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Induction Policy

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1. Introduction

It is the policy of Oxfordshire Primary Care Trust to provide all new staff with a comprehensive induction that will introduce them to the organisation and their department, unit or team. It is recognised that an effective induction process is an invaluable way of ensuring that new staff know and understand the values of the organisation and the part they play in upholding these in the work they do. It is also an important way of helping new staff understand the services provided throughout the PCT and the relationships between different parts of the organisation in delivering these.

Induction marks the beginning of the relationship between the PCT and its staff and is fundamental in setting standards and influencing patterns of behaviour for the future.

2. Policy Statement

The policy covers:

- Newly recruited members of staff, including full-time, part-time, voluntary staff, consultants and temporary workers intended to be employed for a month or longer;
- Staff transferring into the PCT from other areas of the NHS;
- Staff who are returning to work either from maternity leave, long term sickness, career breaks and secondments as part of a 'welcome back' process.

The policy refers to both corporate and local induction for all staff. The policy sets a clear time frame within which both the corporate induction and local induction should be completed to be effective.

The overall aim of this induction procedure is to:

- Establish a framework for a planned and structured, staff-centred approach to induction that ensures that new staff access relevant information and develop core knowledge and skills in a timely way
- Enable new staff to work confidently and safely in their role as swiftly as possible
- Ensure new members of staff are able to understand the organisation's aims and values and the standards of behaviour and performance the PCT expects of the min fulfilling their role within the PCT
- Ensure the process of enabling employees to maximise their potential and so minimise the risk of staff leaving the organisation in the early stages of employment due to poor orientation/induction
- Ensure the PCT meets its legal obligations by providing new members of staff with relevant information

- Provide members of staff with an opportunity to identify and resolve at an early stage any concerns, issues or queries they may have relating to their employment

3. Roles and Responsibilities

The Head of Human Resources has overall responsibility for ensuring this policy is followed and its implementation is monitored.

Human Resources will book staff onto the corporate induction programme as part of the recruitment process. Line managers are responsible for ensuring that all staff attend the corporate induction programme within the first two months of their employment and receive local induction relevant to there area of work during their first three months in post.

All staff have a responsibility to cooperate with local induction procedures and to attend the corporate induction programme.

a. Trust Board

Will ensure the effective implementation of this policy

b. Chief Executive

- Ensure the provision of adequate resources to enable the effective implementation of this policy
- Maintain effective reporting mechanisms into the Board

c. Head of Human Resources

- Ensure the effective implementation of this policy
- Ensure the provision of adequate training resources to enable the effective implementation of this policy

- Monitor and review the PCT's performance as necessary
- Create and maintain effective reporting mechanisms into the Board

d. Line Managers

- Ensure that employees are enabled to attend corporate induction and receive appropriate initial statutory and mandatory training on commencement of employment as defined in this policy
- Ensure that all new permanent employees complete the local induction outlined
- Ensure that temporary employees complete the local induction checklist
- Ensure that all their staff are familiar with and updated on policies/procedures / techniques etc specific to their role and the area in which they are employed
- Ensure that staff are given the opportunity and protected time to attend training sessions

e. All Staff

- To co-operate with the PCT's implementation of this policy
- To ensure they attend their allocated induction or relevant updates, training and maintain a record of their attendance in their personal development review
- Whether employed whole, part time or in a voluntary capacity, to ensure they keep their training up to date and alert their line manager when this training is due to expire
- To ensure they report any non-attendance, with reason, to their line manager.

4. Corporate Induction

The corporate induction programme is mandatory for all staff and must be undertaken within the first two months of employment.

At the end of the corporate induction programme the new employee will know about or be able to do the following:

- The PCT's vision, goals and objectives;
- The portfolio areas and structure of the PCT;
- Essential information relating to pay and terms and conditions of employment, including relevant policies and procedures and how to obtain copies of these;
- The services provided by Occupational Health;
- How to ensure a healthy and safe working environment and how to assess and minimise risks, including fire training and lifting and handling procedures and training,
- Mechanisms of communication within the PCT;
- PCT Governance arrangements;
- The role and function of the Staff Partnership Forum.

A copy of the outline for the day of the corporate induction programme can be found at Appendix 1.

Monitoring

Detailed records of all attendees for the corporate induction programme will be maintained by the Learning and Development Department, and the HR Department, non attendance will be followed up on an individual basis with the line manager to ensure that all new employees do attend the corporate induction programme within the target two month schedule.

The HR Department will produce quarterly reports to monitor the effective implementation of this policy.

5. Local Induction

Line managers have the primary responsibility for inducting new members of staff into their team. They are in the best position to identify local induction needs and monitor support and encourage the progress of new member of staff, including those “acting up” or internally promoted.

