



**Creative Support Ltd, Head Office**

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**Extra Care Registered Manager**

**Reference: 83742**

**Carlisle Extra Care Service - Heysham and Burnside Court**

Thank you for your interest in the above post, please find the specific role requirements and duties for this post detailed within this document. When completing the application form you may submit additional documentation however we cannot accept a CV as a completed application.

**Closing Date: 02 January 2026**

Once you have submitted or posted your application form allow *10 working days* after the closing date for a response. As we do not notify applicants of an unsuccessful application, if no response has been received within this time, please accept this as confirmation that your application has been unsuccessful. Unsuccessful applicants must wait 6 months before applying for a vacancy at Creative Support.

Please post your applications to the address above or email [Julie.cooke@creativesupport.co.uk](mailto:Julie.cooke@creativesupport.co.uk)

We look forward to receiving applications from talented people for this satisfying and rewarding role. For enquiries, please call Julie Cooke on 0161 236 0829 or email [julie.cooke@creativesupport.co.uk](mailto:julie.cooke@creativesupport.co.uk)

We very much look forward to receiving your completed application.

Yours Faithfully

**Recruitment Department**



**Hours:** Full time hours (37.5 hours per week) to be worked flexibly according to the needs of the extra care service. It is a core expectation that you will work early shifts, evening shifts and on weekends.

**Responsible to:** Senior Operations Manager and Service Director

**The Services:**

We are a not-for-profit organisation seeking a warm, compassionate and proactive Extra Care Registered Manager to oversee the operational management and quality of two of our Extra Care services in Carlisle (Burnside Court and Heysham Gardens).

Heysham Gardens is a purposes built Extra Care scheme for older adults over the age of 55. The scheme consists of 60 one-bedroom self-contained flats. Some flats and bungalows and privately owned and at present we support approximately 30 clients (300 hours of support in total per week).

Burnside Court has 17 one bedroom and 27 studio purpose-built properties for rent for people over the age of 55. The scheme currently provides support to approximately 28 clients with a variety of needs totalling on average between 280-350 care hours per week.

The scheme's focuses on providing integrated, holistic care and support to older people with care and support needs, including dementia, mental health needs, physical disabilities, learning disabilities and complex health needs.

**Summary of Role:**

1. To be responsible for the leadership and operational management of an Extra Care Service for older people who have a range of needs, including physical disabilities and mental health needs, dementia and long term health conditions. You are expected to collaborate positively with the housing provider, Care Managers, health professionals and other stakeholders.
2. To be accountable as Registered Manager for the overall quality of the service and to ensure it conforms with the service specification, quality standards and expectations of Creative Support, the Council and stakeholders. You will ensure that CQC care standards are met and that the highest level of customer service is provided.
3. To work with our partner housing provider to promote a positive, inclusive atmosphere within the scheme. To encourage participation in social activities on-site and to build connections in the wider community.
4. To ensure that the people we support receive individualised, person-centred care and support which enables them to enjoy a good quality of life. To work with each person we support and their wider network of support to achieve positive outcomes.
5. To deploy staff efficiently and effectively and to coordinate the delivery of care and support, ensuring that all service users receive planned care in accordance with their assessed needs and preferences.
6. To ensure the safety and wellbeing of the people we support at all times, ensuring that policies and procedures are followed, that medication is administered as prescribed and that all care provided is properly documented and regularly checked and reviewed.
7. To respond, complete and manage new referrals and link in with the Housing providers and Local Authority to ensure needs can be appropriately met.

