



TUPE FREQUENTLY ASKED QUESTIONS (FAQS) ISSUE 8

TEXT IN BLUE: this indicates updated news or new FAQs since 14 July 2008

INTRODUCTION

The answers below are in response to the questions raised by staff currently working in Oxfordshire County Council & CfBT Education Trust and who, on the 1st September 2008, will transfer their employment to Connexions Oxfordshire under the Transfer of Undertakings (Protection of Employment) Regulations 2006.

For ease of reading the questions and the answers have been split into sections that include, for example human resources, learning & development, pensions, and delivery. This is not meant to limit the range of questions that can be raised and so therefore if required, other sections will be added as the transfer progresses.

Following the CfBT Education Trust Staff Meetings with Connexions Oxfordshire on the 2nd, 3rd and 7th July 2008 many more FAQs have arrived by email (*see the section below How to contribute to the FAQs*). Where these questions could have identified individual members of staff their permission has been given to use the question as a general FAQ.

TUPE is an acronym for the Transfer of Undertakings (Protection of Employment) Regulations 2006. TUPE is a significant and complex piece of legislation adopted by the UK in order to implement the European Acquired Rights Directive. The purpose of TUPE is to protect employees if the business in which they are employed changes hands and they are required to transfer.

HOW TO CONTRIBUTE TO THE FAQs:

To submit a new question or to have further information about a question that has already been raised please email question@cxoxfordshire.org.uk - your question will be acknowledged and if it is suitable to be shared, in other words not personal to you, it will be posted in the next issue of TUPE FAQs.

Keep a watch too on the Connexions Oxfordshire web site www.cxoxfordshire.org.uk for here, along with all the FAQs, other TUPE related documents will be regularly posted.



HUMAN RESOURCES FAQs

1. Will any of my conditions of employment change when I transfer - I am thinking about my holiday entitlement and sick pay?

No.

Since your particulars of employment (your "contract") transfers then, apart from the change in identity of your employer, as **Connexions Oxfordshire**, all contractual terms and conditions that apply to you currently as an employee of Oxfordshire County Council or as an employee of CfBT Education Trust will also transfer.

2. I have heard that as a new employer you can change my conditions of employment one year after TUPE transfer. Is that right?

No.

If any change to terms of employment were to be carried out, and the reason for the change was connected with the transfer, the new employer (the transferee) would have to be able to demonstrate that they either issued such a change via their "measures" letter (*See the TUPE Jargon Buster - Measures*) or that there had been an economic, technical or organisational (ETO) reason for the change, otherwise changes would be void. (*See the TUPE Jargon Buster - ETO*).

Changes you might be referring to are likely to be those often referred to as the "harmonisation" of terms and conditions and which many Employers will propose once a transfer has been completed. However such harmonisation would need a considerable period of consultation with all staff and could not be implemented without approval.

3. I cannot be forced to transfer to a new employer can I? I am not sure I want to work for another employer. Could I take redundancy rather than transfer?

No.

Where an employee objects to the TUPE transfer and informs the current employer before the effective date of the transfer that they wish to "opt-out", their contract of employment would effectively be terminated by either them giving notice or by default on the date of the transfer – in other words, they would be considered to have resigned.

One consequences of opting-out could mean the loss of any rights to claim unfair dismissal or redundancy payments. This means there would no entitlement to any payment other than salary up to the date of transfer or of the agreed resignation.



4. After the TUPE transfer if I were made redundant would I still get the same benefits as if I worked for my current employers?

Yes.

When you transfer, your entitlement to redundancy pay would transfer with you on the same basis as all your other contractual terms and conditions. At this stage in the TUPE transfer procedure, Connexions Oxfordshire is not in a position to comment on the security of jobs. This must not be seen as a negative answer because only very limited information has been exchanged. (*See the TUPE Jargon Buster - Measures and Information & Consultation*).

..... If someone were to be made redundant, would they receive contractual notice period?

Yes.

In order to carry out what would need to be a "fair" dismissal, all employers are required to give correct contractual notice to employees and in the case of redundancy it may also mean only after a suitable period of formal consultation. As with any leaving situation, all outstanding leave or other benefits must be honoured as well, albeit in some instances, as with redundancy, a payment in lieu of notice (PILON) can be used so that a leaver can leave earlier than the expiry of the actual contractual notice period date.

