management training

Line managers should ensure that a role specific induction is carried out to successfully prepare the person for their new role.

### **Legal Compliance**

The Personal Induction Programme ensures that Maryhill Housing discharges its duty of care under the Health and Safety at Work etc. Act (1974); by providing clarity around responsibilities for delivery of the Health, Safety and Wellbeing element of the core programme.

Awareness of equality and diversity is part of the Personal Induction Programme. In addition, new recruits and transferring employees may have certain needs and requests that should be considered. Some needs, like 'reasonable adjustments' to accommodate disabilities, are legal necessities. Others, such as a request for a space and/or time to pray, should also be accommodated as far as practicable. The Induction Procedure provides guidance for line managers.

### **Other Induction Programmes**

Each induction programme must always be tailored to the individual's needs. However, there are some employees that may require a more specialised approach for example, a school leaver, a newly internally promoted employee or those returning from a longer term absence as indicated above. It will be the responsibility of each line manager to provide the highest quality induction experience for each new or newly promoted employee.

### **Induction Review**

Regular Personal Induction Programme reviews (check-ins) are built into the programme and these are as follows:

When	What	Who
End of first week	Check in	LM
End of 4 weeks	Check in	LM
End of 2 <sup>nd</sup> month	Regular 1:1 arranged	LM
End of 3 <sup>rd</sup> month	3 month probation review	LM & HR
Months 4 & 5	1:1 session	LM
End of month 6	Final probation meeting	LM

.

### **Evaluating the Induction Process**

To ensure that our induction process is robust and delivers its aims, HR will carry out an evaluation process.

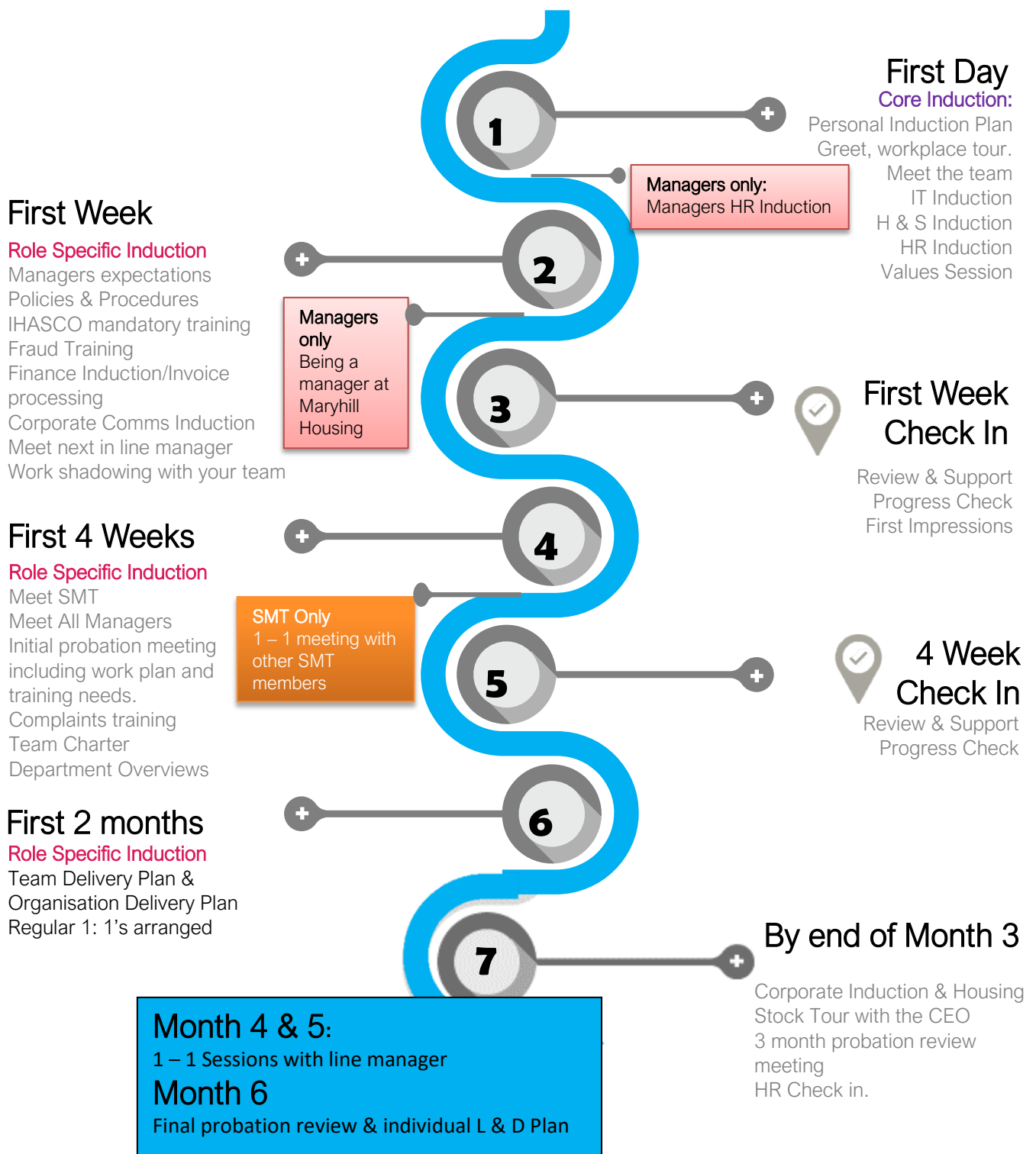
The first stage will take place at the end of month one (**Appendix C**) followed a final review (**Appendix D**) at the end of month 3.