### Management Duties:

8. To articulate and reinforce the holistic, responsive and person-centred philosophy of the extra care model. To ensure that staff understand, and are committed to, the values and expected outcomes of Extra Care and that this philosophy of care is embedded in practice.
9. To deliver a person-centred, flexible and personalised service that promotes the privacy, dignity, and wellbeing of service users. To use a reablement approach which maximises independence within a strengths-based model of care and support. To ensure that staff respect the rights and entitlements of service users and demonstrate unconditional positive regard at all times.
10. To ensure that an outcome-focused and personalised Extra Care Support Plan is devised in response to the identified needs, preferences and aspirations of individuals and that an agreed programme of support and activities is identified and organised. To ensure that care and support plans are consistent with statutory assessments and care plans, as appropriate.
11. To ensure there is an up to date risk assessment and risk management plan for each service user which is reviewed at least every 6 months and that all staff are aware of the risk management guidelines.
12. To ensure that service users receive a consistent, reliable and personalised service by deploying staff to meet their needs and preferences in accordance with agreed support plans and activity programmes. To ensure that commissioned support hours are provided reliably in accordance with the statutory care plan and that identified outcomes are met.
13. To encourage and support people to express their needs, views and concerns. To enable the people we support to make choices and decisions, and to participate as fully as possible in planning processes. To enable people to contribute actively to decisions regarding their own care, support and activities through communication methods tailored to individual needs.
14. To ensure that service users are supported to exercise control over their own lives and to consent to their own care and support arrangements. Where there are concerns regarding a service user's capacity to consent to care and support to seek guidance from the Care Manager regarding any need for capacity and best interest assessments. To ensure that any measures which are required to ensure service user safety are agreed as being least restrictive and in the service user's best interests. To participate in Best Interest meetings and to make referrals for Community DoLs applications when required.
15. To ensure that the service is delivered in accordance with CQC care standards at all times. To carry out and record regular audits of service user welfare, records of care, medication and other aspects of service delivery.
16. To devise rotas as efficiently and effectively as possible, and to arrange cover for absences and additional requirements as needed. To ensure that staff rotas take account of gender preferences, planned activities and other specific requirements. To ensure that the care provided is skilled, responsive, and reliably delivered at times which meet the needs and lifestyle preferences of individuals. To deploy staff resources efficiently and flexibly to meet identified needs and plan rotas fairly and at least 4 weeks in advance. To endeavour to provide service users with care and support from a familiar and consistent staff team.
17. To ensure that there are sufficient contracted and relief staff to meet the assessed needs of service users and the contract specification, and to avoid using agency staff. To proactively identify the need for staff recruitment and be involved in the recruitment and selection of staff and volunteers alongside senior colleagues. To ensure that staff resources are used carefully and optimally.

18. To promote and nurture best practice and brief staff regarding policy and practice issues. To ensure effective internal communication and to organise regular team meetings for staff and promote active participation in discussions.
19. To lead staff to ensure that the highest levels of performance and standards of work are achieved and that the service is delivered in accordance with individual care plans, the contract specification and CQC requirements. To ensure that all staff practice in a safe, competent and person-centred manner, and follow all guidelines for the provision of personal support, management of medication and health conditions, support with mobility, everyday household tasks, personal finances and community activities.
20. To monitor and assess the attendance, reliability, performance, values and competence of staff through supervision, direct observation and through feedback from clients and stakeholders. To ensure that staff, apprentices, volunteers and students on placement receive personal support, supervision and appraisal in accordance with agency and CQC requirements. To ensure that staff records are up to date and ready for inspection by CQC and senior managers.
21. To develop and manage the performance of staff by providing supervision, coaching, direct observation of practice and periodic appraisals. To identify and proactively address performance issues and concerns. To consult with HR in the management of serious concerns.
22. To ensure that staff training needs are identified and met, and that all mandatory and service specific training undertaken is recorded within supervision files and the training matrix. To induct new staff and agency staff thoroughly, ensuring that they are aware of the needs and preferences of service users and all essential safety requirements.
23. To assist with the organisation of regular team meetings at monthly or more frequent intervals, and to ensure that staff are well-briefed in all matters relating to policy, good practice and agency requirements. To encourage full attendance and the participation of all staff (including part time and relief staff) in these meetings.
24. To ensure an appropriate 24hour response in the event of emergencies and requests for assistance via emergency alarm/pull cord system or other means. To undertake regular pull cord checks. To ensure that staff understand their duty of care in respect of responding to medical and other emergencies and are assertive and confident in communicating with emergency and on-call services.
25. To ensure that people we support who have complex needs have a designated key worker with identified responsibilities for implementing and reviewing their support plan and for working towards the achievement of agreed goals and for communicating effectively with their network of support and other agencies.
26. To ensure that staff administer medication reliably in accordance with their prescription and that staff follow all guidelines for administration and recording. To ensure that controlled drugs and PRN medications are stored and administered in accordance with agreed policies. To ensure that medication ordered on behalf of service users is checked, recorded and safely stored. To undertake regular medication stock checks. To liaise with GPs, pharmacists and community nurses and ensure that side effects and medication concerns are reported.
27. To carry out reviews 6 weeks after the service user has moved into the scheme to ensure that person has settled in and that their needs are being met. To ensure that person-centred reviews are carried out at 6 monthly intervals and that these are organised in such a way as to maximise the participation of the people we support and their network of support. To utilise the review process to adjust planned support and to monitor the service user's satisfaction with their planned and delivered care.

