

Fair Work First Statement and Declaration

Statement:

Skye & Lochalsh Citizens Advice Bureau is committed to advancing the Scottish Government **Fair Work First Policy** and the criteria as set out within the **Fair Work First guidance** document. We confirm that we pay our staff the Real Living Wage and will do so if we employ people in the future. We make every effort to ensure that our suppliers/contractors are offered the same Real Living Wage rate when procuring goods or services. We also confirm that we offer our staff and/or volunteers an Effective Workers Voice channel within the workplace.

We employ 6 amount of staff and have 18 volunteers.

Specifically:

- (1) We have appropriate channels for effective voice from the workforce and/or volunteers;

Response here: Expand – please explain how you offer this as per Fair Work First guidance link above. For example Line Management / Staff surveys / Suggestion schemes / Online platforms / Staff forums / Trade Unions / Joint Consultative Committee (JCC 's)/ European Works Councils (EWC's)

We are strongly committed to Fair Work and have an extensive and demonstrable track record which is subject to external audit as part of our Citizens Advice Scotland membership conditions meaning that at all levels from strategic to operational, Fair Work principles and activities are fundamental and at the core of all we do as an organisation for the benefit of our dedicated staff but also for our clients, volunteers and board members.

- All staff are given an effective Voice via regular 1-1's with their Line Manager, via team and/or all staff meetings, by having staff representation on our governing boards, annual appraisal (covering all areas of Fair Work and much more) and by completion of the 'Fair Work Self-Assessment' monitoring tool. All staff are able to join a trade union of their choice.
- All staff are given the Opportunity for continual professional development to help them achieve their full potential via completion of a minimum of 35 hours training per annum (in excess of H&S training) as per their co-designed Individual Training Plan. Data is recorded, extracted, and evaluated via our online training portal. Staff have further extensive training options including via our accredited Adviser Training Programme and Ongoing Adviser Training Programmes and all can attend additional courses as required. All staff attend annual Equality and Employment Rights Training and internal career progression is integral to our business model with many staff having for example first joined their bureau as a volunteer.

- Fair Work to us is synonymous with equality rights and for this reason we also have an Equality Monitoring Strategy which includes assessment via anonymous survey of applicant/staff demographics (to identify which groups are underrepresented or face barriers or disadvantage due to a protected characteristic) to ensure our teams reflect as far as possible our communities. We are pro-active in addressing equality matters and we survey all staff anonymously annually, including in regards to the equality and fair work actions we undertake as employers to allow further consideration at strategic and operational level as to how we can address any issues.
- Bureau work can be fulfilling and rewarding but also challenging. We take extremely seriously, the mental and physical wellbeing of all our staff and ensure they are supported. For this reason, staff benefit from a number of policies and procedures which we actively and rigorously implement including: Dignity at Work Policy, Equality Policy, Stress at Work Policy, Equal Opportunities monitoring (bi-annually), Bullying and Harassment Policy and Absence Policy. Staff further have access to a free confidential counselling service and additional support as needed on a 1-1 basis.

The following points satisfy the self-declaration requirements for compliance with the effective voice criteria. If the answer to question 1a is no, further evidence of compliance will be required. Question 1b is only applicable where the organisation employs more than 21 staff. If the answer is no, further evidence of compliance will be required. Please confirm the following:

(1a) Skye & Lochalsh Citizens Advice Bureau will provide effective one to one line management for any employee or volunteer ensuring regular open and two-way dialogue; that this exists separately to performance management processes; and that worker/manager working relationships are effective.

Yes No

(1b) Skye & Lochalsh Citizens Advice Bureau will ensure that as part of their induction, employees will be made aware of their right to join a union of their choice and will take a pro-union membership attitude.

Yes No NA

(2) We actively invest in workforce and/or volunteer development;
Expand – please explain how.

Thorough training and investment, our partnership with volunteers enables them to make a fantastic contribution to the service. In turn, through working in the Citizens Advice Bureau environment, volunteers benefit from gaining new skills and personal development, as well as better well-being and community engagement.

Bureaux are flexible to our volunteers' time, excellent communication is key to retain our volunteers and explore other methods of volunteering, such as our Hybrid model of remote work. Recognising being flexible with advice session rotas and ensuring we provide an excellent induction and continual training programme, encourages our volunteers to stay engaged with the service.

Regular meetings take place between specialist staff and volunteers, a vital way of sharing advice resources and continued learning opportunities, for example, volunteers can go on to specialise in a certain advice area such as Debt, Housing or Benefits.

We would provide continuous professional development opportunities for all volunteers. Volunteer fulfilment will be assessed as part of their Joint Progress Reports.

Recognising the importance of work placements in the community Skye & Lochalsh Citizens Advice Bureau is experienced in offering supervised work placements, working alongside partners under the Community Jobs Scotland (CJS) and the Kickstart Scheme. Participating allowing us to support young, vulnerable and long-term employed people with employability skills through their jobs and support, including;

- Job inductions
- On-the job training
- Support and supervision
- Job search support
- An ongoing focus on assisting the individual into lasting employment.

Whilst steering employment opportunities allows us to continually develop our supervisory and mentoring skills, it also demonstrates the bureaux commitment to nurturing talent.

(3) We are committed to no inappropriate use of zero hours contracts;

Expand – please explain.

Security and Stability for our staff is essential and for this reason we have a policy of not issuing any zero-hour contracts nor hiring any agency workers/sub-contractors. All staff are paid in excess of the national living wage and we undertake to find suitable alternative employment rather than make staff redundant where possible.

(4) We take action to tackle the gender pay gap and create a more diverse and inclusive workplace;

Expand – please explain.

We ensure wording of job advertisements and descriptions do not contain implicit bias. Neutral language is used in adverts. The practices and policies ensure all are afforded equal opportunities to progress their careers, making flexible working available, improving maternity/paternity policies and ensuring that cultures are diverse and inclusive.

Skye & Lochalsh Citizens Advice Bureau ensures there is no gender pay gap. The Board review salary scales each year and align these in terms of job role and not by gender.

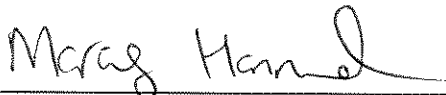
(5) We are fully committed to paying the Real Living Wage to both our employees and ensuring our contractors also do the same.


Expand – please explain how especially when procuring goods/services.

Skye & Lochalsh Citizens Advice Bureau were accredited with the Living Wage Accreditation in April 2023, we did this to show we value our people whilst also agreeing with the social, business and public policy case for this to be implemented.

Relevant service provider(s) are contacted to either confirm payment of the real Living Wage. SLCAB use bonified and reputable companies.

This statement has been agreed by both the employer and a suitable workforce representative for our employees and/or volunteers:

Signature (for the employer):	
Print name:	Morag Hannah
Position within organisation:	CEO
Date:	22 November 2023

Signature (as workforce representative):	
Print name:	Alan Prior
Position within organisation:	Session Supervisor
Date:	22 November 2023