



# Employee Handbook



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Bwrdd Iechyd Prifysgol  
Aneurin Bevan  
University Health Board



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# How to Use this Handbook

To flick through the pages of this document in sequence use the  or  arrows found on the bottom corners of each page, or the arrow keys on your keyboard to turn to the previous or next page. To return to the contents page, please use the  button.

**This Handbook is separated into easy to navigate sections which can be accessed via the [Table of Contents](#).**

This Handbook is designed to be interactive – there are hyperlinks throughout which take you directly to our Intranet for internal Health Board information, or to [www.abuhb.wales.nhs.uk](http://www.abuhb.wales.nhs.uk) to access information and advice published by other organisations.

**NB. Staff should be discouraged from printing this document.** This is to avoid the risk of out of date printed versions of the document. The Intranet should be referred to for the current version of this document.





# Welcome to the latest version of the Health Board's Employee Handbook!



**Nicola Prygodzicz,  
Chief Executive**

*I would like to thank all our staff for all their continuing hard work and commitment. We have many strengths across our secondary and primary & community services and our partnership working with social care partners is making a real difference to the lives of our patients and these partnerships will continue to develop. The Board of Directors look forward to working with you and making more improvements for our patients and their families over the coming years.*

## **The Staff Handbook**

This interactive handbook has been prepared by the Workforce and OD Department to provide you with information about the key policies, services and facilities of Aneurin Bevan University Health Board. It aims to answer some of the questions most frequently asked by staff and serves as a reference for you throughout your employment with the Health Board. It is not intended to substitute other Health Board Policies and Procedures, which you will find on the Health Board's [W&OD intranet page](#). ***This document is to be read in conjunction with the site-specific [Hospital Handbooks](#).***



# Purpose and Aims

## *Welcome to Aneurin Bevan University Health Board (ABUHB)*

We want the Health Board to be a rewarding and fulfilling place to work and this handbook is designed to help and signpost you in your role. We know that feeling valued at work has a positive impact on both staff and patients.

The Health Board expects high standards of behaviours, treating patients, their families, the public and colleagues with dignity and respect at all times. All staff are expected to carry out their role with dedication and a commitment to the Health Board Values and NHS Wales Core Values and Behaviour Framework.

The [Health Board's Values and Behaviours Framework](#) describes four core values with associated behaviours that apply to every member of staff. Our values will only be made real by the behaviours we demonstrate. Behaviours demonstrate the attitude and approach we take to our work; they are:

- ✓ How we do things
- ✓ How we treat others
- ✓ What we say and how we say it
- ✓ How we expect to be treated

The Framework details the behaviours and attitudes required by all employees and it supports the delivery of our Business Plan, values and culture.

The behaviours outlined are not exhaustive. It is up to each of us to make our values meaningful in the role that we have.



We hope that this handbook can support you to embody the core values and behaviours in your role at ABUHB.



# Bringing Our Vision to Life

## *What behaviours does the Health Board expect to ensure our vision and values are put into practice?*

- ✓ Treating everyone politely, with dignity, respect and kindness.
- ✓ Helping patients, their families, the public and colleagues when we can, or putting them in touch with the right person if we can't.
- ✓ Regularly seeking feedback from patients, clients and colleagues.
- ✓ Responding to concerns, problems and complaints quickly and courteously.

## ❑ **Employee Experience Framework and Toolkit**

As part of our ongoing commitment to our Health Board value to put 'People First', and to support the health and wellbeing of colleagues across the Health Board, we have developed our '**Employee Experience Framework**'.

We know that employee experience shapes patient experience, and the Employee Experience Framework is presented as an interactive online toolkit which provides all employees with easy access to a wide range of information and support to help us look after ourselves and others.

We want all of our colleagues in the Health Board to have great lives, with their work playing a significant and positive role. This framework marks both the consolidation of what we already do well and approaches to promote and drive a positive staff experience. It will also support us to be the best we can be, maximising the outcomes for us, our organisation and our patients by drawing together the two essential cornerstones of employee wellbeing and engagement to provide a one stop shop for all; providing employees with easy access to a wide range of information and support.





