

# STAFF INFORMATION GUIDE 2023



# Vision, mission and values

## Our vision

“To improve the health and wellbeing of the people we serve in Herefordshire and the surrounding areas”.

## Our mission

“To provide a quality of care we would want for ourselves, our families and friends”.

### Which means:

Right care, right place, right time... every time

## Our values

Our Trust's values are so important to the way we work every day, we're really keen to hear from candidates who share our values and will demonstrate them when joining our team.

**Compassion** - We will support patients and ensure that they are cared for with compassion

**Accountability** - We will act with integrity, assuming responsibility for our actions and decisions.

**Respect** - We will treat every individual in a non-judgmental manner, ensuring privacy, fairness and confidentiality

**Excellence** - We will challenge ourselves to do better and strive for excellence



Compassion • Accountability • Respect • Excellence



# Health and wellbeing

“The NHS achieves extraordinary things for patients, but this is only possible if the safety, health and wellbeing of our people is recognised as a key priority. If we don’t look after ourselves and our colleagues, we cannot deliver safe, high quality patient care”. **NHS England**



The Trust is determined to ensure that staff are provided with an environment and opportunities that encourage and enable them to lead healthy lives and make choices that support their wellbeing.

It is more important than ever that NHS workplaces become environments that support staff to do this.

We are committed to providing opportunities to support holistic wellbeing for staff and as such there are a range of support, offers and guidance available to everyone.

We offer a variety of wellbeing support programmes for individuals and teams.

## Staff Wellbeing Hub

Health, care and social care workers in Herefordshire and Worcestershire can get confidential mental health and wellbeing support through the Hub.

For more information visit: [www.hwstaffhub.nhs.net](http://www.hwstaffhub.nhs.net)

## Menopause

We are committed to supporting our staff at every stage of their career. That’s why we have signed up to the Menopause Workplace Pledge. Find out more about this campaign by the charity Wellbeing of Women: [www.wellbeingofwomen.org.uk](http://www.wellbeingofwomen.org.uk) .



# Wellbeing apps

## #StayAlive

The Stay Alive app is a suicide prevention resource for the UK, packed full of useful information and tools to help you stay safe in crisis.



## Bright Sky

Bright Sky is a free to download, confidential mobile app providing support and information for anyone who may be in an abusive relationship or those concerned about someone they know.



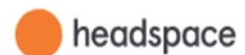
## WorkLife Central

The WorkLife Central programme consists of a curated collection of expertise, information and inspiration available through video, live event and written format, covering five principal topic areas – Careers, Families, Inclusion, Wellbeing and Workplace.



## Headspace

Headspace is a science-backed app in mindfulness and meditation, providing unique tools and resources to help reduce stress, build resilience, and aid better sleep.



## Unmind

Unmind is a mental health platform that empowers staff to proactively improve their mental wellbeing.



## Zero Suicide Alliance

Zero Suicide Alliance provides you with a range of free online learning sessions that provide you with a better understanding of the signs to look out for and the skills required to approach someone who is struggling, whether that be through social isolation or suicidal thoughts.



# HR policies and guidance

We have a range of HR policies, jointly agreed with staff side colleagues, which are designed to:

- Support a culture of fairness and consistency
- Outline responsibilities and give guidance
- Reflect and comply with existing or new legislation and case law
- Support the NHS People Promise



## Some Key Policies and Procedures include:

**Dignity and Respect** - The aim of this policy is to outline informal and formal approaches that allow employees and managers to deal sensitively with concerns relating to breaches of dignity and respect, including allegations of bullying and/or harassment.

**Flexible Working** - The Trust recognises that a better work-life balance can improve employee motivation, performance, and productivity, and reduce stress. This policy sets out the arrangements in place for flexible working for eligible employees and outlines the procedure for the submission and consideration of flexible working requests. Any employee of the Trust, at any time, has the right to request flexible working.

**Sickness Absence Management** - This policy and procedure aims to deal fairly, consistently and constructively with attendance issues. It sets out the support, processes and attendance standards involved in the management of sickness absence.

**Agile Working** - The aim of this procedure is to support the workforce in working in a more innovative and flexible way across the Trust. This may include working from home, from a community location, hot-desking at any Trust base or working in a more flexible and dynamic way at a location which is deemed suitable.

**Freedom to Speak Up** - We welcome speaking up and we will listen. By speaking up at work you will be playing a vital role in helping us to keep improving our services for all patients and the working environment for our staff.

All our policies, procedures and guidance are available on our HR Intranet.





# Benefits

Are you aware of all benefits available to you?

## myWVT

The myWVT app brings together NHS benefits, a hi-tech salary sacrifice scheme and all the need-to-know information you need into one place - on your mobile phone.

The app is user-friendly, works on all smartphones and is available to all substantive WVT staff.