5. Will UNISON/CYWU and my membership in it continue to be recognised by Connexions Oxfordshire?

Yes.

Trade union rights and trade union recognition will transfer under TUPE and as the TUPE transfer procedure gets underway your current employer and Connexions Oxfordshire will be making suitable arrangements for staff to be both represented and be able to elect representatives for information and consultation purposes.

6. When I transfer will my continuous service with my current employer still be recognised?

Yes.

Since your contract of employment transfers, the whole period of continuous employment with the company and any previous continuous service would be recognised.



7. Where I work term time only and/or I am on a specific part-time working pattern, will you honour my present patterns of working?

Yes.

For transferring staff existing terms and conditions will be honoured in the same way as if the person were still employed by Oxfordshire County Council or CfBT Education Trust.

..... I understand that our current terms and conditions will be protected BUT- will there be any scope for reducing working hours after 1 September 2008?

You are correct that all terms and conditions are protected by the TUPE Regulations. As with any company staff would be entitled to ask Connexions Oxfordshire for a change of hours after the TUPE Transfer and the company would consider the request inline with TUPE transferred terms and conditions of employment and of course, the business needs.

..... Are there a set minimum number of hours Connexions Oxfordshire will require an employee to work?

Whilst there is no definitive rule on numbers of hours staff should work, Connexions Oxfordshire usually works on a minimum of 0.5 FTE. However, because of TUPE, no hours worked by those who transfer would be changed without correct consultation.

8. I will be on Maternity Leave on 1 September 2008 so what will happen and how are my employment and conditions protected under TUPE?

Provided you are a permanent employee and are transferring under TUPE your employment rights, including those associated with maternity leave policies are protected under TUPE. Your current employer will be passing over details of your contract and with Connexions Oxfordshire, will also be ensuring that you are being kept informed and consulted with. (*See the TUPE Jargon Buster – Due Diligence*).

9. I am on a temporary/fixed term contract that ends on or before 31 August 2008. What will happen to my employment? Will I be subject to TUPE like my permanent colleagues?

No.

Temporary/Fixed Term staff will be advised in writing by their current employer that their contract is not to be renewed after 31 August 2008, stating the reason for non-renewal in accordance with the Employment Act 2002 (Dispute Resolution) Regulations 2004. The reason for dismissal being expressed as non-renewal of fixed term contract.



10. Will annual leave that I have earned but not yet taken automatically transfer with me on 1 September 2008?

Possibly not.

Information about potential leave accrued but not taken by 31 August 2008 will be passed to Connexions Oxfordshire by Oxfordshire County Council and CfBT Education Trust for approval as a potential carry forward. However, it has to be remembered that your accrued leave is, strictly speaking, a liability (a cost) earned in the employment of Oxfordshire County Council and CfBT Education Trust and not Connexions Oxfordshire.

Connexions Oxfordshire will monitor this situation carefully. What will be honoured is your company's leave policy and procedures where they might state that, at the end of a leave year, certain numbers of leave days may be carried over into the next leave year.

..... and so will you honour my holidays that I have already booked?

Yes.

Normally it would be good business practice to allow Managers to continue authorising leave requests but again, Connexions Oxfordshire will monitor this with both Oxfordshire County Council and CfBT Education Trust in the period leading up to due diligence.

Connexions Oxfordshire has already requested from both Human Resources teams in CfBT Education Trust and Oxfordshire County Council that staff who TUPE Transfer arrive, where possible, with no leave outstanding. This is because all leave entitlement for the year up to 31 August 2008 has been accrued in service with your current employer and so strictly speaking current employers have the liability to pay you for this leave.

As Connexions Oxfordshire understands it, a communication will soon arrive with all CfBT Education Trust and Oxfordshire County Council staff to clarify any leave outstanding (and in some cases Flexitime/TOIL) so that the company can be informed as to exactly what the overall position is with everyone on transfer. Wherever possible the company will work to ensure that (well-earned) leave **is not** lost!

..... I am concerned that if I am away on leave, I will not be available for any interviews during that time.

Regrettably it is a little too early to give any dates for potential interviews- if indeed they are to be required- but if they are required, this will be one message given **immediately** upon transfer.

In any event staff on authorised absence will always be accommodated in any interview arrangements under our TUPE Transfer management of change policy.