# Introduction to Aneurin Bevan University Health Board

## ▣ Responsibilities of the Health Board and How We Are Regulated

Aneurin Bevan University Health Board is the operational name of Aneurin Bevan University Local Health Board. The Health Board was established on the 1st of October 2009 and covers the areas of Blaenau Gwent, Caerphilly, Monmouthshire, Newport, Torfaen and South Powys. The Health Board employs over 14,000 staff, two thirds of whom are involved in direct patient care. There are more than 250 consultants in a total of over 1,000 hospital and general practice doctors, 6,000 nurses, midwives, allied professionals and community workers.

The Health Board is led by the Chair, non-executive directors, the Chief Executive and other executive directors. The Board is supported by the Senior Management Team.

The Board, which comprises individuals from a range of backgrounds, disciplines and areas of expertise, provides leadership and direction to the organisation and has a key role in ensuring that the Health Board has sound governance arrangements in place. The Board also ensures that it has an open culture and high standards in the way that its work is conducted. The Board brings together individuals from a variety of backgrounds and together Board Members share corporate responsibility for all decisions and play a key role in monitoring the performance of the organisation.

The Board is responsible for the Health Board's overall system of governance and control, which includes robust risk management, and therefore must seek and be provided with assurance on the effectiveness of the systems and processes in place for meeting the Health Board's strategic objectives. To support this, the Board Meeting agenda is developed to reflect key risks of the Health Board.

The Board is also responsible for debating and discussing its strategic objectives and any associated risks and for reaching agreement on those risks set against the high-level objectives and priorities for the Health Board. The Board's assessment of progress against its strategic objectives and risks will inform operational planning and delivery of services to ensure Health Board objectives are being met. The Board has a key role in deciding the level of risk that is acceptable or not acceptable and reviewing its performance and achievement against its objectives.



Further details and a biographical profile of our Board can be found here: [Meet the Chief Executive and the Board](#)

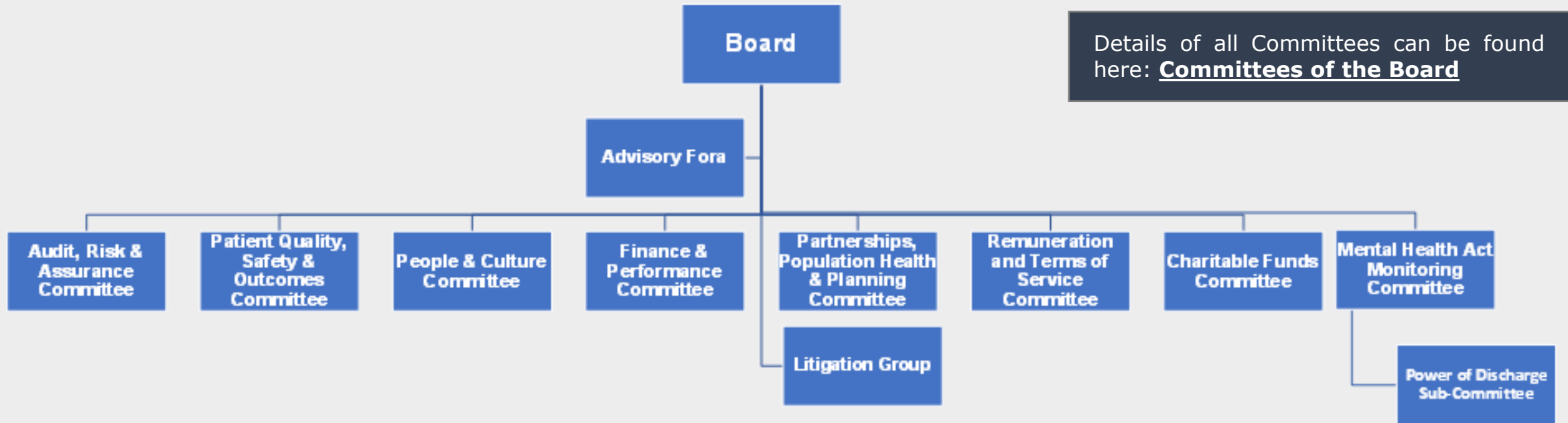


## ❑ Committees of the Board

The Health Board has established a range of committees, chaired by Independent Members of the Board.

