

EQUAL OPPORTUNITIES
RECRUITMENT & SELECTION
INDUCTION FOR NEW STAFF
TRAINING & DEVELOPMENT
ACCOMMODATION ASSISTANCE
WORK-LIFE BALANCE
PARENTAL LEAVE
FLEXIBLE WORKING
MATERNITY LEAVE

HUMAN RESOURCES

INDUCTION BOOKLET

STAFF AWARDS FOR EXCELLENCE
PERFORMANCE MANAGEMENT
BANK WORK
TIME-OFF FOR DEPENDANTS
ABSENCE MANAGEMENT
MANAGING CHANGE
CAREER BREAK
TIME-OFF FOR HOME REMOVAL
CHILD CARE ASSISTANCE
CRIMINAL RECORDS BUREAU
REWARD FOR EXCEPTIONAL ATTENDANCE
BICYCLE LOAN SCHEME
TRAVEL EXPENSES FOR BYCYLGE USERS
SPECIAL LEAVE
LONG SERVICE AWARDS
IMPROVING WORKING LIVES
.....AN INVESTMENT IN PEOPLE

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SECTION ONE: AN INTRODUCTION

1. What we do...

The Trust's plans for the future are wholly dependent on achieving a sufficient, skilled and motivated workforce, and on ensuring that the contribution of all our staff is acknowledged, that they are valued and supported.

One of the most challenging issues the NHS in London is facing today is how to ensure that it has the staff to deliver modern health services. Part of the challenge requires Trusts to recognise the diversity of the workforce and its needs, “to offer staff a better deal in their working lives”, and to tap fully the potential of local communities within London to yield new entrants to the fields of education, training and employment. By doing so, the NHS would be taking action to ensure that it will have the right numbers of staff with the right skills and diversity in the right places to deliver modernised services in the 21st century.

The Human Resources Department is focused on achieving the following strategy:

- To raise the profile of careers in mental health services;
- To develop a learning organisation and culture;
- To create a better, family friendly working environment;
- To build an organisation which provides equality for all;
- Support for staff to live close to where they work;
- To put in place skill mix solutions to provide an adequate workforce, ensuring that professional staff deploy their skills in the most appropriate way;
- Recruiting more non-professionally affiliated people into mental health and providing them with appropriate training;
- Tackling the stigma which is attached to working in mental health services.

We are dedicated to ensuring East London NHS Foundation Trust policies and procedures are in line with the Trust's goal of improving service delivered to our clients.

To achieve this, we work primarily as an advisory service to managers and staff, providing advice on a range of Human Resource issues. The department works closely with managers meeting them and their teams on a regular basis, to promote a pro-active Human Resources

Service in the Trust. Our key aim is to enable managers - to achieve their objectives and enable them to promote best practice in tackling employment issues such as:

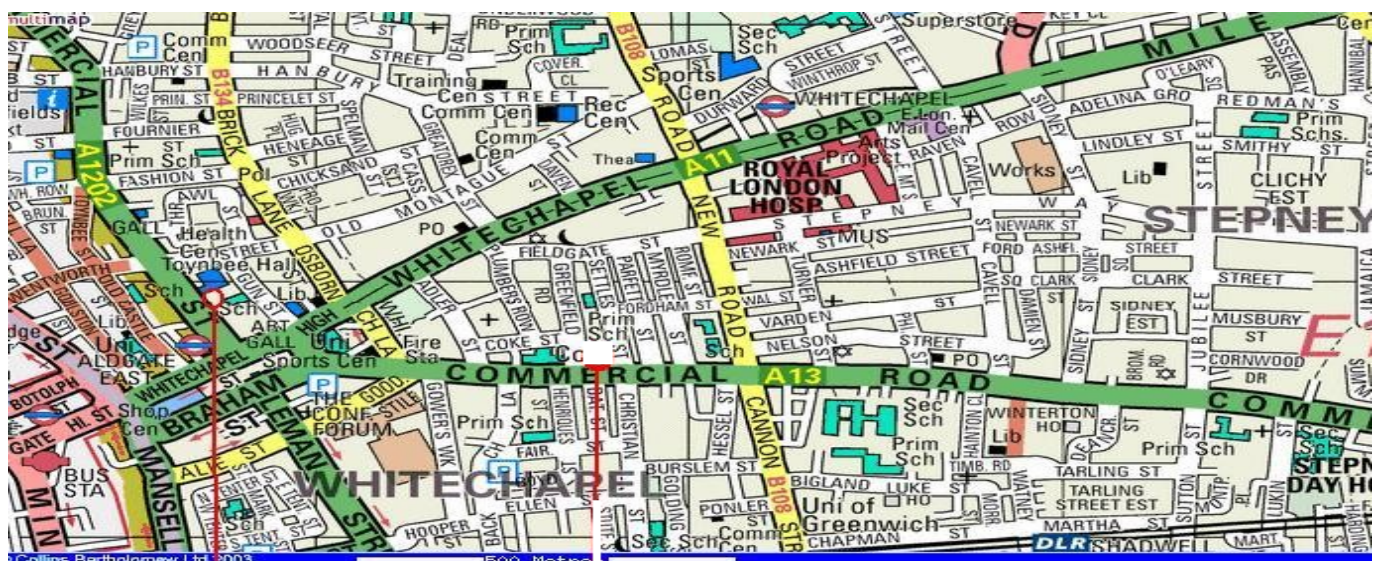
- Employee-related policies and procedures
- Terms and conditions of employment
- Employment Law
- Equal Opportunities
- Performance Management
- Recruitment and Selection
- Employment Resourcing
- Training and Development
- Absence Management
- Work-life balance
- Staff Leave

2. Where we are...

The Human Resources Department address is as follows:

Human Resources Department
4th Floor, Trust HQ
EastOne
22 Commercial Street
London
E1 6LP

The nearest underground station is Aldgate East. EastONE building is approximately 150 metres from this station. Please see map below:



East One, 22 Commercial St

SECTION TWO: HUMAN RESOURCES POLICIES & PROCEDURES

1. An index of policies

The following is an index of HR policies and procedures that can currently be found on the Trust's intranet. If you don't have access to the Trust Intranet, please ask your manager should you need a copy of these policies.

The index is listed alphabetically along with the current version number and date and electronic file reference number on the Trust's intranet. Just search for:

Intranet:/Policies & Procedures/Human Resources/

The policies and procedures contained in this index apply to all Trust staff and override any previous policies or procedures. The index also includes policies and procedures from corporate departments.

HUMAN RESOURCES POLICIES & PROCEDURES HANDBOOK INDEX

POLICY/PROCEDURE	VERSI ON NUMBE R	ELECTRONIC FILE REFERENCE NUMBER ON TRUST INTRANET
Access To Training / Study Leave Policy	1.0	Intranet \ Policies & Procedures \ Human Resources Policies
Acting Up Policy & Procedure	2.0	Intranet \ Policies & Procedures \ Human Resources Policies
AFC Review & Appeals Policy & Procedure	6.0	Intranet \ Policies & Procedures \ Human Resources Policies
AFC Starting Salary Policy	2.0	Intranet \ Policies & Procedures \ Human Resources Policies
AFC Terms & Conditions Protection Policy	1.0	Intranet \ Policies & Procedures \ Human Resources Policies
Alcohol and Substance Misuse Policy (new)	1.0	Intranet \ Policies & Procedures \ Human Resources Policies
Annual Leave Policy	3.0	Intranet \ Policies & Procedures \ Human Resources Policies
Anonymous Communications Policy (new)	1.0	Intranet \ Policies & Procedures \ Human Resources Policies
Application for The Purchase of an Interest Free Annual Season Ticket Loan For Travel	1.0	Intranet \ Policies & Procedures \ Human Resources Policies
Capability Policy & Procedure (new)	1.0	Intranet \ Policies & Procedures \ Human Resources Policies
Disciplinary Policy & Procedure	2.0	Intranet \ Policies & Procedures \ Human Resources Policies
Display Screen Equipment policy	1.0	Intranet \ Policies & Procedures \ Risk Management Policies
Equal Opportunities Policy	1.0	Intranet \ Policies & Procedures \ Human Resources Policies

Harassment & Bullying Policy	2.0	Intranet \ Policies & Procedures \ Human Resources Policies
Home Removal and Relocation Expenses Policy for New Staff	2.0	Intranet \ Policies & Procedures \ Human Resources Policies
Job Evaluation Procedure Version 1 (new)	1.0	Intranet \ Policies & Procedures \ Human Resources Policies
Knowledge & Skills Framework Gateway Policy	4.0	Intranet \ Policies & Procedures \ Human Resources Policies
Maternity & Adoption Leave Policy (new)	1.0	Intranet \ Policies & Procedures \ Human Resources Policies
Mentoring & Coaching Policy	1.2	Intranet \ Policies & Procedures \ Human Resources Policies
National Vocational Qualification Course Application Procedure	1.0	Intranet \ Policies & Procedures \ Human Resources Policies
Policy for Additional Leave & Reward for Exceptional & Near Exceptional Work Attendance	6.1	Intranet \ Policies & Procedures \ Human Resources Policies
Policy and Procedure for Checking Professional Registration of Staff	4.0	Intranet \ Policies & Procedures \ Human Resources Policies
Policy on Criminal Records Bureau (CRB)	4.0	Intranet \ Policies & Procedures \ Human Resources Policies
Policy for Evaluating Training	1.0	Intranet \ Policies & Procedures \ Human Resources Policies
Policy on Induction for New Staff	3.0	Intranet \ Policies & Procedures \ Human Resources Policies
Policy for Managing Sickness Absence	3.0	Intranet \ Policies & Procedures \ Human Resources Policies

2. A quick guide to some key Human Resources Policies

The following is a brief guide to some of the policies currently in use within the Trust. For more information, please consult the relevant policy. (Note: A brief guide to Bicycle Loan Scheme Policy and Additional Leave and Exceptional Attendance and Near Exceptional Work Attendance Policy can be found in Section 3).

