



EMPLOYEE HANDBOOK



SOUTH
KESTEVEN
DISTRICT
COUNCIL

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Welcome to your handbook

This handbook has been designed to provide #TeamSK colleagues with practical information about working here including signposting the policies and procedures that guide our Council and the support available to you throughout your employment.

Whether you are new to the Council or have been with us for some time, this resource brings together key information in one place and makes it easier to find the guidance you need.

If you have any questions about the content of this handbook or need further advice, please contact the HR team who will be happy to help: hr@southkesteven.gov.uk



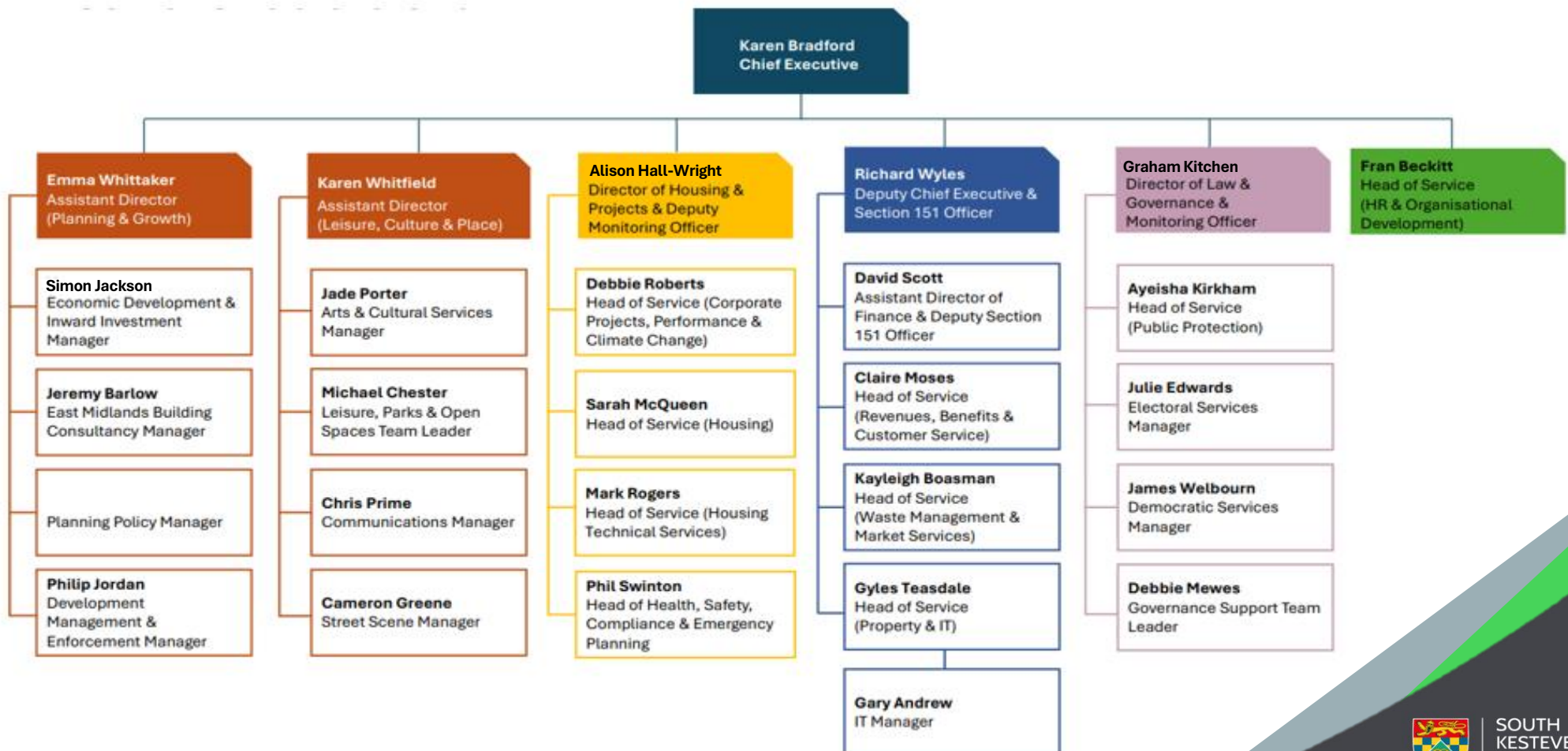
“Our people are at the heart of everything we do and this handbook is just one of the ways we aim to make sure you feel informed, supported and valued in your role.”