The Board’s committee structure supports the Board in gaining assurance on the extent to which the organisation is operating effectively, delivering its strategic vision and meeting the strategic objectives it has set by managing strategic risks – maximising opportunities and mitigating threats – in a manner that upholds the highest standards of public sector delivery and in accordance with all legal and other requirements.

Each of the committees submit from the Chair of the Committee an assurance report to each public meeting of the Health Board (every two months), which outlines key risks and highlights areas of development. Each committee also undertakes an annual assessment of effectiveness and produces an Annual Report for submission to the Health Board.





# Getting You Started

## ☐ **New Starter Checklist – Have you...**

- ☒ Picked up your uniform and ID badge?
- ☒ Logged onto ESR?
- ☒ Organised Organisational Induction?
- ☒ Had your Local Induction?
- ☒ Contacted your manager and confirmed your shift pattern?

The next few slides will give you important information on the key elements you will need as a new starter.





## ❑ Dress Code

The [All Wales NHS Dress Code](#) was developed to encompass the principles of inspiring confidence, preventing infection and for the safety of the workforce. The public expect all healthcare workers to project a professional image. Though not all staff may be required to wear a uniform, the requirement to present a smart, professional image applies to everyone.

If you require a uniform, your manager will be in contact with you prior to your start date to confirm the required details to purchase your new uniforms. Please contact your line manager in the first instance, if you have commenced your role and still do not have access to your required uniform.

For those staff that will be wearing an All Wales uniform, you will need to wash the uniform at least 5 times before wearing it for the first time to ensure that you do not react to the colour in the fabric. It is also essential that your uniform is washed after each shift to reduce the risk of infection and maintain cleanliness. ***Please note, staff should not socialise outside the workplace or undertake social activities while wearing an identifiable NHS uniform.*** Further information relating to the expectations of staff wearing uniform, can be found in the policy above.

## ❑ ID Badges

The purpose of an identification badge (ID badge) is to ensure that all employees of Aneurin Bevan University Health Board when on duty are easily identifiable as a member of staff either to other members of staff, to patients or to visitors.

All employees including those working as contractors on behalf of the Health Board must be in possession of a standard, corporate ID badge. A name badge displays the member of staff's full name and job title alongside an ABUHB logo. Details on how to obtain an ID badge can be found on the following page of the intranet: [ID Application Form](#)

Your manager should request an ID badge prior to your start date and you should receive this at your local induction or on your first working day. If you are yet to receive your ID badge or require a replacement ID badge, please contact your line manager.



## ❑ Electronic Staff Record (ESR)

The Electronic Staff Record is an integrated Recruitment, HR, Payroll and Learning Management System used by Aneurin Bevan University Health Board.

Employee Self Service (ESS) is a function available within ESR and is available to all ABUHB staff. Your login details will be given to you upon enrolment by your line manager. It is important that you familiarise yourself with ESR and its functions during the first few weeks of your employment.

### What can I do in ESS?

- ✓ View and update personal information
- ✓ View payslips, P60s and pension information (Total Reward Statement)
- ✓ View employment information
- ✓ View absence details
- ✓ Review statutory/mandatory training compliance and enrol on relevant courses (in-person and online)
- ✓ Update qualifications and external learning
- ✓ Participate in appraisal reviews (PADRs)
- ✓ Check when pay increments are due



There are useful ['How Do I' User Guides](#) alongside [FAQs](#) available for staff to learn how to use the functions available in ESS.

### Can I access ESS from home?

Yes, ESS is available from home. To log into ESR at home via the internet, please visit the following link: [ESR Login](#) or download the 'MyESR' app. Your login details will be the same as those you use when logging in via a Health Board computer.

## ❑ Salary Payments

Your salary and band will be set out in your Contract of Employment. All employees will receive their Terms and Conditions of Employment within 8 weeks of commencement of their role via NHS Shared Services Partnership on behalf of the Health Board. Please familiarise yourself with these policies and contact your line manager with any queries.

Your salary will be paid into your bank or building society account on the 23<sup>rd</sup> day of the month. If the 23<sup>rd</sup> day of the month falls on a Saturday, you will be paid on Friday, the 22<sup>nd</sup>; if it falls on a Sunday, then you will be paid on Monday, the 24<sup>th</sup>.