Equal Opportunities Policy

The Trust positively welcomes diversity in its workforce and service users [patients, clients and carers] and recognises the richness that this brings to the organisation. The Trust seeks to employ a workforce, which reflects the diverse community of East London and The City.

The Trust recognises that equality of opportunity in employment will promote the full use of the skills and abilities of its entire workforce. Only with the help and commitment of present and future staff will the Trust be able to provide sensitive and effective health care to all its population. The Trust recognises that only by developing and using the skills of the whole workforce and in recruiting from all sections of the community will it be best able to meet its core values and objectives.

The Trust's Equal Opportunities Policy aims to prevent not only covert acts of discrimination but also to highlight requirements and practices, which, although possibly unintentional are discriminatory in nature. It is intended to aid the development of good employment practices in respect of present and future employees.

It is the policy of the Trust to ensure that no user of its services, prospective or present member of staff receives less favourable treatment or is in anyway disadvantaged on the grounds of age, race, social background, sex, age, sexual preference, colour, disability, nationality, ethnic origin, marital status, religion, real or suspected HIV/AIDS status or Trade Union membership.

The Trust is committed to the principles of genuine equal opportunity for all its staff and potential staff. It is our policy that everyone will be treated with respect. The basis for employment, advancement and training will be ability, qualification and aptitude.

The HR Department is responsible for monitoring the application of this policy and maintains necessary records.

Work-Life Balance Policies

The Trust recognises that your circumstances may change (for example, caring commitments for your child) and that it may sometimes help to be able to work more flexibly. The Work-Life Balance Policies have been created to allow staff such a facility, subject to certain conditions and the Trust's operational needs. They are directed at enabling members of staff to balance work requirements with domestic, personal and family commitments.

The Work-Life Balance Policies set out the key principles of the Trust's approach to Flexible Working Arrangements in particular focusing on: -

- **Flexi-Time** which give employees an element of choice in their starting and finishing times;
- **Unpaid Leave** which enables employees to be absent from work for agreed periods in the year in addition to annual leave entitlements;
- **Job Sharing** which offers employees the opportunity to share the responsibilities of a full time post with a job share partner;
- **Employment Breaks** which enable employees to take an extended period of unpaid leave, having the opportunity of returning to a similar position in the Trust at the end of the period of leave;
- **Home Working** which enables certain kinds of work to be performed at home rather than in the office;
- **V-time Working** (*voluntary reduced working time*) which enables employees to reduce working hours temporarily because of personal circumstances;
- **Team Based Self-Rostering** which allows teams of staff to plan their working pattern around other commitments and responsibilities by agreeing the staffing levels and skill mix required at any time in the day, then giving teams the ability to schedule their working day collectively to meet these requirements.
- **Annualised hours** where a member of staff works a set number of hours over a *one year period*. The set amount of hours are divided into two types; committed and reserve hours

Special Leave Policy

The Trust is committed to help staff balance the demands of domestic and work responsibilities at times of urgent and unforeseen needs by the provision of paid or unpaid leave according to circumstances. To this end the Trust offers special leave for domestic, personal and family matters, the aim of which is to provide a compassionate response to immediate needs. It is essentially short term and usually with pay. Leave granted under these arrangements is not intended for long term domestic or family needs.

Managers will adopt a partnership approach in discussing time off with staff, respecting the employee's right to confidentiality at all times. In order to apply for these leaves, you must make your manager aware of your personal and domestic commitments or circumstances.

- **Time-off for Dependents** enables staff to care for dependents (close relations; partners or children) who for some reason are unable to cope independently and therefore rely on the member of staff for care;
- **Leave for Bereavement** provides some support to staff in the event of a bereavement of a partner or close relative;
- **Paid and Unpaid Parental Leave** enables staff who become/are parents to spend time with their new born child/children;
- **Leave for Adoption** allows staff who need to take time off from work to meet commitments in adopting a child;
- **Compassionate leave** enables staff to time-off for other exceptional circumstances;
- **Special Leave for in vitro fertilisation IVF) and other fertility treatment** enables staff, or a partner, to undertake paid leave for IVF or fertility treatment;
- **Terminal Care Leave** enables staff to take paid time-off to care for a dependant diagnosed with a terminal illness;
- **Jury Service/Attending Court as a Witness Leave** enables staff to take paid time-off to attend court;
- **Training with the Territorial Army/Reserve Forces** enables volunteer members of the Territorial Army or Reserve Forces who attend annual camp to take special leave.

The policy also gives guidance on requesting time-off for medical & dental appointments and religious/cultural observance

Harassment & Bullying Policy

The Trust endorses that all staff have a right to be treated with respect and dignity and that any form of harassment at work will not be permitted or condoned. The Trust is committed to creating harmonious and supportive working environments free of any harassment, intimidation, or bullying. Such behaviour in the workplace may be regarded by the Trust as an offence of gross misconduct, which could warrant dismissal.

The Trust recognises and values individual differences, and strives to ensure full use of everyone's skills by encouraging diversity and recognising that workplace issues can be addressed in a number of different ways.

All staff should be able to work free of harassment, and, if harassment occurs, they have a right to have it stopped. Managers and supervisors within the Trust will strive to create a work environment free of harassment where all members of staff realise harassment will not be accepted. The Trust stresses that harassment of people in our care is equally unacceptable behaviour. Staff who harass clients or patients will face appropriate disciplinary action. Equally, staff who have been harassed by a patient or client are under an obligation to report the matter immediately to their line manager for action.

The Trust will monitor incidences of harassment at work very carefully. Monitoring information, the effectiveness of the policy and procedures for dealing with harassment will be reviewed annually by the Trust Board.

The Trust also recognises that harassment can adversely affect a member of staff's work and undertakes to investigate complaints quickly, seriously, and in confidence. It will endeavour to protect any employee bringing a complaint of harassment from any possible victimisation or retaliation. There is no minimum length of service required and any member of staff who wishes to make a complaint of harassment at work does not need to leave their employment before doing so.

The Harassment & Bullying Policy has been devised to ensure that managers and supervisors can offer a member of staff the opportunity to have their complaint dealt with in a sensitive and prompt manner.

Where can you go for further support?

The Trust has a team of Harassment Support Advisers (HSAs) who can provide confidential support to staff who are feeling harassed or bullied.

Harassment support advisers are there to:

- Provide a listening space allowing you to talk about what is happening to you without judgement;
- Give policy guidance - helping you to understand your rights and responsibilities within the Trust's Equal Opportunities and Harassment and Bullying Policies;
- Accompany in a supportive role, employees who wish to make harassment and bullying complaints;
- Offer support in helping you to decide for yourself what action you want to take to resolve the situation.

The contact details for the advisors are:

Sadique Boampong	020 8981 8050
Janet Flaherty	020 7655 4066
Sandra Frost	020 8121 5346
Rachel Joyce	020 7377 7968
Vicky Lyons	020 7655 4010
Melanie White	020 7033 8029
Charmane Williams	0790 350 6082

You are free to choose which adviser you wish to contact.

Confidential support is also available from the Human Resources Department; the Occupational Health Department, or counselling service provided by Bart's and The London NHS Trust. You may also wish to speak to your Trade Union or Staff Association representative.

Disciplinary Policy and Procedure

The Trust believes that to promote good employee relations it is necessary to demonstrate that you will be treated fairly, reasonably, promptly, impartially and consistently in matters relating to discipline. It needs to promote high standards of behaviour and conduct for all employees and to take appropriate corrective action where those standards are not met.