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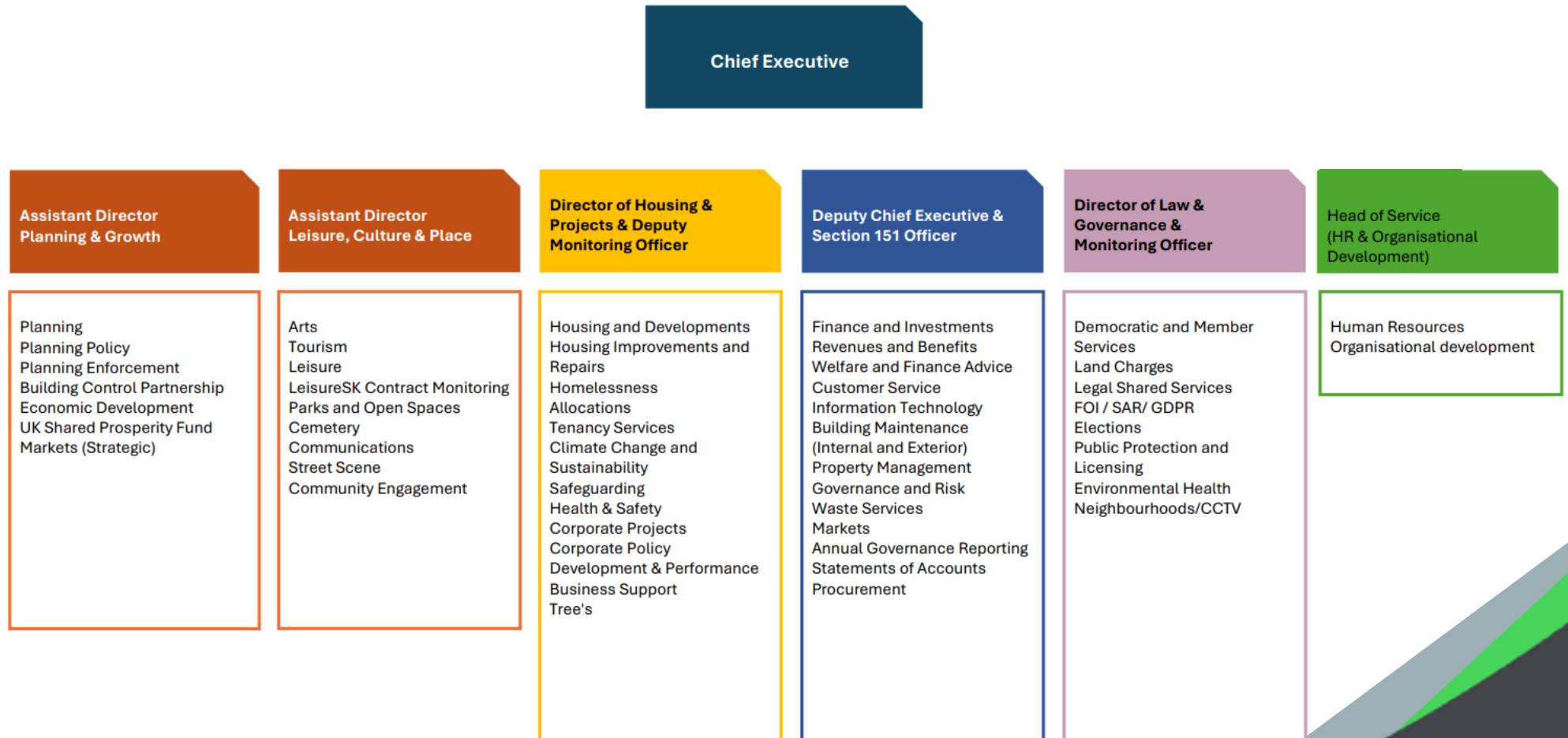
Who we are

Our senior leadership team is responsible for ensuring we deliver on our priorities for South Kesteven's residents and communities. The chart below shows the current senior team, including names and roles, so you can see who is leading each area of the Council.



What we do

The diagram below shows all the main services delivered under each Director and Assistant Director, giving a quick overview of how responsibilities are structured across the Council.