	All information will be used to bring continuous improvement to the induction process.
<b>Approval</b>	Senior Management Team – 5 <sup>th</sup> October 2023
<b>Policy Owner</b>	HR Manager
<b>Review</b>	August 2026 or updated in line with changes in legislation.

## Appendix A

# Personal Induction Path

The diagram below shows the planned path for the completion of your Personal Induction Plan. (Your manager may agree different timeframes)



## Appendix B

### Personal Induction Programme - Core Induction

IT Induction		Complete	Date
ICT Service Desk	IT Team induction Session		
Photocopier			
Desktop			
Intranet access			
Microsoft Outlook			
Microsoft Teams			
SDM			
Folder Access			
Mobile Phone			
Telephone/3CX			
CCTV			
ICT Acceptable Use Policy			
Digital and ICT Strategy			

Human Resources Induction	Source	Complete	Date
<b>Onboarding</b>	HR Team Induction Session		
Personal Details Form			
HMRC New Starter Form/P45			
Contract of Employment/ Continuous Service			
Pension Details (Opt Out)			
Declaration of Interests form			
Pay date			
Salary scales – EVH *			
Employment Working Hours (Overtime / TOIL			
Terms and Conditions of Employment sign off*			
Leave arrangements*			
Probation Period			

Sick Absence Reporting			
Performance Management & 1-1 meetings			
Staff Code of Conduct			
Employee Engagement			
Clothing at Work			
Preferred Pronoun			
TU Membership			
Organisation Charts*			
<b>Policies <a href="#">Link to HR Policies</a></b>	<b>Staff F: Drive</b>		
Disclosure Policy	All policies available on F: Drive		
Absence & Attendance Management Policy			
Dignity at Work Policy			
Whistleblowing Policy			
Shared Parental Pay			
Flexible Working Policy			
Remote Working Policy			
Equality, Diversity & Inclusion Policy			
Declaration of Interest			
Adverse Weather Policy			
Learning & Development Policy			
Special Leave Policy			
Personal Relationships at Work Policy			
Dignity at Work Policy			
Induction Policy			
Staff Expenses Policy			
Unacceptable Actions Policy			
Smoke Free Policy			
Alcohol, Substance Misuse & Gambling Policy			
Stress Management Policy			
Long Service Policy			

**\*Additional information in Staff Handbook**

Corporate Induction		Complete	Date
Corporate ID Badge issued	Corporate Officer		
Office access / keys issued			
Relevant PPE requirements / order			
Guided tour of the office/workstation/facilities Introduction to MHA colleagues	Line Manager		
Corporate Communications	Corporate Officer		
Maryhill Housing Vision, Mission & Values	SMT session		
CEO Corporate Induction	Chief Executive		
Performance Appraisal report	Line Manager		
Health, Safety & Wellbeing (Role dependent)		Complete	Date
Maryhill H&S Control Manual	Corporate Officer (H&S)		
Emergency exits			
Evacuation procedures			
PEEP (personal emergency evacuation plan)			
Panic alarms and pull cord alarms			
First aid facilities			
Safe Shoes (if applicable)			
Security procedures (personal, office and alarm systems) – Lone Working			
Personal Protective clothing and Equipment			
Specific hazards			
Sharps, Spills Kits and Blood Procedures			
Good housekeeping			
Accident, Incident, Near Miss reporting procedure			
Risk assessments applicable to post			
Read and understood risk assessments			
COSHH Regulations			
Location of Gas Valves			