Disciplinary rules and procedures are designed to assist in the standard setting for conduct and behaviour. It is important that managers and employees understand them. The disciplinary process is not intended to be punitive in nature. The procedure therefore describes the steps to be taken to deal with each situation reasonably and, wherever possible, help the person concerned to improve their standards of conduct of behaviour to reach minimum acceptable standards.

The Trust has set certain standards of conduct and behaviour that it expects of all employees in the Standards of Conduct and Disciplinary Rules.

In cases of alleged misconduct, no disciplinary action will be taken until the case has been investigated thoroughly and promptly. Any employee accused of misconduct will be fully informed of the nature of the allegation against them) and be notified in writing of any subsequent disciplinary meeting.

The Disciplinary Policy and Procedure also addresses capability. In some cases, concern over the performance of a member of staff may arise from their lack of ability, skill or experience. Where there is doubt about the capability of a member of staff to do their job any action taken will not be disciplinary action, but will mirror the informal and formal stages (up to and including dismissal) outlined in this policy.

Any capability issue relating to absence (short or long term) will be dealt with under the Trust's Managing Sickness Absence Procedure.

Human Resources Department will monitor the issues through all necessary stages and provide advice, guidance and support on disciplinary matters and the operation of the procedure.

Grievance Policy and Procedure

The aim of this policy is to ensure that all grievance matters are dealt with in a fair and consistent manner throughout the Trust and that managers and staff know what action to take when a potential grievance arises. An employee who raises a grievance should not subsequently receive less favourable treatment than other employees.

A grievance exists when an individual or group of staff feel that they have cause for complaint.

Such grievances may include:

- Duties
- Conditions of service
- Working conditions
- Working procedures
- Management decisions
- The operation of jointly agreed policies

Staff are encouraged to deal with issues locally in the first instance. Staff should attempt to address any issues about which they are aggrieved by communicating with their manager for action/response. If the issue in question is not resolved or can't be resolved locally, then staff may contact their Human Resources Adviser for support and guidance.

Staff Concern at Work Policy (Whistleblowing)

The Trust is committed to encouraging a policy of openness and participation in all aspects of our work and services. The purpose of this policy is to ensure that staff within this organisation have a simple and confidential process by which to raise concerns about any matter, which is damaging to patient care or which puts patients at risk. The policy sets out the process by which the Trust will address concerns staff may have at work.

Everyone at some point in time may be concerned about issues that they may see or hear about during the course of their employment in the Trust. Usually these concerns are easily resolved. However, if they are about unlawful conduct, financial malpractice or dangers to the public or the environment, it is often difficult to know what to do.

It may be that individuals are worried about raising such issues and feel it better not to report matters for fear of victimisation or perhaps because they only have a suspicion or feel that it is

not their business. They may feel that to report their concern would be disloyal to colleagues, managers or to the organisation. This policy has been introduced to enable staff to raise concerns about such malpractice at an early stage and in the right way. The Trust Board would prefer that the matter be raised when it is just a concern, rather than wait for proof. If in doubt - raise it!

Issues which staff should consider reporting, include the following, although this is by no means an exhaustive list:

- Healthcare matters, including suspected mistreatment or abuse of patient and/or issues relating to the quality of care provided.
- Health and safety issues which affect patients, visitors or staff.
- Concerns over the provision of service either by individuals or a group of staff.
- Suspicion or knowledge of theft, fraud, corruption or other financial malpractice.
- Concerns about the professional or clinical practice or competence of colleagues or other members of staff.
- The treatment of other staff, including suspected harassment or discrimination,
- Employment standards and/or working practices.
- Concerns that the environment is, or is likely to be endangered.

This policy should be read in conjunction with other Trust policies and procedures, the most relevant of which are:

- Grievance Policy
- Fraud and Corruption Policy
- Harassment and Bullying Policy
- Equal Opportunity Policy

Staff expressing views 'in good faith' and in accordance with this policy will not be penalised or discriminated against in any way for doing so. Staff who raise concerns that are subsequently found to be false and malicious may face disciplinary action for such conduct.

All managers should ensure that staff are able to make a constructive contribution and to feel their views are welcomed, appreciated and, where appropriate, acted on positively.

Policy & Procedure for Checking Professional Registration Of Staff

The Trust has a duty to ensure all professional practitioners working for the Trust as employees or through agencies or, as bank staff hold current registration from their professional bodies to comply with the requirements of their employment contract.

Those covered by this policy are all staff who are *required* to maintain professional registration in order to do their job and include; medical, nursing, and therapy staff.

Professional practitioners are required to keep their registration up to date during their period of employment with the Trust, as stipulated in their contract of employment. Employees should notify renewal dates to their manager, who will keep a record of this information and will monitor this as part of the normal supervision process. Managers are responsible for keeping adequate records of all staff's professional registration details including the expiry date and must set up systems to ensure that all staff are professionally registered at all times. It is recommended that this is undertaken as part of the normal supervision process.

The Trust regards failure to keep professional registration up to date as a serious offence, for which members of staff could be dismissed or not be allowed to practice under the Trust's Disciplinary Policy & Procedure.

SECTION THREE: YOUR EMPLOYMENT

AGENDA FOR CHANGE TERMS & CONDITIONS

1. Introduction

The **Agenda for Change (AfC)** negotiations to devise a new pay system for over a million NHS staff were successfully concluded in November 2004. AfC ranks as the biggest pay reform ever. Not only is the system a radical change but also the way it was developed. All elements of the system reflect partnership working with the unions, design, testing, implementation and monitoring. AfC replaces Whitley system dating back to 1947 (11 different Councils, 650 different jobs/grades, widely varying conditions) with a single pay structure and harmonised conditions.

The Trust has implemented this new pay system, which is ***applicable for all staff with the exception of Directors, medical staff and Bank staff, where separate terms & conditions apply.***

What does the new pay system offer?

- Gives greater scope to create new kinds of jobs, bringing more patient-centred care and more varied and stimulating roles for NHS staff
- Delivers equal pay for work of equal value
- Provides a fair and consistent method for grading jobs
- Harmonises terms and conditions for all staff covered by AfC
- Creates better links between career and pay progression
- Encourages staff to develop their roles and maximise their potential

What does the new pay system look like?

There are nine pay bands. Each pay band has several pay points. You will be assigned to one of these pay bands on the basis of how the job description and person specification of your post is measured by the NHS Job Evaluation Scheme. The NHS Job Evaluation Scheme is a means of fairly rewarding people by measuring their job related skills, knowledge, and responsibilities.

How do I progress within the pay band?

Within each pay band there are a number of pay points to allow pay progression in post. Staff will progress from point to point on an annual basis to the top point of their pay band or pay range, provided their performance is satisfactory and they demonstrate the agreed knowledge and skills appropriate to the part of the pay band or range.

What about newly qualified staff?

Staff joining band 5 as new entrants will have accelerated progression through the first two points in six monthly steps (providing those responsible for the relevant professional standards in the organisation are satisfied with their standard of practice) This 12 month period will be referred to as "PRECEPTORSHIP".

2. Agenda for Change Pay Bands April 2009

Point	Band 1	Band 2	Band 3	Band 4	Band 5	Band 6	Band 7	Band 8				Band 9
								Range A	Range B	Range C	Range D	
1	13,233	13,233										
2	13,588	13,588										
3	13,944	13,944										
4		14,359										
5		14,774										
6		15,190	15,190									
7		15,725	15,725									
8		16,333	16,333									
9			16,696									
10			17,184									
11			17,732	17,732								
12			18,157	18,157								
13				18,826								
14				19,495								
15				20,102								
16				20,710	20,710							
17				21,318	21,318							
18					22,152							
19					23,019							
20					23,345							
21					24,013							
22					24,831	24,831						
23					25,829	25,829						
24					26,839	26,839						
25						27,844						
26						28,816						
27						29,789	29,789					
28						30,762	30,762					
29						31,856	31,856					
30						33,436	33,436					
31							34,410					
32							35,504					
33							36,719					
34							37,996	37,996				
35							39,273	39,273				
36							40,853					
37							42,434					
38							44,258	44,258				
39							45,596	45,596				
40								47,905				
41								50,580				
42								53,256	53,256			
43								54,714	54,714			
44									57,146			
45									59,821			
46									63,833	63,833		
47									65,657	65,657		
48										68,393		
49										71,736		
50										75,383	75,383	
51										79,031	79,031	
52											82,824	
53											86,800	
54											90,967	
55											95,333	
56												

* Within each band, there are a number of pay points. Progression from point to point, up to the maximum in your pay band, will normally take place on an annual basis. At two defined points in each pay band, progression will be based on demonstrating the agreed knowledge and skills appropriate to that part of the pay band.