Our Locations



Grantham Main Office
The Picture House
St Catherine's Road
Grantham
Lincolnshire
NG31 6TT



Waste, Recycling & Street Scene
Turnpike Close
Grantham
NG31 7XU



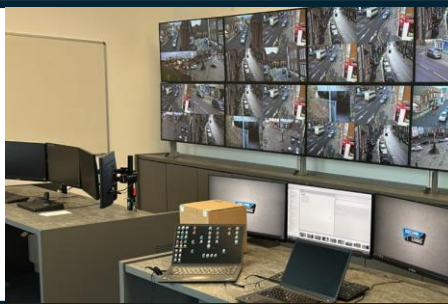
South Kesteven Access Point
3 Abbey Road
Bourne
Lincolnshire
PE10 9EF



Guildhall Arts Centre
St Peters Hill
Grantham
Lincolnshire
NG31 6PY



SKDC CCTV
Grantham Police Station
Swingbridge Road
Grantham
NG31 7XT



Stamford Arts Centre
27 St Mary's Street
Stamford
Lincolnshire
PE9 2DL



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Our Values



In 2024, we refreshed our corporate values through a series of workshops with colleagues and Elected Members from across the Council. Together, we explored what makes people proud to work at SKDC, what matters most to us as an organisation, and the strengths that define our culture. These conversations also highlighted what our people value in their day-to-day work and what they need to feel supported and engaged.

These workshops led to the development of our ‘#TeamSK Core Values’. The next couple of pages summarises the feedback from the sessions highlighting why these values are important to our people.



- “Trust is an important guiding principle in the Council’s work and decision-making processes.”
- “Trust needs to be in every relationship – between employees, trust with management, trust between Officers and Members, and our residents trusting us.”



- “Having Empowerment” as a corporate value means SK is committed to creating an environment where employees are encouraged and supported to take initiative and contribute.”
- “This includes skills development, training and continuous learning so people are empowered to excel in their roles.”
- “Being inclusive is relevant here too – being a Council that values diverse perspectives.”



- “Accountability is about being transparent in our actions and decisions and recognising the impact we have.”
- “Providing clear information about the Council’s activities, policies and outcomes to residents.”
- “This implies taking ownership and ensuring that tasks are completed in a timely and effective manner.”



- “Reflecting that the Council is driven by a purpose to create a positive impact.”
- “Service excellence.”
- “Setting goals and measuring the impact our initiatives have. This is about working together too.”

[illegible]

- “Empathy and understanding of others.”
- “Actively listening to residents and employees to understand their perspectives, needs and concerns.”
- “Treating everyone with respect.”
- “Going the extra mile to help individuals.”
- “Positive and constructive communication.”

The Corporate Plan

Priority Area

Connecting Communities

Sustainable South Kesteven

Enabling Economic Opportunity

Housing

Effective Council

SKDC's Corporate Plan 2024 - 2027 sets out the Council's vision, priorities and ambitions for our district. It explains what we want to achieve for our residents, businesses and communities, and how we will work together to deliver services that make a real difference.

Built around five key priorities and underpinned by our #TeamSK values, the plan provides a clear roadmap for how we will shape South Kesteven into a thriving place to live, work and visit, both now and in the future.

Each team has Key Performance Indicators relating to the plan which help us measure progress and demonstrate the difference we are making.

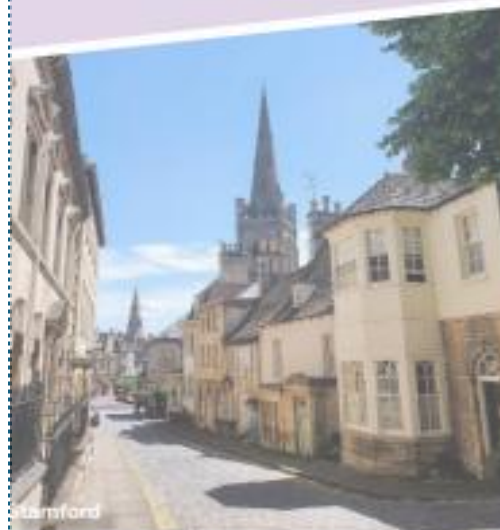
[Click here](#) to view the Corporate Plan.

"A thriving District to live in, work and visit."

Corporate Plan 2024-27



Please note this is an interactive document.
Please use the arrow buttons at the bottom to navigate and schedule through the pages.