A breakdown of your salary can be found within your payslip via ESR. This will detail your gross pay (before tax), statutory/voluntary deductions and net pay (after tax and deductions). If you work unsocial hours, additional hours, overtime or undertake on call duties, your manager will submit your claim for payment to Payroll Services via the Health Roster system or using a timesheet. The claim will be submitted by the 3<sup>rd</sup> working day of the month following them being worked for payment at the end of the following month. Your manager will have a list of the 'control periods' which is a timetable detailing when everything must be submitted to Payroll Services.





## ❑ Payroll Queries

There are many instances in which you may need to contact Payroll or request your manager to get in touch. Payroll and Pensions are provided by NHS Wales Shared Services Partnership (NWSSP). They operate a helpdesk Monday to Thursday 08:30 to 16:30 and Friday 08:30 to 16:00. Alternatively, calls can be logged with the helpdesk by either telephone 02920 903908 or email: [payroll.services2@wales.nhs.uk](mailto:payroll.services2@wales.nhs.uk). *Please note, it is essential that you have your assignment number available when calling with/logging your query.*

In some instances, you may be required to send documents via the post to Payroll. In these circumstances, please forward these documents to the following address: ABUHB Payroll Services Team, 4<sup>th</sup> Floor, Companies House, Crown Way, Cardiff, CF14 3UB.

For more information, please visit: [NHS Employment Services Payroll Enquiries](#)

## ❑ Pensions

Following the Government's Workplace Pension Reform, all eligible staff will be automatically enrolled into a workplace pension from their date of commencement with the Health Board. Staff can opt out of this scheme by completing an opt-out form. This form must then be sent to Payroll Services with the staff members' completed enrolment form to avoid any delays.

Staff who are excluded from joining the NHS Pension Scheme will be automatically enrolled into NEST – the National Employment Savings Trust unless they indicate otherwise by completing an opt-out form ([available online from the NEST website](#)).

For further information regarding Pensions, please visit: [NHS Pensions](#)

## ❑ Expenses Claims

Where you incur expenses as a result of carrying out your employment, you can request reimbursement of these expenses. Claims for all staff should be made via the [Electronic Expenses](#) system. Details of how to use this system will be given by your manager/supervisor.

## ❑ Annual Leave Entitlement

Your annual leave entitlement is set out in your Contract of Employment. The annual leave year runs from the 1<sup>st</sup> of April to the 31<sup>st</sup> of March. Annual leave should be agreed in consultation with your line manager. Staff covered by Agenda for Change Terms and Conditions are entitled to the following annual leave: 28 days (on appointment), 30 days (after 5 years' service) rising to 34 days (after 10 years' service). General Public Bank Holidays are added to this entitlement and part-time staff have prorated entitlement to this leave.



Annual leave can be requested via ESR and the Health Roster System (more information on this can be found on [page 16](#) and [page 42](#)). Both systems hold details of your entitlement, a record of what leave has been taken and your remaining balance.



## ❑ Induction

Your first few weeks of joining the Health Board is a great opportunity to be inducted on how we operate as an organisation, what your role entails and commence getting to know your teammates. As part of your induction, there will be three main elements:

1. An **Organisational Induction** is designed to welcome you to our organisation and provide you with key knowledge that is intended to help you feel connected to the Health Board and understand our mission, values and start to give you a sense of what is important to us at ABUHB. We'll provide information on key topics and signpost you to significant resources and information (including this Handbook) relevant for all employees across the variety of roles within the Health Board.
2. A **Local Induction** is designed to provide you with practical departmental information to enable effective undertaking of your new role. Your manager will prepare an induction for you as a new starter, orienting you on local processes, ways of working and site-specific information. As part of your local induction, take time to connect with new colleagues.
3. Finally, depending on your role, there may be a **Role Specific Induction**, like the Preceptorship for Nurses or Health Care Support Worker (HCSW) Induction for Clinical Health Care Support Workers. If this applies to you, your manager will let you know and support with co-ordinating this.