3. High Cost Area Supplement (HCAS)

High Cost Area Supplement (HCAS) has replaced 'London Weighting', and is paid as an addition to basic pay. HCAS is subject to a minimum and maximum level of extra pay as follows (figures below are from 1 April 2006):

	% of basic pay	Minimum	Maximum
Inner London	20%	£3,947	£6,080
Outer London	15%	£3,339	£4,256

4. Recruitment & Retention Premia

What is a recruitment and retention premia?

Recruitment and retention premia are additional payments for particular groups of posts. NHS organisations will be able to use these premia to address recruitment and retention difficulties caused by external labour market pressures.

Where there are widespread recruitment and retention pressures affecting a particular group of staff, premia may be decided on a national basis on the recommendation of the Review Body or the new Pay Negotiating Council for non-Review Body staff.

5. Working Hours

What will the working hours be?

Under Agenda for Change the basic working week for full time staff will move to 37½ hours, excluding meal breaks. All staff whose current full time hours are 37½ per week will therefore not be subject to change.

Staff employed before 1st October 2004 with our Trust

For staff employed by our Trust before 1st October 2004 (or employed after this date that have come directly from another NHS employer and have remained within the same type of post) whose full time hours are currently less than 37½ hours, excluding meal breaks, will have their hours protected for a phased period as set out below. Part-time staff will be treated on an equivalent pro rata basis.

Eventually all full time NHS staff will have a working week of 37½ hours excluding meal breaks.

There will be phased protection arrangements, as below, for full-time staff whose current standard working hours are below 37½ and for part-time staff on an equivalent pro rata basis.

Current full-time standard hours	Protection arrangements
37	Three years on 37 hours
36½	Three years on 36½ hours One year on 37 hours
36	Three years on 36 hours Two years on 37 hours
35	Four years on 35 hours Two years on 36 hours One year on 37 hours
33	Four years on 33 hours Two years on 35 hours One year on 37 hours

Part time staff

Part time staff will be expected to continue to work the same percentage of the working week. However they may opt to keep the same working hours and alter the percentage.

For example a member of staff employed before 1st October 2004 currently works 18 hours a week in a post where 36 hours a week was the standard and therefore works 18/36ths of the whole (or 0.5). From 1 October 2009, this employee's hours will increase to 18.5 per week. Alternatively the employee may opt to retain the same number of hours, reducing the proportion to 18/37th of the standard working week (0.486 of full pay).

6. Unsocial Hours

What are the arrangements for work outside normal hours?

The current Whitley unsocial hours arrangements will apply to all staff until a new system for unsocial hours is negotiated nationally. Further review and testing is being undertaken on unsocial hours payments before new arrangements are made under Agenda for Change.

7. Overtime Payments

What about Overtime Payments?

As the overtime arrangements are relatively complex within the Trust, the Trust's management-side and staff-side have agreed that Whitley terms and conditions should continue to apply for

the time being. Further work will be undertaken on Overtime Payments under Agenda for Change Terms & Conditions.

8. Contractual Continuity of Service

Transitional arrangements will ensure appropriate protection for staff moving from special local arrangements for on-call and stand-by.

Reckonable NHS Service: An employee's continuous previous service with an NHS employer will count as reckonable service in respect of NHS agreements on redundancy, maternity, and sick pay and annual leave.

Breaks in service: On returning to NHS employment, previous NHS service which is discontinuous, will be counted towards the employee's entitlement to annual leave.

On returning to NHS employment, previous NHS service which is discontinuous will be counted towards the employee's entitlement to sick leave where there has been a break in service of 12 months or less.

9. Annual Leave

What are the annual leave arrangements?

Under the arrangements, all staff groups covered by AfC will be entitled to the same amounts of annual leave depending upon length of service.

Staff will receive the following entitlement to annual leave:

Length of service	Annual leave + General Public Holidays*
On appointment	27 days + 8 days
After 5 years service	29 days + 8 days
After 10 years service	33 days + 8 days

* Annual leave will be calculated in hours instead of days where staff work standard shifts other than 7.5 hours a day (excluding meal breaks), or work part-time hours

All part time staff will have their annual leave and general public holiday entitlement calculated in hours on a pro rata basis.

This entitlement includes the consolidation of extra-statutory days, which for some staff have previously been separately identified.

A complete year for annual leave purposes is 1st April to 31st March. The Payroll Department will recover any excess annual leave taken in the year of termination via adjustment to the final salary/wage.

Leave arrangements must be agreed by your manager in advance.

Your annual leave entitlement should normally be taken during the year to which it relates. However, you are allowed, under certain circumstances, to carry over a maximum of 5 days from one leave year to another. This must be agreed in writing in advance, by your manager.

You may be required to take a proportion of your annual leave at certain times during the year, in accordance with the needs of the service, for example, the closure of service over a holiday period. Any such requirement will be subject to consultation and due regard will be paid to an employee's religious beliefs and personal circumstances.

Aggregated NHS service and 'Highly Relevant' service: Annual leave will no longer be calculated based on *continuous* NHS service. Instead it will be based on *aggregated* NHS service (all NHS service regardless of breaks).

For example, an E grade nurse who has worked seven years consecutive NHS service, who would automatically get 29 days annual leave under AfC, but who also has previous NHS service amounting to three full years (having had a one year break in service) may be granted a further 4 days annual leave (that is, 7 years consecutive NHS service plus 3 years previous NHS service equates to 10 years aggregated service, for which entitlement is 33 days under Agenda for Change). Currently, under Whitley, in this example, the entitlement would be 27 days irrespective of any NHS service.

In addition, within this Trust we have decided that any completed years employment outside the NHS in a role of equivalent knowledge, skills and responsibility, which it deems to be highly relevant to the NHS, should be counted.

For example, an Office Administrator who has three years service in the NHS, who would automatically get 27 days annual leave under AfC, may be granted a further two days annual

leave if they were to have a further two full years employment in the private sector where he/she undertook a role of equivalent knowledge, skills and responsibility (that is, 3 years NHS service plus 2 years equivalent non-NHS service equates to equivalent of five years service, for which entitlement is 29 days under Agenda for Change). Currently, under Whitley, the entitlement would be 22 days for the three years NHS service only, with no recognition for equivalent service.

Any member of staff whose total annual leave and general public holiday entitlement is reduced under this agreement will have their existing entitlement protected for five years from the 1st October 2004. During this period staff may continue to claim existing entitlements.

Where staff work standard shifts other than 7½ hours excluding meal breaks, annual leave and public holiday entitlements should be calculated on an hourly basis to prevent staff on these shifts receiving greater or less leave than colleagues on standard shifts.

Please see the Trust Annual Leave Policy for further details.

10. Sick Leave

An employee who is absent from duty owing to illness (which term is deemed to include injury or other disability) shall be entitled to Occupational Sick Pay, subject to the following provisions, to receive an allowance in accordance with the following scales:

Length of service	Sick Leave entitlement
During the first year of service	One months full pay and (after completing four months service) two months half pay
During the second year of service	Two months full pay and two months half pay
During the third year of service	Four months full pay and four months half pay
During the fourth & fifth year of service	Five months full pay and five months half pay
After completing five years service	Six months full pay and six months half pay

Under the sick pay scheme, service is considered continuous if there has been a break of less than 21 months.

Full pay will include regularly paid supplements including long-term recruitment and retention premia, payments for work outside normal hours and high cost area supplements.

11. Knowledge and Skills Framework (KSF)

What will the NHS Knowledge and Skills Framework mean for career and pay progression?

To support personal development and career progression, there will be a new NHS Knowledge and Skills Framework. The framework supports the process of annual development reviews and agreeing personal development plans.

The NHS Knowledge and Skills Framework helps staff develop their skills to the full in a particular NHS post. It helps ensure better links between education, development and career and pay progression for all NHS staff.

Each member of staff will have a personal development plan, which will identify their development and how it will be supported. There will be two identified points in each pay band known as gateways. Personal development plans will be used to help staff ensure that by the time they reach these gateways they are applying the appropriate knowledge and skills for the job. Pay progression at these gateways will be linked to the demonstration of applied knowledge and skills following an assessment.

The first gateway in each pay band will be after one year in post. The position of the second gateway will vary between pay bands but will fall between the top three points of the pay band.

The aim is that all staff should:

- have clear and consistent development objectives
- be helped to develop in such a way that they can apply the knowledge and skills appropriate to their level of responsibility be helped to identify and develop knowledge and skills that will support their career progression.

For more information on KSF, please contact the Training Department on 020 7655 4011.

12. For more information...

Where can I get more information?