Elected Members

For a full list of SKDC's Elected Members, visit:

[Your Councillors | South Kesteven District Council](#)

South Kesteven District Council is a democratically elected organisation, with Councillors (or 'Elected Members') chosen by local residents to represent their communities and make decisions on behalf of them. Councillors set the overall direction of the Council, agree budgets and policies and ensure services meet the needs of the district.

Officers (employees) and Members work in partnership: Members provide leadership and set priorities, while officers deliver the day-to-day services and professional advice needed to achieve these aims. This balance ensures accountability, transparency and effective service delivery.

You may work with Councillors through committee meetings, community events or project work.

SKDC Committees

- Alcohol, Entertainment & Late Night Refreshment
- Budget - Joint Overview and Scrutiny
 - Cabinet
 - Council
- Culture and Leisure Overview and Scrutiny Committee
 - Employment Committee
 - Environment Overview and Scrutiny Committee
- Finance and Economic Overview and Scrutiny Committee
- Governance and Audit Committee
 - Hearing Review Panel
- Housing Overview and Scrutiny Committee
 - Licensing Committee
 - Planning Committee
- Rural and Communities Overview and Scrutiny Committee
 - Standards Committee
- UK Shared Prosperity Fund and Rural England Prosperity Fund Board.

The Leader of South Kesteven District Council is Cllr Ashley Baxter who provides the political leadership and direction for the Council and works closely with the Chief Executive and Senior Leadership Team to ensure services and priorities meet the needs of the local residents.

The Leader appoints a Cabinet, made up of Elected Members who each hold a portfolio of responsibilities, such as finance or housing. Together, the Leader and Cabinet make key decisions on the Council's strategy, policies and services, while being accountable to Full Council and the communities they represent.

Cabinet Member:	Portfolio:
Cllr Ashley Baxter	Finance, HR and Economic Development
Cllr Rhys Baker	Waste and Environment
Cllr Richard Cleaver	Property and Public Engagement
Cllr Phil Dilks	Planning
Cllr Phil Knowles	Corporate Governance and Licencing
Cllr Virginia Moran	Housing



The Basics

HR Hub

The HR Hub is your go-to place for HR policies, guidance, forms and support so you can quickly find the information that matters to you. You can access the HR Hub at any time from a work device by clicking on the green icon below or visiting the intranet homepage.

CLICK HERE
TO ACCESS
THE HR HUB

Welcome to the
HR Hub!

Here you can find policies,
guidance, wellbeing and much
more



Pay

The Council operates a monthly payroll for all employees, with payments made on the **18th** of each month, covering the entire calendar month. Where the 18th falls on a weekend or bank holiday, payments will be made on the closest working day before this. Your salary will be transferred directly into your nominated bank account.

All employees have access to the secure iTrent Employee Self-Service system, where you can view your payslips and update personal details such as bank account information. Access to the ESS system is managed by the HR team, who will provide you with your login details.

Further payroll information can be found on the Payroll & Pensions intranet page. You can also contact the Payroll Team at payroll@southkesteven.gov.uk with any queries.

Ways of Working

In January 2023, SKDC moved into modern, open-plan offices in the heart of Grantham. We operate a hybrid working model, for roles where this is suitable, with full details available in our [‘New Ways of Working’](#) protocol. Arrangements vary by team, individual and business need, but most office colleagues typically spend time working in the office and from home during their week.

When working in the office, desks must be booked in advance and all colleagues are required to sign in. The easiest way to do both is by downloading the free **‘Sign In App’** from your phone’s app store.

Full guidance on desk booking and signing in can be found in the [‘New Ways of Working’](#) document.



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The Basics

Flexi-time at SKDC

Flexi-time is designed to help colleagues balance variations in their working day or week. Because teams across the Council provide a wide range of services, the level of flexibility available may differ. Each team has arrangements in place that reflect the needs of their service, so while flexi-time is not applied in the same way everywhere, there will be consistency within your team. Speak to your line manager to understand how flexi-time works for your role. We have a policy on flexi-time accessible on the HR Hub, along with timesheet templates and guidance.

Representative Bodies

SKDC committed to ensuring colleagues have a strong voice and access to support when they need it. We have a **People Panel**, made up of employee representatives from across the Council, who meet regularly to share feedback, raise ideas and help shape improvements for the whole workforce. The People Panel provides a valuable way for colleagues to be heard and involved in decision-making.