H&S Employee Responsibility Declarations			
DSE assessment*	DSE Assessor		
DSE Prescribed Spectacles			
<b>Finance Induction</b>		<b>Complete</b>	<b>Date</b>
Payroll (Final Salary Deduction)	Finance Officer Session		
Staff Expense Claim Process			
Petty Cash			
Invoices Process			
New Supplier Forms			
Company Credit Card (if applicable)			
How the Finances at MHA works - Financial regulations			
<a href="#">Scheme of Delegation and Invoice Approval (Click link to access)</a>			
<b>e-Learning</b>		<b>Complete</b>	<b>Date</b>
Please check your email for a welcome email from iHasco. (Contact HR if you have not received this email) Follow the steps to set up your account. Once you have set up your account you will have access to the below iHasco eLearning.			
iHasco GDPR	New Starter		
iHasco Equality and Diversity			
iHasco Fire Awareness			
iHasco Health and Safety basics and essentials			
iHasco Display Screen Equipment			
<a href="#">Fraud Awareness and anti-money laundering (Click this link to access)</a>			
<b>Departmental Overview</b>		<b>Complete</b>	<b>Date</b>
Finance	Head of Finance		
Neighbourhood	Neighbourhood Team Leaders		
Community Regeneration	Community Regeneration Manager		
Neighbourhoods & Communities	Head of Neighbourhoods & Communities		
Property	Head of Property		

Development	Head of Development		
Customer Contact Team	Customer Services Manager		
Human Resources	HR Manager		
IT	Business Transformation & IT Manager		

## Appendix C

### HR Induction Evaluation and Feedback Questionnaire

Name:

Start date:

Are there any HR policies, procedures, processes, pension information etc. that you are not sure about and would like to know more information?

YES  NO

If so, please let us know:

Do you feel there were any areas missing from your HR induction programme?

YES  NO

If so, please let us know:

If there was one aspect of your induction that could be improved can you tell us what would it be and how could we improve this?

What information did you need that was not covered?

Any other comments:

## **Appendix D**

### **How have you settled in?- Final Review**

This questionnaire is about finding out about how you are settling into your new role.  
We would be very grateful if you would spend a few minutes answering the questions below.

<b>Question</b>	<b>YES</b>	<b>NO</b>	<b>Notes</b>	<b>Action</b>
I fully understand my new job role				
Each of my responsibilities is clear and I understand how they impact on the performance of the team / organisation as a whole				
I have met all the members of my team and others who I work closely with				
I understand the role and responsibilities of my fellow team members				
I know how my team fits into the structure of the organisation				
I know what my department or team is expected to deliver				
I understand the ways things are to be done and the way I am expected to behave				
I know how and when my performance will be evaluated				
I have identified my initial development needs				

Question	YES	NO	Notes	Action
I have been made to feel very welcome				
I feel part of the team				
Any further comments:				