Look on the Trust's P drive @ P:/Human Resources/Agenda for Change where there are some useful documents in relation to the new system

AT THE BEGINNING OF YOUR EMPLOYMENT

1. Signing on to Payroll

On commencing employment with the Trust, your manager will arrange an appointment for you with a member of the Recruitment Team. At the appointment you will need to produce:

- ✓ Your original birth certificate or passport (or Home Office Letter confirming your eligibility to work in the UK)
- ✓ Your P45 from your most recent UK employer (or if not yet available, then some other original official document bearing your national insurance number)
- ✓ Details of your bank or building society account, including the sort code
- ✓ Your National Insurance number
- ✓ The original of your professional registration (as required in the essential criteria of the Person Specification of your post) e.g. N&MC certificate, GMC certificate etc.

You will be asked to complete and sign a Staff Appointment Form and you will be asked to decide whether you wish to join the Pension Scheme. Employees will automatically be entered into the Pension Scheme unless you make a formal request to opt out by completing form SD502. You may opt out at any stage during your employment, should you wish.

2. Pay Day

Monthly paid staff: Your salary will be paid into your nominated account on the last Wednesday of the month, except for December when payment is made just before Christmas.

Weekly paid staff: Your wages will be paid into your nominated account every Friday. You will be notified of arrangements for payment over the Christmas period in advance.

Payment can only be made by credit transfer to a current bank account or selected building society.

3. Contract of Employment

You will be issued with a contract of employment within eight weeks of taking up your post. The contract is a legally binding document.

You should sign and return one copy of your contract to Human Resources. If you have any queries about the content of your contract of employment you should contact your Recruitment Officer.

4. Criminal Records Bureau (CRB)

Pre- (and post) employment vetting with regards to criminal records is provided by the Criminal Records Bureau (CRB) which was established under the Police Act 1997 to co-ordinate access to criminal records and other relevant information about people deemed to be unsuitable to work with children and vulnerable adults - of which the Trust has identified all of its service users.

This is in effect, to be a 'one-stop shop' for someone going through the recruitment and selection process to access such information. All staff, except corporate staff (as they neither have direct working contact with users nor such access to patient records), are to undertake this process.

The Human Resources Department has put in place systems to enable disclosures for substantive and bank staff to be processed as quickly as possible including beginning to process the disclosure once a conditional offer of employment has been made. However, there will be times when the disclosure is not obtained before the planned start date of the applicant.

The Service Delivery Board (SDB) has agreed that staff should be allowed to commence work, working *supervised at all times*, before a disclosure is received and considered. This includes staff with access to records.

Disclosures will only be valid immediately after the disclosure is issued to the Trust. All new recruits will be asked to sign declaration stating that nothing has changed between completing a disclosure form and commencing work with the Trust.

For more information on this, and the different levels of disclosure, please see Policy for using the CRB or contact the CRB Co-ordinator on 020 7655 4157

5. Corporate Induction

In line with the Trust Policy for Induction for New Staff, all new staff are supernumerary for the first two weeks of their employment in order that they can undertake their minimum statutory and mandatory training and also to undergo local induction within their ward/department.

The two-week programme commences on the first Monday of the month and the two weeks following this. All new staff are expected to attend the corporate induction day as well as any training on the programme that is appropriate to their job and role. This should be determined through consultation with their line manager and the Training and Development Department.

Other than the Corporate Induction day on the Monday, the days, times and locations of training will vary monthly. Update lists will be circulated regularly and are available by contacting the Training and Development Department. The regular programme contains:

The corporate day is compulsory for all members of staff and will equip you with specific information about the Trust as well as giving you the opportunity to meet some of the senior members of staff within the Trust.

For more information, please contact Jennifer McQueen, Training & Development Manager on 020 7655 4011.

DURING YOUR EMPLOYMENT

6. Registration

If you are appointed to a post, which requires registration with a Professional Body, there is a requirement to remain registered. Evidence of qualification must be provided to your manager on request. You will be expected to comply with any Professional codes of conduct applicable to the employment. If your registration requires renewal during your period of training with the Trust, you must provide Human Resources with a photocopy of your new certificate, as evidence that this has been done (Please see reference to **Policy & Procedure For Checking Professional Registration Of Staff in Section 2**).

7. Identity Badge

You will be given your Identity Badge at the time of signing on to Payroll with the Trust. A photo of you will be taken and a badge produced, and so it will not be necessary for you to provide a photo of your own. **You should display your Trust Identity Badge at all times when on duty** so as to ensure freedom of movement within hospital sites. It also allows you to use the library facilities. It is your responsibility to ensure that you report it immediately should it be mislaid. You must also produce proof of your identification whenever requested to do so.

IMPORTANT:

You should note that:

- the replacement cost for lost or damaged Identity Badges is £5 each;
- Identity Badges should not be posted, and will not be posted by the HR Department;
- Identity Badges should be returned to the Human Resources Department when you leave the Trust.

8. Change of personal details: A Protocol for managers and staff

It is your responsibility to notify your manager in writing of any change to your personal details (e.g. name, address, marital status etc.). If your elected bank account has changed, please send a signed letter of the change of details to The Recruitment Team. Please call to confirm receipt. **Delaying could lead to errors or delays in payment.**

For those managers who require guidance on the completion of Change Forms and Leaver Forms, please contact the ESR Team on 020 7655 4186.

9. Payroll, Pensions, and Expenses Departments

The Trust's Payroll, Pensions, and Expenses Departments are based in Barking, Essex, and are separate from the Human Resources Department. Their address is as follows:

**North East London Pay Consortium
13th Floor Crown House, Linton Road
Barking, Essex
IG11 8HJ**

Tel: 020 8591 4700

Fax: 020 8709 1301

- **Payroll**
General queries about your pay should be addressed to Payroll. Please ensure you have your Payroll number to hand when you call. This can be found in the top left corner of your payslip.
- **Pensions**
Membership of the NHS Pension Scheme is voluntary and is open to all regardless of the numbers of hours worked. The rate of contribution depends on your level of earnings. The real cost to you of any contributions you make however is less because you do not pay tax on your contributions and you make a saving on your National Insurance contributions.

The scheme provides a wide range of retirement, family and life assurance benefits, it has the support of the trade unions and professional bodies representing NHS employees. Membership will be automatic for eligible staff unless you complete an opting out form (SD502).

Basic details are provided in the booklet - *NHS Pension Scheme, Your Guide* are available from Human Resources. Specific queries with regard to the NHS Pension Scheme or the rate of contributions you would be making given your earnings should be addressed to Naz Lockhart, Pension Administrator (**020 8591 4700**).

- **Expenses Department**

All expense/claims including claims for mileage, course fees, and fares will be processed by this department.

A refund will be made for any authorised expenses incurred through travel on Trust business. If you are required to use your own car, you will be entitled to a mileage allowance at the standard or regular user rates, dependent upon the average number of miles you are expected to travel during a year. A straightforward refund will be made on any public transport costs incurred on production of the appropriate ticket. Expense forms are available in your own department.

Expenses are normally reimbursed into employees' salaries. The deadline for the receipt of expense claims is the 5th of the month for monthly paid staff, and 10am Monday of each week for weekly paid staff.

Again, please have your Payroll details to hand when you call. The Expenses Department is open Monday to Friday 9.30am to 4pm for enquiries.

Expenses Manager	Tel: 020 8591 4700
Expenses Administrator	Tel: 020 8591 4700

10. London Traffic Congestion Charges

The Congestion Charging scheme came into effect on 17 February 2003. The boundary of the congestion-charging zone is formed by the 'Inner Ring Road'. It links Euston Road, Pentonville Road, Tower Bridge, Elephant and Castle, Vauxhall Bridge Road, Park Lane and Marylebone

Road. The charge applies to vehicles travelling inside, not on, the inner ring road. The Congestion Charge zone will be extended westwards from February 2007.

A charge of £8 per day will be made to any car entering, leaving or moving within the zone. The scheme operates from 7am to 6.30pm Monday to Friday and payments will have to be charged on the day the journey was made and before 10pm. Drivers can pay the charge weekly, monthly or on an annual basis (to pay you can go on-line - www.cclondon.com, call 0845 900 1234, over the counter at selected retail outlets and petrol stations or by post).

Transport for London (TfL) has agreed some concessions for staff undertaking 'eligible' journeys but will not be reimbursing staff who drive for reasons unrelated to their work. Payments for getting to and from work are not claimable. Even within exemptions, staff must prove need to use car (e.g. if on-call, non-availability of suitable public transport)

Reimbursement can be claimed if it is:

- A vehicle is used by an NHS employee in the course of their operational duties to carry:
 - i. Bulky, heavy or fragile equipment or supplies;
 - ii. Patient notes or other clinically confidential material (only if required for that particular journey);
 - iii. Controlled drugs;
 - iv. Clinical waste, radioactive materials, contaminated sharps or non-medical poisons;
 - v. Prescriptions only medicines or waste medicinal products, clinical specimens, body fluids, tissues or organs;
- A vehicle used by an employee when on-call and responding to an emergency. People who do 'on-call' duties will only be able to claim for journeys undertaken when they are on-call and not as a general concession.

