

BEE ACTIVE

Employee Support Plan Guidance

Abbreviations

OM- Operations Manager

CM- Compliance Manager

ETM Manager - Education and Training Manager

NCR - Noncompliance Report

ESP- Employee Support Plan

Who is this guidance for?

This guidance document is for operational Bee Active staff who are providing provision within a school or educational setting. The guidance will help you understand the process of an employee support plan and how it can improve and develop our performance as coaches.

What is an ESP?

An employee support plan is a process to help develop our coaching practice, it is overseen by the ETM. The process is to support and develop our Bee Active coaches and enable us to deliver high quality experiences consistently. The process will be dynamic and fluid and offers an opportunity to address any performance concerns or misunderstandings. A concern can be raised by Bee active staff, Customers (including Staff at schools and nurseries) or anyone observing a Bee Active session. An ESP will be used as an opportunity to develop practice and ensure that all staff are adhering to the core competencies. It will allow the company to provide a standardised high quality service.

What is a Non-compliance report (NCR)?

A NCR is a report that is completed if employees or the business are not compliant with the Company mission, values, behaviours, policies, regulatory standards or expectations. The purpose of highlighting non-compliance is to empower employees to be the catalyst for improvement and excellence. The reporting of non-compliances enables us to understand the reasons behind non-compliance, implement change where needed and to maximise performance across all areas of the Company. It also enables us to ensure that we are compliant with all regulatory requirements as a Company.

Why has an NCR come to ETM / OM?

The NCR was referred to the ETM because the concern that was raised was associated with coaching delivery and/or practice. The NCR will be referred to the ETM because one or more of the core principles has not been met.

What happens after an NCR outcome has been referred to an ESP?

If an outcome of an NCR meeting is an ESP, both the employee and the ETM will be informed by the CM. The employee will be requested to arrange a meeting with the ETM via calendar invite, within 7 days of the notification. During this time the ETM will review the NCR report and seek, if needed, further clarification on the matter with the CM.

Following the initial meeting the ETM and OM will agree a timescale for the intervention that coincides with the current working pattern of the employee. In the instance that a concern regarding safety is highlighted the intervention will occur immediately.

For concerns more serious in nature or where the relationship with a customer is in jeopardy, the ETM may take immediate action to instigate an investigation or a change in schedule may be required. In this instance the coach will be informed by the OM and the reasons why the change is taking place.

What is expected of you?

The core values at Bee Active include personal development and improvement, understandably the process may feel uncomfortable and viewed as a scrutiny of the coaches performance. However the purpose is to offer an opportunity to grow and expand the coaches delivery and knowledge, approaching the process with an open mind will provide the greatest platform for success.

What to expect from the ETM?

The ESP will be flexible and driven by the individual. The ETM will provide the coach with bespoke resources to enable them to deliver to the high standards that Bee Active promotes. The ETM will be open and transparent throughout the process and provide regular guidance and feedback.

What can you expect in the initial meeting?

In most instances the meeting will take place at the office, within a private space. The meetings will be face to face and in attendance will be ETM and on occasion another member of staff (OM/CM). ESP meetings should take around 30 minutes.

During the meeting the coach will be given the opportunity to discuss their view on the matter and any other concerns they may wish to raise. The aim of the meeting is to ensure that an individual plan is put in place to support the coach with the concerns raised. A timescale will be set for ESP completion and dates of meetings will be identified at this point. ESP will be agreed by both ETM and employee and stored on People HR for future reference. The meeting will cover the following:

1. Wellbeing Check
2. Explanation of the process
3. Outline of the NCR concern
4. Coaches Voice
5. Goal setting
6. Action Plan
7. Measuring Success

8. Reflection schedule

There may be times when a setting has raised a formal concern and they will be informed of the commencement of the plan. This shows that the coach is supported as an individual and combined Bee Active are passionate about providing a high quality service. This reassures customers that they are valued and their views are taken seriously.

ESP CATCH UP MEETING

The purpose of the catch up meeting is to discuss the progress of the coach, it will be conducted at the midway point of the support plan. The catch up meeting will include:

1. Wellbeing Check
2. Review of the initial plan
3. Review of the current resources and training that have been implemented
4. Coaches Voice (has the plan been effective for the coach?)
5. Additional support (Does the coach need different or additional support to complete the plan?)
6. Review of progress

At this stage the OM will be informed of the progress of the coach and made aware of any additional resources that are required. Updates will also be provided to the setting from which the concern was identified.

ESP Closing Meeting

The meeting will take place at the proposed completion date. The ETM, the coach and where applicable the customer will be present to discuss the process in its entirety. The meeting will include

1. Reflection Comments (coaches voice)
2. Review Comments (Provided by the ETM)
3. Close or Extension
4. Extension Process(if applicable)

If an extension is required the ESP can be extended to give the coach every opportunity to complete it. In this instance the process will be repeated including the catch up and closing meetings. Where limited improvement happens within the extension period it will be referred back to the compliance manager and it could become a disciplinary matter. The same will apply if concerns are frequently or repetitively raised against an employee.