..... **I work part-time and have booked a trip abroad for one month next year. As I am part-time and do not want to use my entire annual leave entitlement for this trip, would it be possible to take it unpaid?**

Immediately following the transfer there will be the opportunity to fully discuss leave periods. Everyone should be reassured that Connexions Oxfordshire will honour your dates, but some staff might wish to work with the company after the transfer to ensure how best the leave period is allocated (i.e. is it paid or is it unpaid?).

11. Will my salary still be paid on the same date? And what about my salary increment, and costs of living rise - will that also be paid as it is now?

Whilst your actual salary payment date might change, your entitlement to an increment or a cost of living increase will not.

Connexions Oxfordshire pay staff salaries on the last working day of the month. It would be their intention to move all staff transferring under TUPE to this arrangement with immediate effect i.e. from September 2008. However as explained in an earlier FAQ since current terms and conditions automatically transfer then in-order to make this change Connexions Oxfordshire will be required to issue a pre transfer Measure. (*See the TUPE Jargon Buster - Measures*).

Under TUPE Connexions Oxfordshire cannot change your entitlement for salary increment or cost of living increase. We will work with Oxfordshire County Council & CfBT Education Trust to ensure that we know how and when this has been implemented in the past

12. Does Connexions Oxfordshire offer the following?

- **Long Service Awards**

As it is your contract of employment that transfers, the entitlement to a long service award will still be that attached to **your** current policies and procedures.

- **An Employment Assistance Scheme**

Yes. All Connexions Oxfordshire staff will have access to an Employee Assistance Programme (EAP); this helpline provides access to a wide range of help and support. Prior to the transfer the company will extend its cover so that staff transferring can access the service. A detailed leaflet will be distributed soon.

- **Loans**

Again as with the first point, your contract of employment transfers so the entitlement to loans would that attached to your current policies and procedures. However, and in this particular instance, Connexions Oxfordshire would need to understand what the loan was for and how it would be re-paid.



- **Childcare Voucher Scheme**

Yes but it could be that the arrangements are held with a different supplier to that used by Oxfordshire County Council or CfBT Education Trust. Connexions Oxfordshire will ensure that everyone is advised as soon as possible.

- **Bonus**

As with the answer regarding Loans, your contract of employment transfers so the entitlement to a Bonus would only be that attached to your current policies and procedures. And again, in this particular instance, Connexions Oxfordshire would need to understand what Bonus was for and how it is paid - Connexions Oxfordshire themselves will not be offering a bonus scheme of their own.

13. What career or promotion opportunities does Connexions Oxfordshire offer and how would I find out about vacancies?

When you join Connexions Oxfordshire you will be joining a large workforce that is already delivering the connexions service across two other areas namely Berkshire and Buckinghamshire. As well as this delivery workforce, support staff work at the Support Centre in Reading. Many internal opportunities arise for staff to consider as a promotion or as a change of career direction and all of those opportunities will be regularly posted to the company's intranet and website. All advertisements are advertised internally before being placed in the external market.

Connexions Oxfordshire will be using its intranet and website facilities for a variety of reasons which might to communicate a message from the chief executive, to important business delivery announcements to internal vacancy postings.

14. I shall be on leave during parts of July and August I will not receive my measures letter until I return. Will I still be able to respond to it after my leave?

The Connexions Oxfordshire measures letter will be sent to you by your current employers to act as information and consultation in advance of the transfer.

(21 July 2008 - This measures letter has been sent to the nominated member of the management team in both CFBT Education Trust and Oxfordshire County Council)

Whilst your transfer date is 1 September 2008 it can be envisaged that this information and consultation period will extend until then and depending upon the actual measures the letter contains, for sometime after the transfer as well. All members of staff will have the opportunity to contribute including staff who have annual leave, maternity leave, sick leave or are absent from work for any other reason. It is anticipated though that the formal response to measures will be made collectively through your representative trade union or elected staff representatives.

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..... **What will our measures letter contain? For example, will it inform us whether our jobs have been “ring fenced” and/or we need to re-apply for them?**

The Directors of CfBT Education Trust and Oxfordshire County Council will inform and consult with you on the contents of that letter as will your trade union and or your elected representative.

Typically the letter is used to communicate changes that are likely to happen or **not to** happen after the Transfer Date and so might include references to structure, roles, locations, pay dates, pensions and trade union arrangements.