In addition, **UNISON** is formally recognised by the Council to represent and support its members. UNISON can provide advice, guidance and representation on a wide range of workplace matters and representatives attend a monthly meeting with the Chief Executive and HR. If you would like more information about joining or accessing support, you can contact UNISON directly.

There are other Unions colleagues may wish to join and the Council will recognise these for individual representation in meetings such as disciplinaries or grievances.

Equality, Diversity, Inclusion and Belonging

We are committed to creating a workplace where everyone feels valued, respected and able to be themselves. We want all colleagues to feel a strong sense of belonging and to have equal access to opportunities, support and progression. Our approach goes beyond our legal obligations – it's about building a culture of fairness, kindness and inclusion across #TeamSK.

Each year we publish an Equality, Diversity and Inclusion (EDI) annual position statement, which shares the progress we are making and sets out our priorities for the year ahead.

We also have Networks, such as Menopause Café and Carers' Forum, alongside a programme of awareness and support initiatives throughout the year.

**Equality, Diversity
and Inclusion**
Annual Position Statement

You can read the latest statement
here:

[Equality, Diversity and Inclusion
Annual Position Statement
2023-24.pdf](#)

2023/24




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New Starters

Welcome Journey

Welcome!

Your line manager will provide you with an induction plan for your first few weeks, which may include visits to other departments, team meetings and introductions to colleagues.

NEW STARTER WELCOME JOURNEY		 SOUTH KESTEVEN DISTRICT COUNCIL	
Employee Name:		Managers Name:	
Start Date:		Service Area:	
Activity		DAY ONE	
		Date/Time	

Corporate Induction

Corporate Inductions are held every three months to welcome all new starters from that period. These sessions provide the chance to meet the Corporate Management Team, learn about South Kesteven and connect with colleagues who have also recently joined the Council.



Your buddy



As part of our induction support at SKDC, we offer a buddy network to help new starters settle in during their first few months. Your buddy will be a friendly point of contact for everyday queries, offering guidance and sharing their knowledge, and your line manager will let you know who this will be.

Meet with HR

HR will be in touch to schedule a meeting with you. This will be a short meeting to introduce the HR team, check-in with how your induction is going, check you know where to access key information and answer any questions you may have.



Policies

Our policies and Code of Conduct work hand in hand to guide how we work together. The policies set out the procedures you need to follow in specific situations, such as leave or use of IT, ensuring clarity and legal compliance.

Our Code of Conduct provides a broader framework, outlining the values and behaviours expected of everyone, such as respect, professionalism and integrity. Together, they ensure we have both clear guidance for day-to-day processes and a shared standard of behaviour that reflects our culture and values.

Full details of all policies, along with supporting documentation, can be accessed on the HR Hub.



**CLICK HERE
FOR THE
CODE OF CONDUCT**



**CLICK HERE
TO ACCESS
THE HR HUB**



Working Arrangements and Attendance

Click on the boxes below to view the policy on the HR Hub.

Attendance

The purpose of this policy is to manage the attendance of employees in line with the values and culture of the Council and our commitment to providing the highest standards of service.

Flexible Working

Provides guidance for managers and colleagues on options for flexible working and finding mutually acceptable arrangements wherever possible.

Flexi-time

Our flexi-time policy aims to provide colleagues with a framework for the operation and monitoring of the flexi-time scheme.

New Ways of Working

This protocol explains how we balance office and home working, as well as how we manage practical arrangements such as desk booking and signing in.

Standby and On-Call

Outlines when standby and on-call payments apply and the expectations for providing cover outside normal working hours.



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Performance, Development & Behaviour

Disciplinary

This is designed to encourage all employees to maintain standards of conduct and outlines the approach that will be taken if the expected standards are not met.

Grievance

Our Grievance Policy aims to provide a fair and transparent process for addressing and resolving workplace concerns promptly and effectively.

Supporting Performance Improvement

This policy provides a supportive and consistent framework that helps colleagues improve their performance when the required standards are not being achieved.

Probation

This policy details the probationary period at SKDC which ensures a fair and support process for new starters to the Council.

Employment Lifecycle

Recruitment

This policy provides an overview of our approach to recruitment and selection.

DBS

Provides a framework to assess criminal records of current and potential employees.

Redundancy

Our Redundancy Policy outlines the fair and transparent process we follow if roles are at risk, ensuring employees are treated with dignity, supported throughout and consulted fully.