If you meet the criteria defined by Transport for London for reimbursement of the charge, you will need to be authorised by your manager to be reimbursed by completing the attached Registration/Authorisation To Claim Form and returning this to the Payroll Department. You will need to pay the congestion charge yourself and then claim reimbursement from the Payroll Department as you would for other travel claims by attaching the NEW Expenses Claim Form. You will be required to give details of why the journey is eligible for reimbursement and your line-manager will have to sign the form to confirm this. **You cannot contact Transport for London to claim reimbursement direct.**

If you have queries on this, please contact Janet Flaherty, Head of Communications on 020 8880 6259 or by e-mail janet.flaherty@elcmht.nhs.uk or visit the Congestion Charge web-site, which has a question and answer section which can action your queries.

11. Tax Office

Pay is taxed at source through the Inland Revenue PAYE system. The level of tax paid will be dependent on the P45 you presented on commencing employment with the Trust or on subsequent Inland Revenue instruction.

It is your responsibility to advise the Inland Revenue of any change in your personal circumstances and any dispute over tax codes should be addressed direct to the tax office above. The Tax Office address is as follows:

**London Provincial 13 District
Manchester Deansgate
Trinity Bridge House
2 Dearmans Place
Salford
M3 5BD**

Tel.: 0161 261 3741

Reference Number: ELCMHT 950/R15

12. Insurance

It should be noted that the Trust does not accept responsibility for items lost or damaged on its premises. You are therefore advised to insure your personal effects during the period of your employment with the Trust.

13. Childcare Assistance

Childcare and Carer Development

Balancing work and home life is becoming increasingly important as we move into the 21st Century. Here at East London and The City we have a Health & Wellbeing Advisor, Diane Aston, who is committed to ensuring that staff achieve a healthy balance between meeting the needs of their children and home life and meeting the needs of their working lives.

Diane Aston has been involved in setting up a range of initiatives to support all parents, both male and female, within the Trust so that these members of staff feel that they can combine a career with parenthood.

The Childcare Development Department offers the following services:

- Advice to parent and carers on all aspect of childcare, flexible working and accessing tax credits
- Develops, implements and evaluates the Trust's Childcare provision to ensure it meets the needs of staff and the local community
- Co-ordinates the provision of subsidised nursery places
- Co-ordinates the provision of subsidised holiday play scheme places
- Provides information on pre-school and out-of-school childcare
- Provides links to an effective childminding network
- A keep in touch scheme for maternity leavers, providing information, advice and support
- A Welcome Back Pack for maternity returners
- An approved childcare voucher scheme to assist with the financial aspect of childcare
- A parent congratulation pack
- Acts as an advocate in the negotiation of flexible working arrangements to support your childcare needs

This service also extends its services to meet the needs of carers who may need to care for someone other than children in their lives. This service provides a information pack to existing and new carers, general advice and support to carers on accessing services and is planning to set up carers counselling group sessions to be provided by an experienced and professional counsellor.

Please feel free to call Diane Aston, Health & Wellbeing Advisor 020 7655 4159 from Monday – Thursday 8am – 4.30pm or e-mail her on diane.aston@eastlondon.nhs.uk if you have any queries.

14. Sickness: Reporting

If you are prevented by sicknesses or any other reason from attending work, you must ensure that your Head of Department or Supervisor is notified as soon as possible on the first day of sickness absence. Detailed arrangements for reporting absence within your department will be notified to you separately.

For sickness absence of more than 7 calendar days you should obtain a medical statement and submit it to your Head of Department at the earliest opportunity or as detailed in the Departmental Sickness Policy. Irrespective of your length of absence, you will be requested to confirm your sickness by signing a Sickness Notification Form, and attend a back to work interview with your line-manager or appropriate manager.

Full details of Sickness absences Allowances and Statutory Sick Pay are set out in the appropriate Whitley Council Agreement, details of which are available from your Head of Department or the Human Resources.

15. Sickness Benefit: Statutory Sick Pay (SSP)

This is a State Benefit. You will normally be entitled up to 28 weeks SSP. If in the 8 weeks before commencing employment with the Trust you receive SSP from a previous employer, then you should have been issued with a "Leavers Statement SSP1(L)" and you should bring this form with you when signing on to Payroll.

SSP is subject to PAYE Income Tax and National Insurance contributions, various conditions may exclude an employee from SSP. In such circumstances, the Salaries and Wages Department will issue a form explaining that SSP will not be paid and advising how to claim state benefits. At the beginning of week 23 of SSP, the Salaries and Wages Department will issue a form explaining when SSP will end and how to claim state benefits.

Please also see Section 2: Agenda for Change: Sick Leave, including Occupational Sick Pay (OSP).

16. Trust Staff Bank

The Trust has a Staff Bank (a pool of temporary workers) that serves East London NHS Foundation Trust. The Trust Staff Bank is based within the Human Resources Department. The purpose of the Staff Bank is to provide temporary cover to wards and departments due to staff shortages. Our aim is to provide a high quality service to meet the Trust's needs.

Note: In compliance with the Working Times Regulations 1998, your working time should not exceed **60** hours in any given week. You should note that failure to do so may result in disciplinary action.

Contact details

Martine El-Baze	Staff Bank Officer (City & Hackney)	020 7655 4185
Martine El-Baze	Staff Bank Officer (Forensics)	020 7655 4185
Bridget Schubert	Staff Bank Officer (Tower Hamlets)	020 7655 4162
Tahira Bagas	Staff Bank Officer (Newham)	020 7655 4156
Parveen Kootbaully	Trust Staff Bank Manager	020 7655 4228
Staff Bank Office Fax		020 7655 4141

17. Attendance at Work

You are required to attend work punctually and regularly. You should note that failure to do so will be dealt with under the Trust's Inadequate Attendance Procedure and may lead to dismissal.

You may be required to vary your hours of work and location of work to meet the needs of the service. If it is necessary to make a major change of this sort, you will be given a reasonable period of notice of change. Such reorganisations are arranged in full consultation with all affected employees and their trade union or professional body representative.

18. Accidents at Work

You should report any accident that you have at work however trivial to your manager or supervisor who should make an entry in the Accident Book and the Departmental Incident Book.

If you are incapacitated as a result of an accident on duty then you will receive normal sickness benefit. You should apply to the local DSS office declaring that the accident was industrial,

whether or not incapacity or disablement results, a decision will then be on your record if you decide to claim for industrial injury or disablement benefit.

19. Notice boards and Newsletters

The Trust has notice boards placed at all of its premises. These are devoted to notices relevant to staff, such as union activities, small ads, Trust and departmental newsletters.

20. Parking

Parking is very restricted at Trust sites. Wheel clamping does occur for non-authorized users of car parks and is extensively used in this area of London.

21. Safety

The Trust attaches great importance to the safety of its employees and recognises its duties under the Health and Safety at Work Act 1974 and COSHH regulations. As such, it has an agreed Policy on Health and Safety at work, the contents of which form part of your contractual terms of employment, and is available from your Line Manager.

All accidents and hazards at work, however apparently trivial, must be reported immediately to the relevant Head of Department, Supervisor and Senior Officer on duty, or otherwise as appropriate.

It is a condition of service that staff attend Induction courses, Fire Lectures and Fire Drills as and when arranged. The Trust's Fire Policy states that all staff have the responsibility to attend at least one fire lecture each year in order to be able to raise the alarm, attack a fire with equipment provided without taking personal risk, and evacuate a building. As part of the induction process, you must understand your department/ward fire policy, and all staff are encouraged to report potential fire risks to their manager or supervisor. (See also Health and Safety Policy).

Specific responsibilities of managers and employees are detailed in the Trust's Policy for Health and Safety at Work.

22. Acceptance of gifts

As an employee of a public service, you are not permitted to accept gifts or hospitality as a result of your work.

23. Confidentiality

In the course of your duties you may have access to confidential information about patients, members of staff or health service business. On no account must information relating to identifiable patients be divulged to anyone other than authorised persons, for example medical, nursing or other professional staff, as appropriate, who are concerned directly with the care, diagnosis and/or treatment of the patients. If you are in any doubt whatsoever as to the authority of a person or body asking for information of a personal or confidential nature, you must seek advice from your immediate Manager. Similarly, no information of a personal or confidential nature concerning individual members of staff should be divulged to anyone without the proper authority having first been given.

Any breach of these rules will result in appropriate disciplinary action, including summary dismissal from employment by reason of gross misconduct where patient confidentiality is breached. You are also advised that any such breach of confidentiality may result in both civil and criminal proceedings.

24. No smoking policy

It is the policy of the Trust to provide completely smoke free premises and grounds with a small number of designated smoking areas for those who wish to smoke in break or rest periods. Staff may not smoke whilst on duty and failure to comply with the No Smoking Policy will be dealt with at first by providing counselling and support. Disciplinary action will be taken for subsequent breaches of the policy. Help is available through the Occupational Health Department for staff who want to give up smoking.