The induction date will coincide with an individual’s start date wherever possible to ensure attendance before the individual starts in post.

The outcomes of Corporate Induction will provide all new employees with

- Introduction to the organisation from its senior management
- Insight into the PCT’s aims values and strategic plans
- Insight into the structure and policies of the PCT
- Insight into the environment in which the PCT exists
- Information on services available to staff within the PCT
- General training in health and safety, including basic moving and handling
- Opportunities to meet other new employees

Local Induction – processes and outcomes

It is the responsibility of the line manager to ensure that each new appointee receives a local induction when they start in the post. The checklists should be used for all staff to support local induction.

Each new appointee will have a copy of the checklist detailing their specific local induction requirements advising who will be carrying out the specific activities. The appointee’s line manager has the responsibility to ensure that induction is completed and to file on the individual’s personal file. Induction may require the appointee to visit other departments or attend training sessions.

The employee’s line manager will hold a copy of the local induction programme. The outcomes of local induction will provide employees with an introduction to the

physical environment and safe practice within their new area of work, and should include;

- Knowledge of local policies, procedures and systems of work
- Identification of any specialist training required for their duties
- An introduction to major contacts in their work area to help the new employee to become quickly effective
- The opportunity to complete all employment documentation

Individuals on work experience placements within the PCT must be given a work place induction on their first day by the member of staff with responsibility for them during the period of their placement.

Monitoring

All line managers will be required to sign and date each sheet contained within local induction programme these checklist sheets should be returned to the HR Department so that the organisation has assurance that local induction is being implemented effectively for all new employees. The HR Department will maintain records of all new starters and will follow up with line managers when signed checklists are not received at the appropriate time.

The HR Department will run quarterly reports to ensure that this local induction policy is being effectively implemented.

6. Induction Programme Timetable

The PCT expects most Induction periods to be successfully and fully completed. The scheduling of the training for each trainee is intended to incorporate a degree of flexibility in order to accommodate the individual needs and training style/speed of the new starter, the day-to-day needs of the business, and the demands and priorities of the role.

In general, it is expected that all staff will benefit from the core subjects and training contained, with some areas requiring a greater depth of knowledge where the role requires it.

7. Summary

The Induction Programme at Oxfordshire PCT is designed to give all new staff the best possible start in their new role. It should provide a sound understanding of all organisational systems, structures, standards and procedures so that they can settle in quickly and become a valuable and effective member of the team.

Action should be taken if at the end of the induction Programme for any reason the new member of staff has been unable to fully complete the planned training.

A record of the completion of the Induction Period should be kept on the personal file of the new starter.

Corporate Induction Programme

6th November, 2008

Venues: Conference Room A, Jubilee House

9.00 – 9.30	Registration and Coffee	
9.30 – 9.55	Overview of Oxfordshire PCT	Andrea Young Chief Executive 01865 336700
9.55 – 10.15	Welcome Corporate Communications	Ruth Atkins Communications Manager, 01865 336788
10.15 – 10.30	Human Resources	
10.30 – 10.45	Break (any personal HR queries can be discussed at this point)	
10.45 – 11.00	Equality & Diversity	Mary Hardwick
11.00 – 11.15	Learning & Development	Juliet Love , Interim Service Manager Learning and Development
11.15 – 11.30	Infection Control	Helen Bosley , Infection Control Matron
11.30 – 12.00	Clinical Governance	Tony Summersgill Governance and Clinical Standards Manager
12.00 – 12.20	Counter Fraud	Tracey Spragg Local Counter Fraud Specialist 01993 811634
12.20 – 12.30	Housing (Personal questions during lunchtime)	Sally Tomlinson , Catalyst Housing
12.30 – 1.00	Lunch – Sandwiches will be provided	
1.00 – 1.30	Health & Safety	Anita Catherall , Health & Safety Risk Advisor
1.30 – 1.45	Safeguarding Children	Jill Phipps, Kate Riddle
1.45 – 1.55	Break	
1.55 – 2.05	Unions	Nicola James- Moore
2.05 – 2.25	Occupational Health	
2.25 – 2.30	Evaluation	

FURTHER INFORMATION FOR EMPLOYEES

Induction Pack for the Line Manager which includes a checklist of important information which the line manager and new employee should work through together during the first few weeks with the PCT.