15. What happens next and what are the timescales?

Following the recent meetings with CfBT Education Trust and OCC staff, the next most significant activity will be the immediate exchange of due diligence between the two companies and Connexions Oxfordshire, the issuing of a measures letter to all members of staff in the week beginning the 21st July with time for consultation ahead of the TUPE transfer date of the 1st September 2008.

16. How do I arrange an individual meeting with Connexions Oxfordshire? I would welcome such an opportunity.

In order to arrange an individual meeting, we would need to know who it was you wanted to visit, for example Delivery, Human Resources or Support) and the general purpose of the visit. Permission from your current employer would also be required.

Please use this email address question@cxoxfordshire.org.uk

That said, Connexions Oxfordshire is working continuously with CfBT Education Trust and Oxfordshire County Council HR Teams to ensure that information and communication channels are kept open. All parties are issuing a fortnightly Transition Newsletter.

PENSION FAQs

Introduction - The provisions of the Pensions Act 2004 sections 257 and 258 apply to TUPE transfers taking place after 6 April 2005. This has meant that if the current employer provides a pension scheme, the new employer has to provide a pension scheme for employees who were eligible or were members of the old employer's scheme.

Under the Transfer of Undertakings (Protection of Employment) Regulations 2006 the pension scheme being offered will not have to be the same as the arrangement provided by the previous employer **but will have to be of a certain minimum standard** specified under the Pensions Act.

1. What pension scheme will be available to me once I have TUPE'd?

Connexions Oxfordshire expect to be able to offer membership of the Local Government Pension Scheme (LGPS). This will be under an Admitted Body arrangement. LGPS is a final salary pension scheme that includes death benefits.

Readers should note that the LGPS referred to here and below is at all times, the Local Government Pension Scheme **and not** the Legal and General Pension Scheme.

2. How do I apply to join the LGPS scheme once I have TUPE'd?

All employees will be automatically enrolled into the Connexions Oxfordshire section of LGPS and your contributions will be deducted from your pay. The scheme booklet, an Opt Out form and a Nomination/Expression of Wish Form will be sent to you after 1 Sept 08.

3. What does LGPS offer me?

The scheme changed nationally on 1 April 2008. This included changes to the contribution rates which are now tiered according to salary, changes to the way retirement benefits are worked out and improved death benefits. Details are available at the LGPS website: www.lgps.org.uk/latest/

4. I don't want to join LGPS – what do I do?

Anyone who does not want to join LGPS must complete and return the Opt Out Form within three months of transfer, in doing so, contributions deducted will be returned.



5. I am already in LGPS – does that mean I don't have to join again?

Connexions Oxfordshire is being granted Admitted Body status of LGPS. This means they will have their own section of the scheme so **YES, you are enrolled again, BUT** your new contributions do not add to your previous ones unless your earlier benefits are also transferred over.

Everyone who has previously contributed, or is currently contributing to a Local Government Pension Scheme will have the detail explained to them at Induction by representatives of the Oxfordshire County Council LGPS Department.

6. I am not in LGPS but an All Purchase pension scheme – what are my options? And can I transfer my benefits into LGPS after 1 September 2008?

As you are leaving your current employment on 31 August, your membership of the All Purchase pension scheme will cease on that date.

Your pension benefits will be deferred and you should contact the scheme provider for your options. From 1 September 2008, you will be offered automatic membership of LGPS (*See pension FAQs 1, 2 & 3 above*).



LEARNING AND DEVELOPMENT FAQs

1 Will Connexions Oxfordshire continue to support NVQs? I am currently studying for my NVQ- How will I complete my course?

It is important to us that all PAs are qualified and so we will continue to support you to gain the qualification. At the moment we do not have sufficient information on individuals and their progress to give an answer as to how this will happen but we will ensure that it will happen.

2 Will Connexions Oxfordshire honour the learning agreement and pay the NVQ retention bonus as part of existing terms and conditions?

As yet, we have not been given copies of contracts for staff. When they do arrive then if the contract contains a section with the retention bonus, it will be part of the contract and so we will honour that contract. Once we receive 'due diligence' we will be in a better position to give a firm answer to this question.

3 Will those who have not been able to start their NVQ4 training be able to do so once transferred?

Yes.