28. To ensure high standards of health and safety by ensuring that staff comply with all safety policies and requirements. To ensure the physical environment is maintained in a safe, clean and tidy manner. To ensure safe lone-working protocols are followed and to be aware of staff whereabouts at all times.
29. To ensure excellent communication and joint working with the housing provider to ensure that accommodation and physical environment is kept to a high standard and that all areas are attractive, clean and well maintained. To ensure that repairs are reported in a timely manner and escalate matters if repairs have not been completed within allocated time scales and/or to the client's satisfaction.
30. To encourage the use of assistive and creative technologies and to support people to obtain and manage aids and adaptations to their homes in order to meet their mobility and other needs. To ensure that people with mobility and manual handling needs have an up to date manual handling assessment and that staff follow any specific guidelines for safe manual handling or mobility support which may arise from these assessments. To ensure that people with additional physical/sensory disabilities receive a service which is tailored to their individual needs and communication requirements.
31. To ensure that emergency buzzers, pull cord/pendant alarm systems, assistive technologies telecare and mobility aids/equipment are regularly checked in partnership with the Housing Association, and function fully, and that staff and service users are trained in their use. To ensure that relevant contact numbers are accessible to staff in order to report faults with systems/equipment. To undertake regular checks and audits of pull cords and pendants to ensure that staff respond promptly and helpfully when these are activated.
32. To ensure a joined-up approach to fire safety and prevention with the housing provider, ensuring clear responsibilities and accountability for each agency. To ensure that there is a Personal Evacuation Plan in place for each service user that requires one and that there is an overall Fire Evacuation Plan for the scheme which is clearly communicated to all staff.
33. To respond positively to enquiries and referrals and to undertake assessments of needs for prospective clients. To contribute to allocation decisions, collaborating with the partner housing provider to fill vacancies in accordance with service aims and contractual requirements.
34. To communicate effectively with staff, the people we support, their families and stakeholders, and to promote the positive reputation and activities of Creative Support and the extra care service.
35. To report, document and manage accidents, incidents, emergencies and complaints following Creative Support and agreed multi-agency reporting guidelines and requirements. To contribute to social care governance through collating and analysing all incidents, identifying root causes and implementing preventative actions.
36. To provide excellent internal and external customer care. To respond professionally to all enquiries and to reply efficiently to emails and written requests for information. To encourage customer feedback and to regularly seek feedback through surveys and consultations.
37. To ensure that service users and their families, are aware of the Complaints Policy and are supported to make complaints and suggestions. To promote a positive and responsive attitude to complaints. To acknowledge, record, and proactively follow up all complaints, concerns, compliments and suggestions. To ensure that complaints are investigated in line with Creative Support procedures and that timely and appropriate action is taken. To implement the learning from complaints to improve service delivery.

38. To ensure that service users have access to independent sources of advice, advocacy and representation, as required.
39. To ensure that vulnerable adults and children are safeguarded from harm. To ensure that all staff, volunteers, and students on placement comply with Creative Support and the Council's Safeguarding Policy and Procedures. To report immediately any concerns regarding vulnerable adults or children to the Service Director, the Duty/On Call Manager and the local authority. To put in place an Interim Safeguarding Plan to protect service users from harm pending further safeguarding strategy meetings.
40. To carry out all recording and administrative duties relating to the management and quality monitoring of the service, and to comply with all requests for reports and information from your line manager. To ensure that the service provided meets the service specification, Creative Support's quality expectations and CQC essential standards.
41. To implement and comply with Creative Support's Equal Opportunities Policies. To ensure that the service provided is sensitive to the cultural, spiritual and religious needs of service users and staff alike. To promote cultural sensitivity and anti-discriminatory practice.
42. To maintain effective administrative procedures and financial control systems. To ensure efficient use of resources. To ensure that staff carry out and record all financial transactions (including petty cash, expenses and service user finances) within agency guidelines and that matters pertaining to clients finances are managed within Creative Support's Policy 'Client Financial Procedures' guidelines. To carefully monitor financial arrangements and transactions.
43. To participate in monitoring and evaluation procedures. To contribute to formal reviews of the service. To collect and collate quality data and relevant statistical information. To participate in the evaluation of client outcomes. To develop and implement a Quality Development Plan and to implement all quality improvement requirements and recommendations.