Pay and Recognition

Pay

The Council produces an annual pay policy statement which summarises current policies and arrangement in place relating to pay.

Long service

Our recognition strategy recognises and rewards the commitment of colleagues who have dedicated many years to working at SKDC.





Health, Safety & Wellbeing

Drugs and Alcohol

Practical guidance for management and employees concerning managing alcohol and drug issues in the workplace.

Health & Safety

Outlines how SKDC wishes to conduct its business operations in such a way that it provides a safe and healthy environment for all its employees.

Operational Driving

To ensure, as far as reasonably practicable, the health and safety of all employees while at work and to safeguard others who may be put at risk from work-related driving activities

Ill Health Capability

Our approach to supporting employees whose ability to carry out their role is affected by ill health.

Leave & Family Friendly Policies

Leave

Outlines different types of leave available to employees, including annual leave, special leave and other entitlements.

Maternity

Outlines the support, leave and pay available to employees who are expecting a baby, ensuring time to prepare for and care for your child.

Paternity

Supporting colleagues in balancing work and family commitments through our paternity leave policy.

Adoption & Surrogacy

Sets out your rights to leave, pay and support when welcoming a child into your family through adoption, fostering to adopt or a surrogacy arrangement.

Shared Parental Leave

Explains how eligible parents can share leave and pay, giving families greater flexibility in caring for their child during the first year.





Conduct and Standards

Whistleblowing

Explains how to raise a concern, the types of activity you should report, the protection we can provide, confidentiality, our response and how you can take matters further, if necessary.

Zero Tolerance Policy

This policy makes clear that bullying, harassment, discrimination and any form of unacceptable behaviour will not be tolerated, helping us maintain a safe, respectful and inclusive workplace for everyone.

Modern Slavery & Trafficking

Sets out SKDCs commitment to preventing exploitation, protecting vulnerable people and ensuring our supply chains are free from modern slavery.

Acceptable Use

Sets out how all users of SKDC information systems must use them responsibly, ensuring access is legitimate, protecting confidentiality and complying with relevant laws.

Anti-Corruption/Bribery

This policy makes clear that all employees must act with integrity, avoid bribery, report any suspicions and comply with laws and Council procedures to prevent corruption in all its forms.



Your benefits

This section sets out the range of benefits available to you and where to find further information on these.

Pension

The Council are part of the Local Government Pension Scheme (LGPS). This is a Defined Benefit scheme available to all eligible employees.

Eligible employees on a salaried contract will be automatically enrolled to the scheme via our pension provider, the West Yorkshire Pension Fund, from their start date. Contributions are based on your annual salary. Employees may elect to opt of the scheme at any time.

For further information:
[West Yorkshire Pension Fund website](#).
Email: pensions@wypf.org.uk
Tel: 01274 434 999

Free parking

Colleagues can park for free in certain car parks whilst they are at work Monday to Friday. This includes Welham Street multi-storey near the Picture House.

For further information:
Contact Carolyn Baker (Corporate Facilities Lead) –
carolyn.baker@southkesteven.gov.uk

Hybrid Working

Where the nature of the role allows, SKDC supports hybrid working to give colleagues greater flexibility and balance. Exact arrangements may vary depending on the requirements of the role, the needs of the service and discussions with your line manager.

For further information:
[New Ways of Working Protocol](#)

Discounted Gym Memberships and Leisure Facilities

Colleagues can enjoy a reduced rate at LeisureSK sites including Grantham Meres, Stamford Leisure Pool and Bourne Leisure Centre.

Belton Woods Health Club offers membership and hotel discounts with proof of employment at sign up.

Corporate discounts are also provided at Choices and through CSSC.

For further information:
[Welcome to Leisure SK | Leisure SK Employee Benefits on the HR Hub](#)



Your benefits

Long Service

We value the commitment and dedication of our employees and celebrate the long service of our people through:

- An extra 5 days annual leave after 5 years continuous service.
- Long service awards celebrating milestones with gifts of the following values:

Length of Service/Gift Value
10 years - £50
20 years - £150
30 years - £200
40 years - £250
50 years - £350

For further information:
[Long service awards guidance on the HR Hub](#)

Tech Scheme

The tech scheme allows you to buy IT equipment at a reduced cost directly via your salary.