**To load the app on your mobile, go to the App Store (iPhone), or Google Play (Android) and search for “Hapi app”. You’ll need your WVT email address and payroll number to register.**

## Blue Light Card

Blue Light Card provides discounts online and on the high street through a physical Blue Light Card. If you are in the UK's Emergency Services, NHS or Armed Forces, sign up today for a one off fee of £5 for 5 years.

There are hundreds of online discounts to help those in the Emergency Services, NHS and Armed Forces save. We are the home of many official discounts from large national retailers and have a wide range of offers from categories such as holidays, cars, days out, fashion, gifts, insurance, phones and many other items. The website is free to sign up to and to use the online discounts.

## Health Service Discounts.

This used to be called NHS Discounts and is now called Health Service Discounts but this is all that's changed. The site still offers NHS discounts - To find out more visit: [www.healthservicediscounts.com](http://www.healthservicediscounts.com)

## Halo Leisure

Did you know that Wye Valley NHS employees get discounted membership with Halo Leisure? The discount also applies to your partner, it doesn't matter if they don't work in the NHS, as long as you both live at the same address, you both qualify for the discounted corporate membership scheme.

## Cycle to Work Scheme

For staff on Wye Valley payroll. You can now access brand new bikes with easy deductions through payroll at any time. To find out more information visit [www.vivup.co.uk](http://www.vivup.co.uk) to order now or register.

There are many more benefits available to you.



# Childcare choices

## Childcare Choices

**TAX-FREE CHILDCARE**

GET UP TO **£2000** PER CHILD

Age **0-11** or 16 if disabled

- For **working families**, including the self-employed, **in the UK**
- Earning **under £100k** and **at least £167** per week (equal to 16 hours at the National Minimum or Living Wage) each
- Who **aren't** receiving Tax Credits, Universal Credit or childcare vouchers
- With children aged 0-11 (or 0-16 if disabled)
- For every £8 you pay into an online account, the government will add an extra £2, **up to £2,000 per child per year**

Is it for me? ▾

UK Government

Help for Households

**You might not realise you could get help with childcare costs**

Check if you're eligible today  
Go to [childcarechoices.gov.uk](https://childcarechoices.gov.uk)

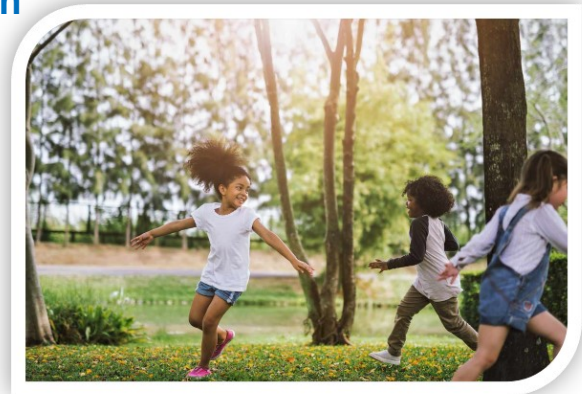
Childcare Choices

**Help with childcare costs** - Tax-free childcare -You can get up to £500 every 3 months (up to £2,000 a year) for each of your children to help with the cost of childcare.

**Claim tax-free childcare** - 30 hours free childcare, eligible working families in England with 3 and 4 year old children can receive 30 hours of free childcare a week.

## Visit Childcare Choices for more information

<https://www.childcarechoices.gov.uk/>



## Types of childcare available in Herefordshire

<https://www.talkcommunitydirectory.org/children-and-families/childcare/types-of-childcare/>

For more information and the Early Years Education and Child Care Directory, to find childcare, please visit the [Herefordshire Council's website](#)



# Childcare choices

## Herefordshire Holidays programmes



Our programme is free for all school aged children (reception to Year 11), who are eligible for benefit related free school meals. There's a fantastic range of exciting indoor and outdoor activities to choose from.

**Check if you're eligible** - If your child is school aged 5 to 16 (reception to Year 11) and eligible for benefit related free school meals, they'll be able to attend our different activities. If you are not sure, please contact your child's school to check.

**What you can book** - You can book **up to 16 hours** of activities per child over the holidays, including specific provision for children with disabilities or additional needs (please discuss your child's needs and requirements directly with the activity provider).

It's the perfect opportunity to try a selection of new activities, such as dance, crafts, martial arts and more!

For more information please use the booking system below to book onto activities or [book directly on the Eegu website](#).

### Find out more

Our programme is fully funded by the Department for Education and is run in partnership with local schools, sports clubs, outdoor educators, community organisations and childcare providers.

To find out more about the Government's holiday activities and food programme, visit the [Government website](#) or the [HAF 2021 website](#).