25. Notice Period

Your contract of employment will tell you how much notice you must give if you intend to end your employment with the Trust. This notice must be given in writing to your manager, a verbal notice will not be sufficient.

The table below outlines your contractual notice according to your pay band whilst you are employed by the Trust:

Band	Notice period	Band	Notice period
Band 1	4 weeks	Band 6	2 months
Band 2	4 weeks	Band 7	3 months
Band 3	4 weeks	Band 8	3 months
Band 4	6 weeks	Band 9	3 months
Band 5	2 months		

26. Trust communication

The Trust has many ways in which it communicates to staff, involve them in it's practice and keep up to date. The Trust has a Departmental Two Way Brief, Trusttalk (the Trust magazine), Trust News (news letter), notice boards, as well as Human Resources' own Vacancy Bulletin. For more information on staff communication, please contact Janet Flaherty, Head of Communications on 020 7655 4000.

HUMAN RESOURCES-LED TRAINING

27. Recruitment & Selection Core Training (Mandatory)

The Trust Recruitment & Selection core training is a one-day course and all managers who will perform the role of Appointing Officer must have attended this training by January 2003 or have attended training, which is deemed by the Human Resources Department to be equivalent.

Only staff who have attended this training, or fulfil the above criteria, will be able to perform the role of Appointing Officer.

This interactive training covers: -

- The benefits of recruiting within an equal opportunities framework
- A guide to the legal framework when recruiting and selecting staff
- Advertising & Copy Writing skills
- Writing Job descriptions, person specifications and adverts
- The panel's roles and responsibilities
- Short-listing
- Formulating interview questions
- Interview skills - questioning, listening, note taking
- Selection of candidate and record keeping

To book a place on this course, please contact the Training & Development Manager on 020 7655 4011.

28. Sickness Absence & Special Leave Training

The Sickness Absence & Special Leave training is aimed at all members of staff who are responsible for the management of sickness absence and who have line management or supervisory responsibilities.

The training will cover:

- The Trusts sickness Absence Policy & Procedure
- Monitoring and the use of monitoring information
- Managing return to work interviews
- The importance of managing sickness absence
- Special Leave Policy

To book a place on this course, please contact the Training & Development Manager on 020 7655 4011.

29. Managing Discipline and Capability Training

This training is based upon the Trust-wide Disciplinary/Capability Policy. Primarily directed at Investigating Officers, successful participants will become Accredited Investigating Officers for East London NHS Foundation Trust. The training will include:

- Raising awareness of the new Trust Disciplinary Policy
- Roles and expectations
- The process and conduction of Disciplinary Investigations
- Investigation reports (style, content) and considerations on commencing investigations
- Taking statements (including patient statements and medical input)
- Interviews (including techniques, staff rights of representation etc.)
- Disciplinary Hearings: how to present an investigation
- Life after Disciplinaries – how do we deal with staff who have been through this process

To book a place on this course, please contact the Training & Development Manager on 020 7655 4011.

30. Work-Life Balance Training

Improving Working Lives is an initiative introduced by the Government and is aimed at improving the work-life balance of NHS staff. The Trust has introduced a number of flexible working policies through the Work-Life Balance policies. The training is designed to help managers manage the process and includes:

- how to handle a request for work-life balance
- principles for managing flexible working
- Q & A in best practice
- work-life scenario guides

To book a place on this course, please contact the Training & Development Manager on 020 7655 4011.

A TOKEN OF OUR APPRECIATION FOR YOUR WORK

31. Staff Awards for Excellence Scheme

More than 2,000 people work for our Trust on the front-line, in offices, in high profile roles or behind the scenes. The Trust wants to celebrate individual success and contributions, raise it's profile, help the exchange of innovative ideas and good practice and, most of all, show our staff that we appreciate them and the work that they do.

The Trust has established a HR Workforce Working Group with the specific aim of looking at creative ways of recruiting and retaining staff. This group has so far come up with a number of initiatives that would help the Trust achieve this goal. In addition, it has become evident that much more can and should be done to help support and retain our existing staff. Whilst the emphasis has very much been on attracting new staff the group have expressed very strongly the need not to forget the efforts of current staff.

In 2006, the Trust held it's fourth Staff Awards for Excellence Scheme, with dignatories including Michael Palin MBE, David Blunket MP, and George Galloway MP. The Awards ceremony was widely agreed to be a fantastic success - yet again. The categories for awards included Team of the Year, Employee of the Year, Healthcare Professional of the Year, and Manager of the Year.

32. Long Service Awards

The Long Service Award ceremony was held for the second time in 2002. Staff were congratulated and thanked for their continued contribution to the NHS. At this event every member of staff who has over 20 years continuous NHS Service and who was substantively employed by the Trust received a Long Service Award and a non-cumulative payment of £100 in recognition of their valued service to the NHS.

33. Additional Leave and Exceptional or Near Exceptional Leave (Policy)

Arising out of the Quality of Working Life staff surveys and Improving Working Lives initiatives within the Trust, it has been agreed that staff will be granted up to two days leave of absence (pro-rata for part time staff) or flat cash payment for exceptional and near exceptional work attendance, to be known as Exceptional Work Attendance Days.

Exceptional and near-exceptional work attendance days are additional to annual leave but they are not annual leave days. They are non-cumulative and non-recurring. They are awarded on a year-to-year basis. They are earned in the leave year 1 April to 31 March (or the designated leave year period for any staff group if different from this (as in the case of consultant staff).

If in the qualifying leave year period, you take no sick leave you shall be awarded two (2 days) leave (pro-rata) to be taken in the immediately succeeding leave year. If in the qualifying leave year period, you take only one day's sick leave, you shall be awarded one (1 days) leave (or pro-rata) to be taken in the immediately succeeding leave year. At your discretion, these days may be exchanged for a cash payment of approximately £75 (gross) per day.

Employees who believe that they are eligible for the additional day/s should write to their current line manager stating that this is the case by 30th April of each year.

Exceptional and near exceptional work attendance days are a gesture and token of appreciation and recognition by the Trust to individual members of staff for excellent work attendance. The Trust does not in any way wish to imply or infer that staff are being encouraged to come into work when they are sick.

The benefits are: -

- To acknowledge and reward staff contribution to the delivery of Trust services;
- To contribute to the Trust's key objective of being an employer of excellence;
- To improve motivation and, ultimately, reduce sickness absence.

STAFF BENEFITS

34. Accommodation available to Trust staff

With a population of over seven million, London is the largest city in Western Europe. In 1979, the average house in London cost £25,793. Today that figure is approximately £150,000, requiring a salary of over £47,500 to secure a 95% mortgage. So, for the majority of the 125,000 NHS staff working in the capital, buying a home in the community in which they live is unlikely to ever be more than a dream. Rents have also gone through the roof meaning that the cost of living and working in London is becoming an impossibility for many people.

The Trust can offer temporary accommodation on its sites or at other sites within easy travelling distance to employees who face problems when moving to London. Most of the accommodation is for single occupation only. It is available on both the Mile End Hospital site, and at the Nurses Home in Hackney, which is approximately 300 metres from East Wing, Homerton Hospital, E9. If you are interested in this, you can call the NHS Accommodation Bureau who have access to a larger variety of accommodation on 0845 604 0240.

Alternatively, below we have set out some of the schemes underway to support NHS staff with securing reasonably priced accommodation.

The Housing Corporation

The Housing Corporation has a massive investment programme underway and forms part of the Starter Home Unit. 9000 households per annum are housed. It covers the 33 local authorities in Greater London. The office works closely with the Greater London Authority, the Association of London Government, and the London Housing Federation and also engages widely with other housing and non-housing agencies and stakeholders to meet the housing needs of Londoners.

There are a number of Starter Home Initiative schemes operating in London. Some of these cover individual boroughs. Some cover a number of boroughs. Therefore, there may be more than one scheme manager covering the area in which you work. In particular a consortium "Keys to the Capital" comprising 4 scheme managers (Tower Homes, Boleyn & Forest Housing Society, Metropolitan Home Ownership and Notting Hill Home Ownership) are operating between them across most of the London boroughs, complementing the other schemes that are available. You should apply to a scheme manager covering the area in which you work.

They offer an interest free loan which is repaid when the property is sold; an equity loan which is paid back when the property is sold; (If the loan purchased 25% of the property, then 25% of the value of the property when it is sold is paid back.) the offered shared ownership whereby a percentage of the property is bought and a rent is paid for the part not owned.

Staff applying to the Starter Home Initiative must be earning £35,000 or less per annum. The joint income of the household should not exceed £42,000.