For more information please visit: [Induction](#)



# Workforce and Organisational Development



**GIG Cymru NHS Wales** Bwrdd Iechyd Prifysgol Aneurin Bevan University Health Board

[WWW.ABUHB-SWYDDI.CO.UK](http://WWW.ABUHB-SWYDDI.CO.UK)  
[WWW.ABUHB-JOBS.CO.UK](http://WWW.ABUHB-JOBS.CO.UK)

**GOFALU AMDANOCH CHI A'CH DYFODOL**  
**CARING FOR YOU AND YOUR FUTURE**

**#TRAINWORKLIVE**  
TRAINWORKLIVE.WALES

**Dyfodol Clinigol**  
Clinical Futures

**STEP INTO HEALTH**

**GDS | WOD**  
Gweithlu a Datblygu Sefydliadol | Workforce and Organisational Development

Workforce and Organisational Development (WOD) is a multi-disciplinary team who facilitate all aspects of the employee experience to include the wellbeing and development of people, teams and networks throughout the Health Board to deliver exceptional health care. We support Divisions and Services through a number of topics, for example, Recruitment, Workforce Planning, Organisational Development, Training, E-Systems, HR Support, Bank, Agency, Employee Wellbeing and Business Partnering.

WOD works in partnership with all Divisions within ABUHB directly or through our Business Partners to ensure we are the Employer of Choice, optimise staff health and wellbeing, and maximise our workforce sustainability and transformation.

WOD is addressing the needs of the organisation and driving change through innovation as described in our - [People Plan 2022-2025](#)

**More detailed information on how WOD can support you, for example, in respect of Occupational Health, Operational Human Resources, E-Systems or Agile Working can be found here: [Workforce and OD](#)**





## How can I seek Workforce & OD support?

### ❑ Operational Human Resources (HR) Team

ABUHB has its own Operational HR Team which is responsible for providing professional HR advice and support to managers and employees on a broad spectrum of people management issues.

A [HR Toolkit](#) has been developed for both managers and staff which aims to give advice and guidance on the most popular queries directed to HR regarding HR Policies and Procedures. It also contains links to forms, leave calculators, FAQs and other handy tools which you may find useful within your role.

You may also have questions of your own for HR which fall out of the scope of the advice within the toolkit. If this is the case, the team facilitate an [Operational HR Helpdesk](#) which is operational between the hours of 08:30-16:30 (Monday to Friday).

To log a call using a Health Board computer:

1. Go to the ABUHB Applications star icon
2. Select Apps E – H
3. Select ActionPoint – HR Helpdesk
4. Login using your Cymru (Nadex) ID and Password



If you do not have access to a Health Board computer, you may log your enquiry by email to [ABHB.HRHelpdesk@wales.nhs.uk](mailto:ABHB.HRHelpdesk@wales.nhs.uk) or telephone on 01633 623920.

### ❑ Human Resources Advice for Medical and Dental Staff

Generally, most policies and procedures for staff cover all Health Board staff, however, medical and dental staff have their own terms and conditions of service outside of Agenda for Change. For further information please visit: [Specialist Medical and Dental](#)

### ❑ Organisational Development

[Organisational Development](#) (OD) has a vision to facilitate, shape and steer the Health Board and its Partners to cultural and behavioural excellence. They provide a range of products and services, from resourcing and bringing in the best talent through robust assessment and psychometrics to induction, statutory and mandatory training, learning and development, Welsh Language, the Health Care Support Worker Education Programme to supporting careers and experience within the Health Board. More information about OD support can be found further along in this Handbook.



## How can I seek other forms of support?

### ❑ Trade Unions/Staff Side

Partnership working is engaging staff organisations and trade unions in the decision making via nominated accredited staff representatives. The Health Board is committed to the systematic and routine involvement of staff and their trade union representatives in shaping the service and being part of the decision making which affects their working lives and the delivery of health care. The ongoing development of collaborative working and the maturing of partnership relationships are vital to the success and achieving the vision of the Health Board.

The formal committee meeting whereby trade union representatives and senior managers of the Health Board meet is referred to as the Trade Union Partnership Forum (TUPF). The TUPF is made up of the trade unions that are recognised by the Health Board through a formal agreement known as the [Recognition Agreement](#).

The role of the trade unions, via TUPF, is to represent the views of the workforce and to negotiate on their behalf on terms and conditions of service and matters that may affect staff at work.