To utilize this scheme, [register for an account](#) or [log in](#) to the 'BHN Extra's portal' using the code: fa9bd5

For a full list of employee benefits



**CLICK HERE
TO ACCESS
THE HR HUB**



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Learning and Development

At SKDC, we take a holistic approach to learning and development, recognising that people grow in different ways and everyone is at different stages in their careers.

We provide a wide range of opportunities to support your professional and personal development, from formal training, apprenticeships and our online learning system, to more hands-on experiences such as shadowing, projects and mentoring or coaching.

If you'd like a discussion about your personal development and relevant learning opportunities, please speak to your line manager and HR.

For further information:

[Training and Development](#) on the HR Hub

Some learning and development opportunities in the Council...

Apprenticeships

Training

Projects

Mentor/Coach

New experiences

Development cohorts

Learning System

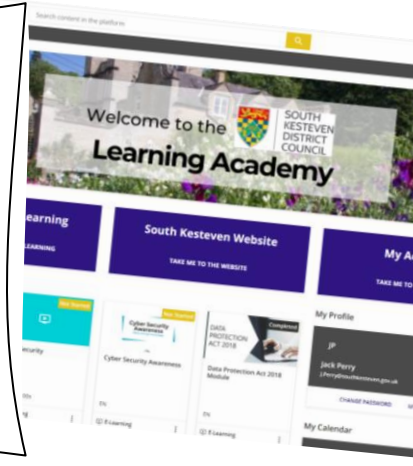
Shadowing

Internal workshops

Internal work experience

Courses on the Learning System include:

- Excel 365 (Beginner, Intermediate and Advanced)
- Various safety courses
- Data Protection modules
- Introduction to Project Management
- Mental Health modules
- Word 365
- Handling Complaints
- Data Analysis
- Dealing with Difficult Customers
- Difficult Conversations
- Presentation Skills
- Change Management
- Asbestos Awareness
- Resilience in the Workplace



Wellbeing

Employee Assistance Programme...

We have an Employee Assistance Programme (EAP) available to all our staff. It can be accessed 24/7 by calling 0800 028 0199 or logging onto the portal with the username and password as SKDC - HealthAssuredEap.co.uk

The EAP includes:

- A free counselling service – you can book blocks of counselling with the same Counsellor or phone up for one-off support
- CBT
- Webinars on a range of wellbeing topics
- Health checks
- Support on managing the wellbeing of others
- Downloadable 4 week programmes
- Lots of advice, information and signposting on topics such as anxiety, exercise, sleep and lots more.



[Home | Health Assured
\(healthassuredeap.co.uk\)](https://healthassuredeap.co.uk)



0800 028 0199



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Wellbeing

SKDCs Employee Wellbeing Plan is designed to support our people across all areas of their wellbeing. It includes practical wellbeing resources, mental health support, development and ensuring a healthy working environment. This all revolves around 5 priority areas:

- Connecting with colleagues
- Keeping active
- Raising awareness and seeking support
- Keeping learning
- Giving to others

We have a Wellbeing Team who plan and deliver a varied programme of activities for staff. If you'd like to contact them, email wellbeing@southkesteven.gov.uk

You can read #TeamSK's Employee Wellbeing Plan here:

[#TeamSK Wellbeing Strategy Pd - 1](#)



#TeamSK Employee Wellbeing Plan

2025 - 2028



Enter





Ending Employment

Submit your notice in writing to your line manager, including your last day of service (accounting for your notice period which can be found in your contract).

Meet with your manager to discuss any outstanding holiday or flexi-time and handovers/work being completed prior to leaving.

You will be offered a confidential exit interview with HR.

Arrange with your line manager to ensure all SKDC property is returned. This may include:

- IT equipment e.g. laptop, screen, keyboard, mobile
 - ID badge
- Keys to Council property

Good Luck!
😊

Contacts...

“Thank you for being part of #TeamSK and for the difference you make.”

If you have any questions or need further guidance, here are some useful contacts:



Human Resources
hr@southkesteven.gov.uk
Or call a [member of the HR Team](#) on MS Teams.



Access the HR Hub for policies, guidance, templates and support on all aspects of your employment.

[West Yorkshire Pension Fund website.](#)
pensions@wypf.org.uk
Tel: 01274 434 999

Unison
Contact a Union Rep
unison@southkesteven.gov.uk
[uk](#)

Employee Assistance Programme
Healthassuredeap.co.uk
Tel: 0800 028 0199



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