NHS health workers in Barking & Dagenham, Havering, Newham, Redbridge, Tower Hamlets and Waltham Forest should contact: **BOLEYN & FOREST HOUSING SOCIETY. TEL: 0800 015 3358**

NHS health workers in Barnet, Enfield, Hackney, Haringey, Harrow and Islington should contact: **METROPOLITAN HOME OWNERSHIP.TEL: 0800 015 3359**

For more information, contact The Starter Home Unit, DTLR, Zone 2/E1, Eland House, Bressenden Place, London SW1E 5DU or telephone on 020 7944 4519 or e-mail on starterhome@dtlr.gov.uk

For information about The Housing Corporation, write to Waverley House, 7-12 Noel Street, London W1F 8BA. Tel: 0207 292 4400 Fax: 0207 292 4401 www.keyworker-homes.co.uk

Peabody Trust (Newham and Hackney only.)

The Peabody Trust run a number of schemes aimed at providing homes for NHS workers. Keyworkers are among those given priority to purchase Peabody shared ownership properties.

Keep London Working

Keep London Working is a programme led by the Peabody Trust that aims to provide affordable rented accommodation across the capital for keyworkers from the health, education and transport sectors.

By March 2004, up to 175 flats and houses in inner London will be provided through Keep London Working, with accommodation ranging from small studios to five bedroom houses and weekly rents of between 60% and 75% of the market rents for similar properties.

To find out more information, or join the waiting list contact 020 7922 0239.

Local Authority Housing

You are usually eligible to go on a local authority housing waiting list if you are over 18, (16 in Newham) do not own a home, not made yourself intentionally homeless, have not been evicted from a home in the last 6 years and are not subject to immigration conditions. This criteria varies between local authorities and they prioritise individuals and families in greatest need. The following websites will give you details of the respective boroughs eligibility criteria and how to apply.

www.hackney.gov.uk

www.towerhamlets.gov.uk

www.newham.gov.uk

NHS Staff Hotel

East Central House, 115-131 Lever Street, London EC1V 3RH (near Old Street)

Set up in June 2001, the hotel has 26 en-suite rooms available to NHS workers and public sector staff and costs £25.00 per night. Available 7 nights a week with 24 hour security and reception facilities, tea and coffee facilities in every room, fully fitted kitchen and lounge area, launderette on site, vending machine for soft drinks, confectionery and toiletries. When a booking is made by an individual or by the employing Trust/organisation, a code number and booking reference is allocated. On arrival at the hotel, this will need to be shown with NHS ID. Personal bookings can be made up to 2 weeks in advance but must be supported by a guaranteed cheque payment to the Accommodation Bureau.

For more information, contact The NHS Accommodation Bureau, The Old Fire Station, 20 Pycroft Road, Chertsey, Surrey, KT16 9HL or telephone 01932 571999 (9am – 5pm Monday to Friday) or 0845 1110021 (Call Centre for short notice bookings that need to be made outside normal office hours.) Or e-mail on nhsaccommodationbureau@accom.org.uk

Useful Websites

www.nhsestates.gov.uk information about patient facilities but has a section on Starter Home Initiatives.

www.housing.dtlr.gov.uk information about policy papers around accommodation, housing, etc. Useful resource for staff working with homeless people and service users considering sheltered/supported housing

www.housing.dtlr.gov.uk/information/starterhome/download.providers information about the Starter Home Initiative for key workers and list of scheme providers throughout London.

www.peabody-unite.co.uk

www.unite-keyworkers.co.uk

www.housingcorp.gov.uk

www.availablehomes.org.uk H.O.M.E.S, Head Office, 242 Vauxhall Bridge Road, London, SW1V 1AU Tel: 020 7963 0228. Available Homes advertises social sector properties for rent, low cost home ownership and tenant exchange properties. This is a new Internet-based service launched by Housing Mobility Exchange Service (HOMES) It is backed up by a telephone matching service if prospective users do not have access to the Internet.

35. Season Ticket Loan Policy

To help spread the cost of travel to work we offer an Interest Free Annual Season Ticket Loan to all employees up to a maximum of £2,500. The loans can be applied for immediately on commencing work - forms are available from the Human Resources Department.

36. Bicycle Loan Scheme (Policy)

The Trust has made available monies for the staff loans for purchasing bicycles. To be eligible for an interest free bicycle loan, you must be employed on a permanent substantive basis or have a fixed term contract of 2 years or more. The loan is solely for the purchase of a bicycle. Loans are subject to a minimum of £100 per annum and a maximum of £600 per annum.

For more information on Trust bicycle loans, please refer to the Terms & Conditions for the Interest Free Bicycle Loans Policy.

37. Staff Benefits

Staff Benefits

- Childcare Voucher scheme
- Holiday play-schemes
- Welcome Back Packs for Maternity/Paternity returnee's
- Subsidised Nursery places
- Salary sacrifice schemes
- Cycle to work scheme (to be launched every 6/12 months)
- Subsidised Yoga, Pilates, and Tai Chi classes to be run throughout the year.
- Red Guava NHS Staff benefits which include (Travel, days out, Mortgages, Theme Parks, Hotels, Motoring)
- NHS Discounts to all district council Leisure Centres
- Discounted Theatre Tickets (these come on a regular basis)
- NHS Discounts (wide range of discounts for fashion & clothing, holidays & travel, motoring, DIY, health & beauty etc)

- Flexible working patterns
- Bullying & Harassment Advisors
- Annual season ticket loans
- Training & Development opportunities
- Additional leave & reward for exceptional & near exceptional work attendance
- Employee assistance programme
- Home Removal & associated expenses for new starters (recruitment incentive)
- Maternity/Adoption pay package
- Mentoring & coaching opportunities
- Car mileage expenses (during work hours)
- Travel expenses for bicycle users (during work hours)
- Sabbatical leave opportunities
- Secondment opportunities
- Time off for removal days
- Carers leave
- Bereavement leave
- Paternity leave
- Unpaid parental leave
- Special leave for IVF & other fertility treatment
- Terminal care leave
- Compassionate leave
- Interest free bicycle loan
- Occupational Health service
- Generous annual leave package
- pensions
- 20% Discount from Nandos.
- Practitioner Health Programme (PHP) for Doctors
- Medic Care NHS Discount Card for all Trust employees – (wide range of businesses that offer discounts). End date of March 2010.

SECTION FOUR: FREQUENTLY ASKED QUESTIONS

Tabled below are just some of the questions asked by both new and current Trust staff. We have tried to address these queries in this section. We hope you find our response useful.

Question	Answer
<p><u>Annual Leave:</u> How much annual leave do I have? How much have I already taken?</p>	<p>HR does not have a record of the amount of annual leave taken by Trust staff. Your manager is responsible for recording details of the annual leave you have taken, and you should have an annual leave sheet for your records.</p> <p>Your annual leave entitlement will be on your contract, but if you require these details before your contract is issued, please check with your manager, see Annual Leave guidance in this booklet, or contact HR.</p>
<p><u>Contract of Employment:</u> Why have I not had my contract yet?</p>	<p>It is our intention to send your contract to you as soon as possible after you have signed on to Payroll. Certainly, contracts should be issued to you within 8 weeks of your start date as per statutory requirements.</p>
<p><u>Bank Work:</u> I worked a bank shift, but didn't get paid for it?</p>	<p>Signing on to the Payroll does not automatically register you with the Trust Bank. Please ask your manager to issue you with a recommendation form, which you will both need to complete. Once the Bank Co-ordinator receives this, she will contact you, and make an appointment to sign you on to the Trust Staff Bank Payroll. Please note that you will not receive payment for any shifts you have worked until you have signed on at the Bank Office.</p>
<p><u>Employment:</u> What time do I start work?</p>	<p>Please check details of your work times with your manager.</p>

<p><u>Expenses:</u> Can I claim back my petrol/fares for traveling to work?</p>	<p>No. You may only claim fares for journeys that you must make as part of your job. That is from site to site. You may not claim them for getting to and from work.</p>
<p><u>Trust Communication:</u> How do I find out about what's happening in the trust?</p>	<p>The Trust has many ways in which it communicates to staff, involve them in its practice and keep up to date. The Trust has a Departmental Two Way Brief, Trusttalk (the Trust magazine), Trust News (news letter), notice boards, as well as Human Resources' own Vacancy Bulletin. For more information on Staff Communication, please contact Janet Flaherty, Head of Communications on 020 8880 6259.</p>
<p><u>Advice and support:</u> I need advice but don't feel comfortable discussing it with my manager, who can I talk too?</p>	<p>If you feel that you are unable to discuss certain issues directly with your manager, and require advice guidance and support, then as appropriate, you may wish to contact: PPC, Occupational Health, Human Resources or Bullying & Harassment Advisers (details available at HR and Departmental Notice Boards). All provide access to confidential advice and support.</p>