Those in trainee PA posts will start their NVQ4 on the transfer. We are likely to begin a new group in October or November. PAs will be undertaking the LDSS Level 4 NVQ rather than Advice and Guidance, as we consider it to be more appropriate to the work of the Connexions Personal Advisor working within a multi-agency children's workforce.

Those completing Level 4 Advice and Guidance will be expected to show competence against the additional LDSS units (though they will not have to actually complete the units formally). We will use the same criteria as we ask QCG students who only complete the five interview units.

4 What professional development and training opportunities will there be in Connexions Oxfordshire?

We are a learning organisation and are committed to ensure that all staff have every opportunity to learn. Our contract with Oxfordshire County Council (OCC) is to provide professional practice development and training opportunities (NVQ Levels 3 & 4) which we have in-house provision to support. The arrangements for Learning & Development in Connexions Oxfordshire (CxO) are a combination of a formal programme provided and funded by OCC, supplemented by our in-house provision.

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Key elements include:

- A robust induction programme (see separate response on induction- Question 1) – CxO
- Mandatory Training (eg Child protection, personal safety, data protection) - OCC
- Practitioner Development (developed in partnership & funded by OCC)
- Delivery Rolling programme workshops delivered in-house (eg caseload management, working with NEET YP, 14-19 diplomas, clearing) - CxO
- NVQ Programme Levels 3 & 4 including supporting workshops, Assessment & Verification (see separate response on NVQ) - CxO
- Leadership & Management programme – CxO
- Action Learning Sets – (networks of peers working together to share best practice, own solutions & action plans) - CxO

Over the coming weeks we will work very closely with the training team at OCC to ensure that our two provisions complement each other to ensure that our programme of development activities meets the needs of individuals and the organisation.

5 What opportunities are there for updating knowledge?

Please see answer above in Question 4 and in addition we offer opportunities for staff to workshadow colleagues, to attend conferences and briefings, to access resources for self development and to share best practice. We work closely with all our local authorities to take opportunities to share learning and ensure we are fully up to date in local practice and initiatives.

DELIVERY FAQs

1. What are we going to be called?

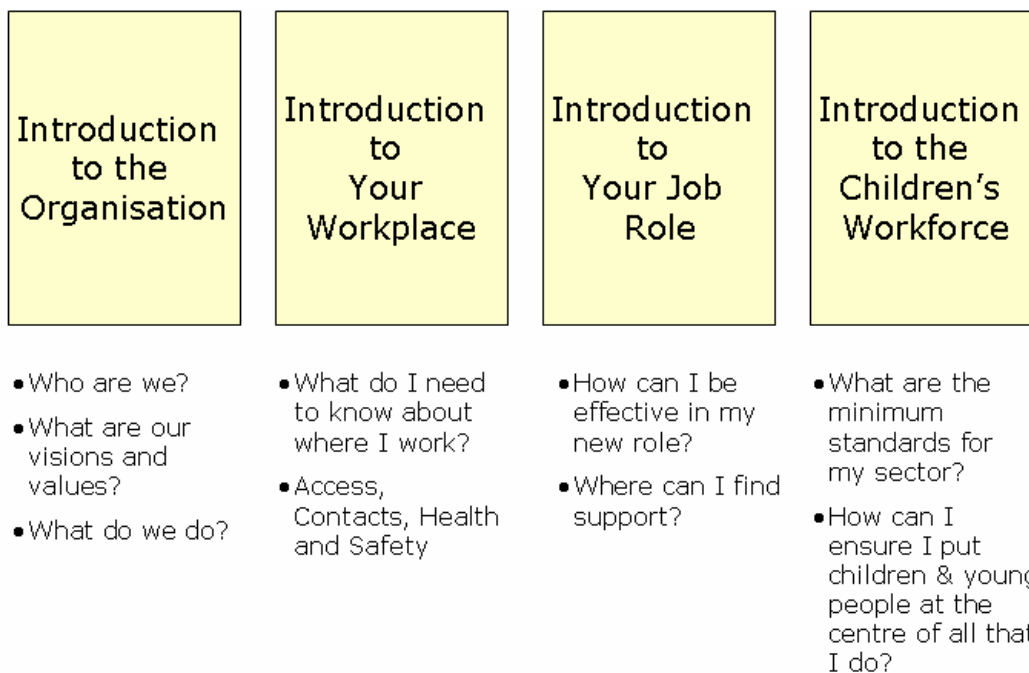
Connexions Oxfordshire. The support Centre based in Reading will become Connexions Thames Valley.