If you have any questions about the programme, please contact our HAF Project Team at [HAF@herefordshire.gov.uk](mailto:HAF@herefordshire.gov.uk)

[www.talkcommunity.org](http://www.talkcommunity.org)





# Recruitment

**The Recruitment Team supports the timely appointment of staff through:**

- Supporting the vacancy control process
- Advertisement advice and management
- Advice on Job Descriptions and Person Specifications
- Advising on types of contract
- Guidance on interviews and selection techniques
- Advice on Trac recruitment
- Pre-employment checks, including DBS checking
- International recruitment initiatives

## **WVT Ambassadors**

Our WVT Ambassadors programme encourages people working or studying in healthcare to volunteer one hour or more of their time per year to speak in schools and colleges about their roles or participate in careers events and activities.

The Programme aims to:

- Attract the future healthcare workforce by getting young people interested in different roles and professions within the NHS
- Develop the talent pool and ensure a skilled workforce in the future
- Help young people make informed choices and consider the full range of roles and professions within the NHS, help to dispel myths and ensure young people have a realistic view of the world of work and the routes into it ensure the future workforce is representative of the communities it serves.



## **Recruitment Hub – NEW**

Recruitment have plans to introduce a new off-site recruitment hub to attract local candidates to attend the hub to find out more information on positions available, training and development opportunities. The hub will also be an off-site interview assessment center for recruiting managers to use.



# Temporary Staffing Bank

A high quality and flexible workforce is the key to being able to provide high quality patient care. This is why we need more flexible workers to return or join our Temporary Staffing Bank, in order to keep up the NHS standards: *Become part of the team; Deliver the best care possible; Build great relationships; Develop your skills*

## Joining the Bank

Whatever your availability we value your skills and experience and can provide you with a fantastic opportunity to work with us in a way that suits your lifestyle.

If you would like to join the bank please discuss with your line manager, who will need to e-mail authorisation using the Bank Worker Request form to [recruitment@wvt.nhs.uk](mailto:recruitment@wvt.nhs.uk)

## INCENTIVE – Bonus Scheme £250 for HCSWs and Registered Nurses

Both Standard and Enhanced payments are inclusive of the 12.07% Working Time Directive (WTD) payment and will be pensionable up to full time hours unless the employee chooses to opt out of the NHS Pension's Scheme.

Other benefits include a bonus scheme - £250 for a minimum of 115 bank hours worked in any qualifying period. More information on this can be found on the Trust intranet.

## How to Book Shifts

Nursing/midwifery and administration shifts - As soon as you have been authorised and set up on the Bank, you can book shifts via the bank office initially until you have downloaded the Allocate App, where you are able to view and book shifts yourself. In the first instance please Email: [bankrequests@wvt.nhs.uk](mailto:bankrequests@wvt.nhs.uk) or call 0300 330 1366

To access the app you will need a WVT email address, and then contact: [AllocateERostering-Team@wvt.nhs.uk](mailto:AllocateERostering-Team@wvt.nhs.uk) for instructions

## Medical Locums

Medical Locums - you will be informed of your shifts and provided with instructions on how to complete and submit your timesheets. All medical locum timesheets must be submitted within 1 week of working the shift and breaks must be clearly included as follows:

If you are a Substantive locum working a bank shift your breaks are paid and not deducted.

If you are a bank only locum you must deduct a 30 minute break for any shift over 6 hours.

Any on-call shift regardless of bank only or substantive status have paid breaks. To book shifts Email: [medi-](mailto:medi-)

# Employee benefits

The benefits of being a WVT employee 2022/2023...

WVT employees are encouraged to join a staff network or to act as a FTSU or wellbeing champion for their department.



# Freedom To Speak Up

Freedom to Speak Up allows staff to talk about any issues. There is no subject off limits and strict confidentiality is always maintained. After speaking up we will only proceed if you wish to do so. Speaking up allows the trust to learn, improving staff wellbeing and patient safety.