#### Care and Support of Service Users:

44. To develop and sustain warm, trusting and respectful relationships with the people we support. To promote the self-esteem, happiness, and welfare of the people we support. To offer unconditional positive regard to the people we support, and to respect their right to privacy and confidentiality.
45. To provide direct respectful personal care in accordance with identified preferences and ensure that dignity is maintained at all times.
46. To support people in maintaining the safety, security, cleanliness and comfort of their homes. To support people to understand and adhere to the terms and conditions of their tenancy agreement and in enjoying the rights and responsibilities of being a tenant, including paying rent, council tax and utility bills, reporting repairs and maintaining their accommodation to a good standard. To support people to maintain good relationships with neighbours.
47. To ensure that people receive all necessary advice and support to maintain their physical and mental health and general wellbeing and that they are supported to meet their health care needs. To promote nutrition, relaxation, exercise and a healthy lifestyle and compliance with medication and treatment programmes. To support people to make healthy lifestyle choices and stay active and engaged with others.
48. To promote the right to access high quality primary and specialist health care services and ensure that service users receive prompt medical attention for physical or mental health concerns. To support people in the management of long-term conditions (such as epilepsy, diabetes and other conditions). To develop plans and protocols for people with complex health needs in conjunction with health professionals. To promote attendance at health appointments

including regular optical, dental and other health checks appropriate to age, gender and individual needs.

49. To observe and monitor people's emotional and physical well-being and to inform the line manager, families and other agencies of any concerns or significant changes in their needs, welfare, behaviour and circumstances. To convey any professional concerns to members of the multi-disciplinary team in a proactive manner.
50. To follow the guidance and risk management strategies outlined in the individual's risk assessment. To promote a culture of positive risk management which balances risk and enjoying opportunities for a fulfilling life. To ensure that policies and regulations pertaining to management of buildings, fire safety, food safety, personal hygiene and infection control, environmental health, general safety and security are understood and adhered to by staff, tenants and visitors.
51. To work closely with the families of the people we support and other professionals involved in their care and support to provide a coordinated and bespoke service which meets the needs of the individual. To encourage and support connections with families, friends and members of the network of support. To positively and respectfully communicate with families and other professionals at all times.
52. To support individuals to plan and experience dignified, comfortable and person-centred end-of-life care which meets their preferences and their cultural, spiritual and other needs.
53. To maintain up to date client records and individual case files. To document and account for all work undertaken with the people we support and other agencies in accordance with recording standards.

**Other:**

54. To notify your line manager of your planned whereabouts and to submit accurate timesheets weekly.
55. To provide regular verbal and written reports to colleagues.
56. To accept support, supervision and guidance from the Extra Care Manager and other senior managers.
57. To carry out all work in a manner consistent with the aims and philosophy of Creative Support.
58. To comply with and implement the Equal Opportunities Policy.
59. To maintain confidentiality and data protection at all times, in accordance with the agreed policies.
60. To identify training needs in discussion with your line manager and to attend training events and courses as required.
61. To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
62. To carry out any other management or other duties delegated by the Service director/Area Manager, as required.