Signature: \_\_\_\_\_

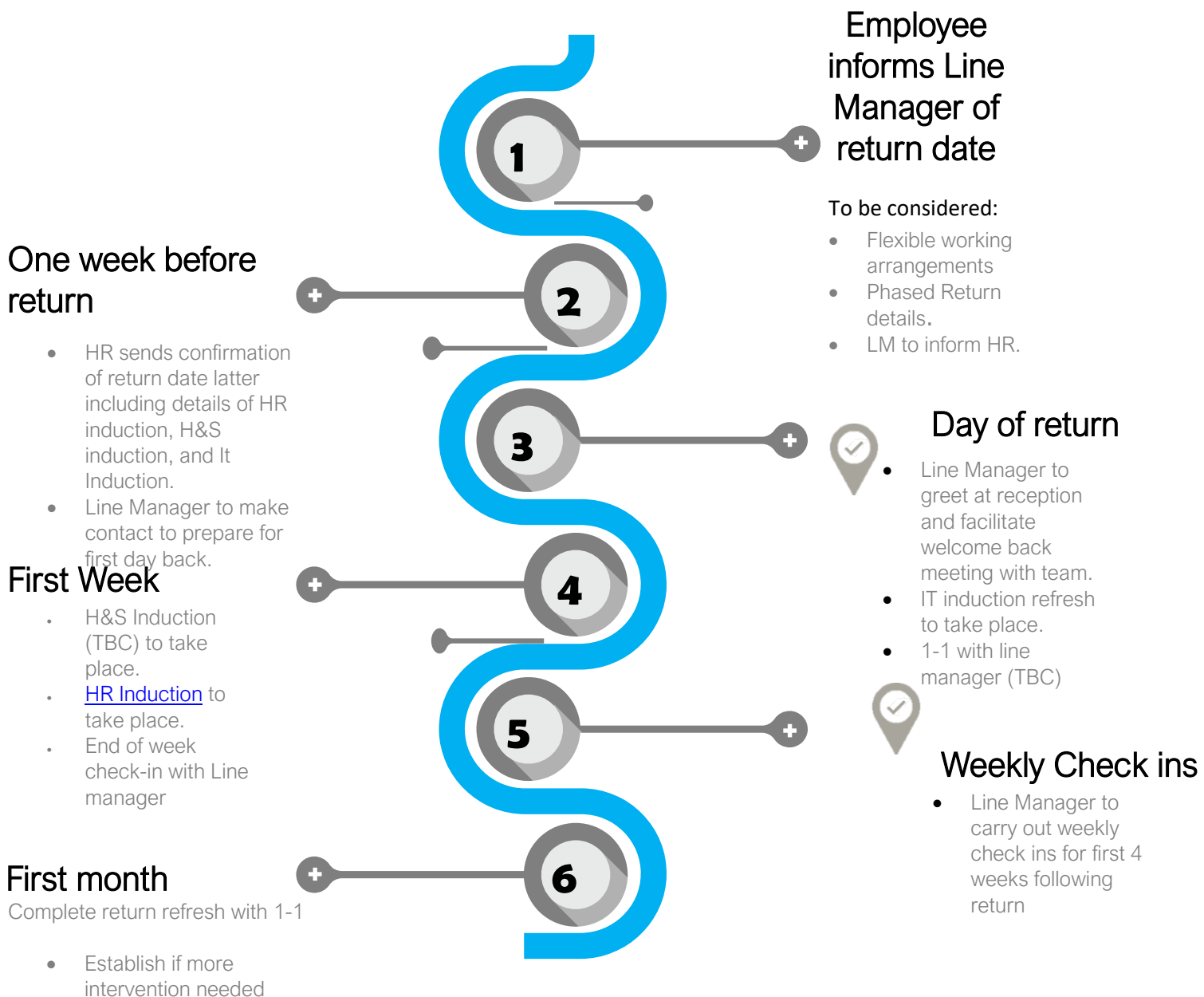
Date: \_\_\_\_\_

Please make sure you have discussed the above with your line manager.

## Appendix E

# Induction Refresh Path

The diagram below shows the planned path for the completion of your Induction Refresh Path. (Your manager may agree different timeframes)



**Appendix E (1)**



**INDUCTION REFRESH CHECKLIST & RECORD  
FOR STAFF RETURNING FROM LONG TERM ABSENCE**

EMPLOYEE'S NAME	
POST TITLE	
DEPARTMENT	
OFFICE BASE	
MANAGER	
RETURN DATE	

Welcome back to Maryhill Housing Association.

The aim of the Re-integration Programme is to help you re-familiarise yourself with your job and make you aware of any changes to your office, team and the Association.

You should keep a copy of this induction pack for future reference.

**MARYHILL HOUSING ASSOCIATION  
INDUCTION CHECKLIST  
FOR STAFF RETURNING FROM LONG TERM ABSENCE**

<b>Health and Safety</b>	<b>Carried out by</b>	<b>Date</b>	<b>Comments/training req./further action</b>
Changes to Health and safety policy / manual (if applicable)			
Risk Assessment			

<b>General Introductions</b>	<b>Carried out by</b>	<b>Date</b>	<b>Comments/training req./further action</b>
Introduction to any new colleagues / team members			
Shadow other staff / departments (if appropriate)			

<b>Maryhill Housing Association – culture and values</b>	<b>Carried out by</b>	<b>Date</b>	<b>Comments/training req./further action</b>
Changes to Mission statement / Corporate Objectives/ Values			
The Future			

<b>The Organisation</b>	<b>Carried out by</b>	<b>Date</b>	<b>Comments/training req./further action</b>
Changes to any Computer systems			
Organisation chart			

<b>The Team / Department and the Job</b>	<b>Carried out by</b>	<b>Date</b>	<b>Comments/training req./further action</b>
Objectives of the team and Association explained			
Changes to duties of the post (if applicable)			
New or changed organisational policies in relation to post			
Supervision and appraisal			
Team Charters			

<b>Equal Opportunities and Employee Development</b>	<b>Carried out by</b>	<b>Date</b>	<b>Comments/training req./further action</b>
Performance Appraisal System			
Training needs and objectives			
Training and development afternoons			

<b>Employee / Employer Relations and Terms and Conditions</b>	<b>Carried out by</b>	<b>Date</b>	<b>Comments/training req./further action</b>
Flexible Working			
Holidays			
Changes to personnel policies (if applicable)			
Reporting systems (sickness, holidays, hours worked)			
Breastfeeding Requirements (speak with HR around this area)			

Employee Signed:

\_\_\_\_\_

Date

\_\_\_\_\_

Manager Signed:

\_\_\_\_\_

Date:

\_\_\_\_\_

**Please return completed record to Human Resources.**