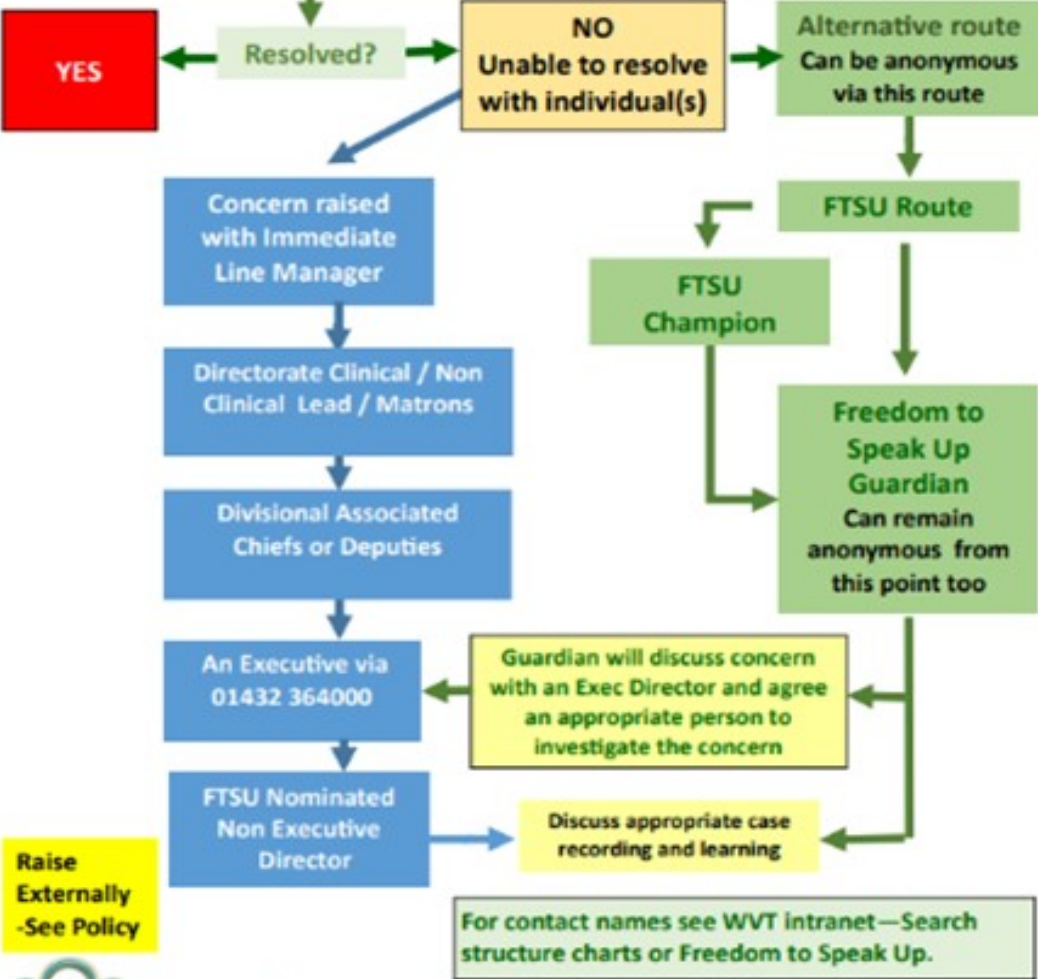
Appendix C to FTSU Policy HR.26 V3—Up-dated 14.02.2023 V2



## Freedom To Speak Up (FTSU)

A Member of Staff Has Concerns

Raise immediately with person(s) who can resolve or are involved in the concern



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# Schwartz Rounds

A confidential forum for individuals to share their experiences as fellow human beings, behind the professional roles.

Schwartz Rounds provide a group reflective forum open to all staff, clinical and non-clinical, to discuss the emotional and social aspects of working in healthcare, and provides increased insight and appreciation for each other's roles. This has been shown to have a beneficial impact on those taking part with a focus on how their roles impact on the provision of compassionate patient care.

Sessions last for approximately an hour and are guided by trained facilitators. Each session has a topic and a panel of between two and four members offer their stories, after which the wider audience is invited to share their own reflections and feelings.

Schwartz Rounds supports staff to feel less stressed and isolated during these challenging times.

*"Reflective, thoughtful,  
surprised, thankful"*

*"I felt enlightened -  
getting insight into  
others' feelings"*

*"Nice to hear  
own team's  
stories"*





# Staff networks

## LGBT+ Network

We are a network consisting of WVT staff from the LGBT+ community and allies. The group is open to any employee at WVT who wishes to play a positive part in this important area in driving forward the equality, diversity and inclusion agenda at WVT.

At WVT we are committed to promoting a culture that champions equality, diversity and inclusion for all our patients, service users, employees and potential employees.

## Disability Network

The Disability Network at Wye Valley Trust is committed to ensuring equality for people with a Disability who work at the Trust. It is important to remember that equality means that every individual has an equal opportunity to make the most of their lives and talent. Therefore we must ensure that those who may be disadvantaged have access to the right tools in order to access the same, fair opportunities as their colleagues.

We hold monthly committee meetings on Teams. However, in the near future we are also hoping to have more presence around the Trust and we will let you know when and where you can access us via this page.

## International and Overseas staff Network

Wye Valley NHS Trust has an amazingly diverse workforce and welcomes colleagues from all over the world. We recognise that as an NHS Trust, we really rely on the contribution made by people from across the world so that we can deliver our services!

We understand that coming to a new country and culture and new way of working can provide many challenges to our overseas and international colleagues, and we want, and need to make every effort to support those who have travelled to the UK.

## Black, Asian and Minority Ethnic (BAME) group

A staff network sponsored by Geoffrey Etule – Chief people officer to exchange views and help provide an authoritative voice for staff within the Trust. The network continue to help the Trust shape the direction of Equality, Diversity and Inclusion policy.