**JOB DESCRIPTION – REGISTERED MANAGER****Carlisle Extra Care Service (Heysham and Burnside Court)**

	<b>QUALITIES REQUIRED</b>	<b>How Assessed</b>	<b>Essential/ Desirable</b>
1.	Significant practitioner and/or management experience, skills and knowledge in one of the following areas: <ul style="list-style-type: none"> <li>Services for older people/people with dementia/memory loss/mental health needs/physical or learning disabilities</li> <li>Residential day or community services for older people</li> <li>Extra care or home care services for older people</li> <li>Prevention and re-enablement services for older people</li> </ul>	Application & Interview	Essential
2.	Experience of carrying out the role of Registered Manager	Application & Interview	Desirable
3.	Experience of managing and supervising staff, coordinating the delivery of care and support and planning rotas to meet the needs and preferences of service users	Application & Interview	Essential
4.	A relevant professional qualification (e.g. Diploma in Social Work, RMN/RGN, NVQ 4/5, RMA)	Application	Desirable
5.	A degree level or equivalent qualification	Application & Interview	Desirable
6.	Good written/verbal communication skills	Application & Interview	Essential
7.	A warm and person centred approach to working with older people	Application & Interview	Essential
8.	Ability to provide respectful personal care and support as required	Application & Interview	Essential
9.	Ability to lead, manage & supervise staff assertively to ensure effective team working, high standards of practice and positive outcomes for service users	Interview	Essential
10.	Ability to assess needs and risks and to devise and implement outcome focused care & support plans	Interview	Desirable
11.	Excellent written and verbal communication skills	Interview	Essential
12.	Ability to produce high quality written reports and data within deadlines	Application & Interview	Essential
13.	Good organisational skills with the ability to prioritise & manage a busy workload	Interview	Essential
14.	Ability to solve problems and make decisions under pressure	Interview	Essential
15.	Personal resilience and ability to manage competing priorities	Interview	Essential
16.	Ability to work positively and collaboratively with a range of agencies, to gain the confidence and respect of families, professionals and other stakeholders and to sustain productive partnerships	Application & Interview	Essential
17.	Applicants must enjoy good health and be able to reliably carry out the responsibilities of the post	Application & Interview	Essential
18.	Willingness to work flexibly and responsively to meet the needs of the service	Interview	Essential



**TERMS AND CONDITIONS – EXTRA CARE REGISTERED MANAGER**  
**Carlisle Extra Care Service (Heysham and Burnside Court)**



<b>Salary:</b>	Up to <b>£31,000 per annum</b> pro rata depending on experience, current salary and qualifications.	
	<b>Point One:</b>	£27,825 per annum
	<b>Point Two:</b>	£28,660 per annum
	<b>Point Three</b>	£31,000 per annum
<b>Please Note:</b> <i>Our pay date is the 15th of each month (or the Friday before if this falls on a Saturday or Sunday). You will be paid in arrears for the previous 4/5 weeks, dependent on your starting date within the month. Starting pay points are allocated upon commencing the role based on criteria inclusive of experience, current specialism, salary and qualifications.</i>		

**Hours of Work:**

37.5 hours per week including weekends, evenings and public holidays according to the needs of the service. There is an expectation to work some shifts as part of the rota.

An enhancement is paid for working at Christmas and New Year. We do not pay enhancements for working evenings, weekends or any other public holiday.

**DBS Checks:**

Employment will be subject to enhanced Disclosure and Barring Service checks and SOVA checks.

**Holidays:**

25 days per annum plus eight statutory days pro-rata.

**Probationary Period:**

The first four months will constitute a probationary period. On successful completion, employment will be confirmed.

**Probationary Bonus:**

After the probationary period has been satisfactorily completed your further employment will be confirmed. Upon successful completion of your probationary period you will be entitled to a one off £100 bonus pro rata (subject to tax), providing all induction processes have been completed satisfactorily and upon completion and submission of you end of probationary review paperwork.

**Sickness Policy:**

Creative Support operates a discretionary company sick pay benefit scheme which is for the purposes of preventing hardship during times of serious illness. The eligibility criteria and conditions for payment of Company Sick Pay (inclusive of SSP) are shown in the Employee Handbook. You may be eligible for Company Sick Pay benefits subject to compliance with the criteria below:

- Creative Support do not pay for the first three days of **any** sickness absence.
- First six months service - Not eligible for Company Sick Pay though you may be entitled to SSP.
- Six months to twenty four months service - Up to a maximum of four weeks at full pay.
- Twenty four months plus service - Up to a maximum of eight weeks at full pay followed by four weeks at half pay.

Part time employees will receive Company Sick Pay benefits as detailed above but pro rata to actual hours worked each week.

Company Sick Pay benefits may be withdrawn or temporarily suspended where performance or attendance is unsatisfactory.

#### **Pension:**

Creative Support operates an auto-enrolment pension scheme with the People's Pension.

#### **Life Assurance:**

All staff under Creative Support contract are entitled to free life assurance. This is a valuable benefit which provides a lump sum equal to two times annual salary.