### ❑ Chaplaincy Service

The Chaplaincy Service is for everyone who would like to benefit from it whether a church member or not. They are available to patients' families and staff.

The service offers staff the opportunity to speak confidentially about anything that they feel is causing them distress or worry.

The chaplains come from different denominations and faiths but work together as a team to provide good quality pastoral, religious and spiritual care. They also work very closely with other health care staff to provide broad spiritual care, which includes pastoral support and counselling, help with education and training, bereavement support and advice, plus a range of other service. For further information regarding the services available, please visit: [Chaplaincy](#)

The service is available during normal office hours and they also provide an 'out of hours' emergency service. For further information on how to contact the service, please visit: [Chaplaincy – Contact Us](#)





## How can I seek other forms of support? *Cont.*

### ❑ Library and Knowledge Services

The Gwent Clinical School and Aneurin Bevan University Health Board incorporates library collections and facilities in Ysbyty Ystrad Fawr, Nevill Hall Hospital, Royal Gwent Hospital, St Cadocs Hospital and the Grange University Hospital.

The Health Board employs staff to provide information to support the continuous professional development and education of all healthcare professionals working within the organisation.

Many of these services are available 24 hours a day and do not require a visit to the library to access it. Get an ATHENS password to access hundreds of journals online. For further information, please visit: [ABUHB Library Services](#)

### ❑ Communications

The Health Board's Communications Team employ a range of communication tools to help ensure all staff are well informed and engaged. Our weekly update and other news items are available on the Health Board intranet and contributions are always welcome.

They are a team full of specialists in media, social marketing, design, website and intranet management, behaviour change, community engagement and much more. The team maintain the Health Board's website and social media channels, as well as dealing with the media.

For more information about the Health Board's Communication and Engagement Team and some useful articles regarding how to use Pulse, how to produce ABUHB documents and other templates, please visit: [Your Communications and Engagement Team](#)

### What is AB Pulse?

The intranet (AB Pulse) is also a useful source of information and hosts various tools for staff (e.g., Find it, Tools, How to, Staff Room and Helpful Resources – these can all be accessed on the homepage via the top brown banner when opening Microsoft Edge from any Health Board computer/laptop).



For more information on how to access Pulse, please visit: [How to Get Pulse](#)



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## How can I raise a concern?

### ❑ Procedure for NHS Staff to Raise Concerns

We understand that staff may need to raise concerns during their duration of their employment within the Health Board. The NHS Organisation is working towards a culture that encourages the raising of any concerns by staff to be embedded into routine discussions on service delivery and patient care (e.g., problem solving, service review, performance improvement, quality assessment and training and development) as these are the most effective mechanisms for early warning of concerns, wrongdoing, malpractice or risks and line managers are accordingly best placed to act on, deal with and resolve such concerns at an early stage.

The Health Board has a procedure for NHS staff to raise concerns. The [Procedure](#) focuses on the core principles of NHS Wales which describe how we can work together to make sure that what we do and how we do it is underpinned by a strong common sense of purpose which we all share and understand. These principles have been developed to help and support staff working within NHS Wales. NHS Wales is about people, working with people, to care for people. The Health Board actively encourages feedback and has a transparent and open approach to listening to and responding to all concerns. It aims to ensure that individuals:

- ✓ Are fully supported to report concerns and safety issues;
- ✓ Are treated fairly, with empathy and consideration when raising concerns; and
- ✓ Have their concerns listened to and addressed when they have been involved in an incident/have raised a concern.

When concerns are reported, the Health Board will aim to address these concerns and respond to them with the outcome being verbally communicated as a minimum to the individual/individuals raising a concern.

### ❑ Workforce and Organisational Development (WOD) Concerns Inbox

WOD have set up an email address for staff to raise concerns about anything they feel necessary – [ABB.RaisingConcerns@wales.nhs.uk](mailto:ABB.RaisingConcerns@wales.nhs.uk). The team still encourage concerns to be raised either with an employee's line manager in the first instance or HR (if appropriate), this is just another route to support staff.

### ❑ It's All About You

The Health Board has a Pulse page called ['It's All About You'](#) where you can find useful information about the Health Board and the services available to you. There is also a ['Staff Forum'](#) which allows staff to ask questions to the Chief Executive and view previous questions and answers asked by staff over time.