2. What does the induction to Connexions consist of?

Induction

As a member of staff transferring to Connexions Oxfordshire, an Induction will be provided that is tailored to your needs. This will mainly aim to introduce you to the new organisation and the staff at your Support Centre, together with the support they will provide. We anticipate that Induction workshops will be held during weeks 2 and 3 of the new contract.

For your information, new members of staff undertake a **six-month Induction programme** which comprises the following four components:



The *Introduction to the Organisation* takes the form of an Induction Workshop, attended during the first 1-2 weeks of employment. The location and job role inductions take place in the employee's work location with support from the line manager.

The *Introduction to the Children's Workforce (CW)* takes the form of a workbook based on the Children's Workforce Induction Standards; this workbook helps to develop an understanding of the CW through researching the answers to questions relating to information in the Standards.

Information for all the Induction components is provided in a comprehensive Induction pack. It is expected that mandatory and basic training is completed during this period. Personal Advisers also complete a 'learning log' which helps them to start collecting evidence in advance of commencing their NVQ.

3. Do Connexions Oxfordshire provide supervision for staff?

We offer a robust support & supervision structure for all staff within the organisation. This includes:

- Monthly support and supervision meeting with line manager (recorded in a 1:1 book)
- Interim Performance Review (Oct/Nov)
- Annual Performance Review (April/May)
- Observation of Professional Practice (March/September)
- Employee Assistance Programme (24 hrs/7 days/week)
- Open door policy and escalation policy
- Action Learning Sets
- Team Meetings (weekly)
- Role Specific Support (ETA Meetings, SEN Team Meetings including case studies, workshadowing specialist roles)
- Specific training sessions on providing a framework for support (what team leaders need to provide, what PAs can expect to receive)
- Workshops to ensure consistency throughout the organisation of the intensive and specialist service to young people

..... We currently have supervision with someone from outside the company in the form of one-to-one telephone sessions and monthly group sessions. Can you tell me if Connexions Oxfordshire will carry on with our current supervisor's contract?

Connexions Oxfordshire would intend to have similar arrangements in place but likely through a different route, such as using our own Action Learning Sets policy or by using other contacts who although external to us, are known to the company.

Further details will be confirmed during induction.



4. Is the switch to Connexions Oxfordshire going to effect members of staff of other agencies that are based in this building (Leaving care and involved)?

It is unclear from the question as to the location of the building, if the roles undertaken by the staff are Connexions related then they may be, in order to answer the question more specifically we would need to know roles and responsibilities

5. Will there be a head office for Connexions Oxfordshire?

The support centre for Connexions Berkshire and Buckinghamshire and from 1 September 2008 Connexions Oxfordshire is at Pacific House, Reading.

6. When will stationery be provided?

When we take over the contract on the 1st September 2008

7. Will PAs be deployed according to their current role or will this change?

Initially it will be 'business as usual' in order for there to be a smooth transition for staff. There may be some potential for movement of staff in order to meet needs, but our intention, in the main, is for staff to carry on with their existing roles.

8. What should staff do about requests for work e.g. by schools beyond the 31st August?

Currently staff from Connexions Berkshire & Buckinghamshire (representing the new company Connexions Oxfordshire) are working with Oxfordshire County Council in-order to visit all schools prior to the end of term to inform them of the changes.

All schools have been informed that they will receive notification of the number of allocated days by the end of this term and that the delivery plan and SLA will be available by the end of September.

Therefore any requests for work will be incorporated into SLA's in mid to late September.

9. When will staff be informed about delivery plans for delivery after 31st August?

During the week of 1st September 2008.



10. What refreshments do Connexions Oxfordshire provide for their staff?

Tea and Coffee facilities and water coolers are provided for staff in their premises.

11. What arrangements will be made for first aid - will first aid qualifications be recognised?

Details of current first aiders and fire wardens will be requested from CfBT Education Trust and Oxfordshire County Council, and will be effective on 1st September 2008.

12. When will we be told about any changes to e-mail addresses and phone numbers, as we will need to notify our clients?

These will be notified to you on 1st September 2008 as part of the induction process. The Connexions generic email will be available to communicate to you in advance of the 1st September; however the email accounts will only be valid from 1st September 2008.