#### **Discretionary Benefits:**

Creative Support offers discretionary benefits in addition to statutory benefits. These include:

- Paid paternity leave
- Enhanced maternity leave
- Compassionate leave
- Carers leave up to 5 days per annum

#### **Hospital Saturday Fund:**

All employees have access to a special scheme which enables membership of the Hospital Saturday Fund on preferential rates. There are a choice of packages offering different levels of service. Membership is entirely voluntary.

#### **Staff Benefits Scheme:**

As a member of staff for Creative Support you will be entitled to access a range of on-line benefits for various activities and high street stores. Benefits include discounted prices and two for one offers at theme parks, shops, restaurants and various on-line stores.

#### **Christmas and New Year Bank Holidays**

An enhancement at double time is paid for working at Christmas and New Year. We do not pay enhancements for working evenings, weekends or any other public holiday.

#### **Part Time Work**

Please note that annual leave and other entitlements are calculated on a pro-rata basis for employees working less than 37.5 hours. We take a positive view of part-time work and will consider reasonable requests for part time hours for a minimum of 15 hours per week.

#### **Care Certificate and Level 2/3 Health & Social Care Diploma:**

All employees will be required to undertake and complete the Care Certificate. Following the successful completion of the probationary period staff are enrolled onto Level 2/3 Health and Social Care Diplomas. If you hold NVQ/Diploma 2/3 Health and social care or equivalent you will of course not need to do the award again, but we may support you to undertake qualifications.

#### **Birthday Holiday Bonus:**

You are entitled to one additional day (pro rata for part time employees) of paid annual leave to be taken two weeks either side of your birth date. If you do not take this additional day within that period you will lose this entitlement for that year. Staff who are on maternity, paternity, adoption and sick leave at the time of their birthday will be entitled to take this additional leave upon their return to work.

#### **Disclosure Checks:**

All appointments will be subject to DBS enhanced disclosure and ISA checks.

				<b>Page Number:</b>	<b>10</b>
All employees are subject to enhanced DBS checks					

### **Employee Assistance Service:**

This is a completely free service provided on our behalf by Health Assured, offering valuable advice on benefits, financial matters, consumer advice, health and legal issues. There is also a free telephone and online counselling service which is accessible 24 hours a day, 7 days a week. Face to face counselling sessions can be arranged when required. Anything discussed with Health Assured is completely confidential and will not be shared with Creative Support. The service is available to you and members of your immediate household.

### **Annual Rail Ticket:**

Discounted annual rail season ticket plans may be made available to employees.

### **Payroll Giving:**

This is a tax efficient way of donating from your pay on a regular basis to any registered charities.

### **Achieve Q Staff Awards:**

We recognise our dedicated staff across the organisation with standard, silver and gold awards given out every 2 months.

### **Your Rewards:**

Employee benefits and discount vouchers available through the Your Rewards website.

Long service: Awarded in the December following your 10, 15, 20 and 25 year anniversary of your continuous service date with the organisation.

### **Retirement Awards:**

A £100 retirement award is available on retirement to all permanent contracted employees with at least two years continuous service.

### **Refer a Friend Scheme:**

Staff who successfully refer a friend to Creative Support's employment can claim £200 worth of vouchers.

### **Welcome Back Grant:**

Employees who return to the organisation at least three months after resigning from their previous post will be awarded £200.

### **Networks:**

The EDI Network and the LGBTQ+ Network are available to all our employees. The EDI Network advocates for our staff of colour whilst providing support and resources for employees who may face challenges related to diversity and inclusion. The LGBTQ+ Network promotes visibility and representation of LGBTQ+ individuals within the company.

### **Uniform:**

If applicable for your service you will be provided with a free uniform. The amount of uniforms that are provided will be dependent on your hours worked.

### **Company mobile phone and laptop:**

If applicable to your job role the provision of a mobile smart phone and laptop may be provided. Please note the employee will be liable for any damage or theft of these devices.

### **Travel Expenses:**

These will be paid in accordance with the organisation Travel Expenses policy, please contact the HR Department for a copy of this.

### Use of Car for Business Purposes:

A mileage allowance is payable for the use of an employee's car for our business purposes upon receipt of authorised claim forms. If you use your car for business purposes you will be required to have business use insurance. An employee's certificate of insurance must be made available for inspection prior to using your car for our business purposes.