NAME
POSITION
START DATE

BEFORE START

Initial when by manager

completed

1	Workstation/place equipped. IT equipment working (Oxon Health Informatics Service form attached for adding and deleting accounts)	
2	Networking/Shadowing/Buddy all arranged, diaries booked	
3	Inform Team of new employee details	
4	HR will automatically Inform new employee of induction programme	
5	Book new employee on Mandatory Health and Safety Training	

Reception and welcome on first day by Manager

Introduce new employee to colleagues, working area to include:

- Tour of Department
- Toilet/Cloakroom Facilities
- Public Telephones
- Rest Room Facilities
- Refreshments
- Car Parking
- No Smoking Policy
- Building access and exits

**FIRST DAY
Completion**

Initial by manager on

1	Provide Staff/Induction Handbook	
2	Explain Induction/discuss checklists	
3	Arrange ID badge/security pass	
4	Work through contract	

5	Explain flexi time if appropriate	
6	Appointment Form completed signed and forwarded to Human Resource Department with P45 or P46	
7	Conditions of Service: where policy and procedure folders are sited	
8	Hours of work, including break times	
9	Payroll arrangements and pay date	
10	Annual leave entitlement and how to request	
11	Arrangements for notification of sickness	
12	Confidentiality of information	
13	Fire/emergency evacuation explained	
14	Health and Safety responsibilities explained	
15	Clinical/Technical Supervision arrangement (as appropriate to post)	

**GENERAL – FIRST WEEK
Completion**

Initial by manager on

1	PCT Structure and purpose outlined	
2	<i>PCT Objectives and Priorities/ Mission a& Vision/ Aims & Objectives</i>	
3	Department/ward/workplace structure discussed	
4	Local objectives and priorities discussed	
5	Trust Policies: smoking, punctuality etc (Working rules of the Trust)	
6	Policies/Procedures of the Department or Team	

7	Professional Code of Conduct as applicable.	
8	Working relationships with other professions and departments	
9	Arrangements for requesting study leave and/or training	
10	Telephone arrangements re: personal calls, internet and e-mail	
11	Data Protection	
12	Information on Discipline/Grievance/Dismissal procedures	
13	Complaints Policy and Procedure	
14	How to handle complaints from patients or public – who to refer to	
15	How to handle complaint from members of staff – who to refer to	
16	Care of NHS property	
17	Any statistical collection requirements	
18	Personal property – employee responsibility	
19	Need for economy – telephone, postage, etc	
20	Corporate Style discussed (logo type set etc)	
21	Trade Unions	

EQUAL OPPORTUNITIES IN THE NHS TRUST
completion

Initial by manager on

1	Check understanding of other relevant employment policies eg Equal Opportunities Policy, Harassment in Employment	
2	Check employee has a copy of the Trust Race Equality Scheme and “Race, the Law and You”	

**HEALTH, SAFETY AND WELFARE
Completion**

Initial by manager on

1	Health and Safety Policy of work area/s	
2	Fire Policies and Procedures	
3	Risk Assessment – aware of hazards and control measures	
4	First Aid Facilities: where kept and who responsible	
5	Fire precautions: <ul style="list-style-type: none"> ▪ Position of extinguishers ▪ Position of alarm ▪ Call points ▪ Fire Marshals ▪ Restricted smoking policy ▪ How to raise and respond to alarm 	
6	Incident, accident and hazard reporting	
7	Occupational Health facilities	
8	Eye Test availability	
9	Access to health and safety guidelines via Human Resources/Health and Safety Advisor	
10	Emergency call procedure	
11	Personal Safety	
12	Training <ul style="list-style-type: none"> ▪ Mandatory ▪ Major Incident (mobilization request) Specific to include clinical waste, gas safety etc as appropriate 	

The checklist information has been discussed, explained and understood by:

--

Signature of Employee

Date

I have discussed and explained the induction information with the above named.

--

Signature of Manager

Date

FOLLOW UP

A follow up discussion should be arranged within 3 months of the employee starting, to ensure that the employee is still aware of the above relevant information.

NAME
POSITION
START DATE

FIRST MONTH

- | | | |
|---|--|--|
| 1 | Workplace Assessment | |
| 2 | Appraisal | |
| 3 | Continuing Professional Development (CPD) | |
| 4 | Finance/Budget procedures for purchasing/responsible staff | |
| 5 | Contractual Procedures for staff purchasing goods or services. | |

The above information has been discussed, explained and understood by:

--	--

Signature of Employee

Date

I have discussed and explained the induction information with the above named.

--	--

Signature of Manager

Date

FOLLOW UP

A follow up discussion should be arranged within 3 months of the employee starting, to ensure that the employee is still aware of the above relevant information.

NAME
POSITION
START DATE

FIRST MONTH – TEAM SPECIFIC

1	Accountability Framework	
2	CH DU Audit	
3		
4		
5		

The above information has been discussed, explained and understood by:

--	--

Signature of Employee

Date

I have discussed and explained the induction information with the above named.

--	--

Signature of Manager

Date

FOLLOW UP

A follow up discussion should be arranged within 3 months of the employee starting, to ensure that the employee is still aware of the above relevant information.