[More detail of the email arrangements are now available for the staff transferring from CfBT Education Trust in their Transition News edition 5 published weekending 25 July.](#)

13. Will current mobile phone users be provided with new phones?

Yes, we are asking CfBT Education Trust and Oxfordshire County Council for permission to retain existing mobile phone numbers where applicable to assist in seamless transition of work with existing clients and partners.

14. Will specialist equipment & software be purchased for those requiring it?

Yes.

Desktop computers, Laptops, Mobile phones and necessary software will be provided to staff to deliver their roles and responsibilities.

15. What will the key holding arrangements be?

This is being discussed with Oxfordshire County Council as they will retain responsibility for premises, arrangements will be communicated once known and agreed.



16. How will we claim any expenses after 1 September?

The claiming of expenses procedure will be covered in your initial induction from the 1st September 2008.

..... **Currently parking at the Park and Ride is paid for. Will this continue under Connexions Oxfordshire?**

Connexions Oxfordshire will honour **contractual** benefits.

If Park & Ride is such a benefit it will be passed across to us at due diligence time. For information however, and where it is appropriate, **Personal Advisers** have parking costs reimbursed in the Connexions Berkshire and Connexions Buckinghamshire companies.

17. How will you keep us updated as things develop?

We will keep you updated via the FAQ website and newsletters over the summer.

18. Who should we contact if we have any queries?

You can contact us by email question@cxoxfordshire.org.uk direct or via the FAQ website and your enquiry will be directed to the appropriate contact to deal with.

19. Will there be any changes to the way we run our service?

For the 1st September 2008 we are expecting no change to the way we run you deliver the service but we will be introducing new ways of working where appropriate over the course of the contract.

As of week ending 25 July, you should also refer to your Measures Letter.

20. What if any will be the immediate changes?

There are no planned immediate changes.

As of week ending 25 July, you should also refer to your Measures Letter.

21. Will we continue to work with the same management structure?

No. The management structure will change. The draft structure chart was circulated at the staff briefing sessions - [also refer to your Measures Letter](#).

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22. Will we have an opportunity to meet the Oxfordshire Connexions staff that we will be working with on a regular basis?

Yes.

Over the course of your induction and the following month you will have the opportunity to meet all staff including those helping with the transition and the support staff for Berkshire and Buckinghamshire who are employed in Pacific House Reading.

23. How many full time equivalent (FTE) Personal Adviser (PA) and Assistant Personal Adviser (APA) posts will there be in the new structure?

The new Connexions Oxfordshire structure will provide capacity to carry a caseload equivalent to 74.8 FTE PAs and APAs. This will be made up of:

- 12 FTE PAs employed by voluntary sector partners;
- 8.6 FTE Employment and Training Advisers (ETAs);
- 51 FTE PAs employed by Connexions Oxfordshire; and
- A caseload equivalent to 3.2 FTE PAs to be carried by team leaders (each team leader will carry a caseload equivalent to 0.4 FTE PA).

24. Will the Connexions Offices public opening times alter after 1st September?

The public opening times will remain the same on the 1st September, any future amendments to public access will be subject to consultation with service users and staff, no consultation is planned for the immediate future.

..... What is the Christmas opening policy for Connexions Oxfordshire? Will staff have to save leave for the Christmas period?

Staff do not have to save leave specifically for Christmas. Each year, Christmas opening times and thus the agreed official company close-down times (not leave) will be arranged between the Delivery Director, Team Leaders and staff.

On Christmas Eve we usually shut at 1230 and staff who agreed to work on Christmas Eve then get the afternoon off as a thank you for working on an unpopular day. Staff who do not wish to work on Christmas Eve should take the whole day off as it is a normal working day. All offices will be open over the Christmas period so managers will need to ensure that enough staff are available to cover.



25. Will Connexions Oxfordshire be able to help fund any additional courses that will benefit the young people we work with, for example an evening class in sign language?

Yes.

Connexions Oxfordshire place young people first, and thus if we can find ways that can help them without bureaucracy getting in the way then we will.

The actual detail of the support would be tackled through the Connexions Oxfordshire Team Leaders who, with the support of their Teams, have the discretion to identify and agree matters together before financing small initiatives or other support devices.