# About Your Employment



The Health Board recognises that our employees are fundamental to the successful delivery of our services.

There are numerous laws and regulations which regulate the nature of the relationship between an employee and his/her organisation. They are intended primarily to ensure that everyone is treated fairly and equitably. They also exist to ensure that the treatment of employees is based primarily on their job performance. Common types of activities guided by the laws and regulations are, for example, recruitment, disciplinary, discrimination and harassment, and wrongful termination.

The Health Board has in place a variety of Workforce Policies, which have been agreed in consultation and partnership with our Trade Union colleagues. These policies have been developed to offer support to our employees and outline the standards that people are expected to work to.

The next few slides contain some useful information relating to your employment and the most regularly used policies.





## Workforce Policies and Procedures

There are numerous laws and regulations which regulate the nature of the relationship between an employee and his/her organisation. They are intended primarily to ensure that everyone is treated fairly and equitably. They are intended to ensure that the treatment of employees is based primarily on their job performance. Common types of activities guided by the laws and regulations are, for example, recruitment, disciplinary, discrimination and harassment, and wrongful termination.

The Health Board has in place a variety of Workforce Policies, which have been agreed in consultation and partnership with our Trade Union colleagues. Please familiarise yourself with the policies and procedures as part of your induction into your place of work by accessing the Workforce and Organisational Development policies page of the staff intranet: [Policies Home Page](#)

### ❑ Procedure for Consultant Job Planning

Effective job planning is a key component of the Amendment to the Consultant Contract – Wales (2003) and was designed to ensure that individual consultants and their employer agreed on the content, scheduling and outcome of activities that comprised their contractual commitment. Job planning is therefore a key mechanism to help ensure the wellbeing of consultants and a means of supporting delivery of the Health Board's objectives and expectations in a fair and transparent way in agreement with the clinician.

Differing interpretations of elements of the Consultant Contract can lead to inconsistency in its application. This poses clinical, financial and employment risks to the Health Board. Job planning is a contractual obligation and should be undertaken annually by Divisional or Clinical Directors in conjunction with the Directorate Manager.

The aim of this procedure is to ensure the annual job planning process is medically led, managerially supported and carried out in a timely manner. It is designed to ensure job planning is applied equitably and consistently, in a fair, reasonable and transparent way and is aligned with prudent health care principles, the strategic objectives of the organisation and supports the individual's personal objectives.

For more information, please refer to the [Procedure for Consultant Job Planning](#).

### ❑ Flexible Working Policy and Guidance - Balancing Work & Personal Life

The Health Board recognises the need to enable staff to make a full contribution to work at different stages of their working lives. Flexible Working is about challenging traditional full time working patterns and adjusting so that organisational needs are met and staff can more easily combine work with their other responsibilities, changing situation and aspirations.

Further details can be found in the [Flexible Working Policy and Guidance - Balancing Work & Personal Life](#)



### ❏ Annual Leave Policies

#### Consultant and Senior Medical and Dental Staff

Entitlement to leave is governed by the Terms and Conditions of Service for Hospital Medical and Dental Staff. The purpose of this policy is to provide the information and procedure to implement this process enabling doctors to avail themselves of the entitlement whilst maintaining continuity of care for patients. Nothing in the policy is intended to change the contractual rights contained in the [Hospital Medical and Dental Terms and Conditions of Service Wales 2003](#).

The annual leave entitlement is split by grade and can be found in Section 3 of the [Annual Leave Policy for Consultant and Senior Medical and Dental Staff](#). The policy also covers public holidays, part time staff and other leave.

#### Non-Medical and Dental Staff

Annual leave is an important part of work life balance; equally the effective management of annual leave by the individual and the line manager is essential to the health and safety of the employee and the continued provision of services to meet the requirements of the Health Board. The aim of this policy is to provide a uniform and equitable approach to the calculation of annual leave and public holiday entitlements as defined under the NHS Terms and Conditions of Service. For further information on the different responsibilities and entitlements, please refer to the: [Annual Leave and Statutory Holidays Policy for Non-Medical and Dental Staff](#).

### ❏ Special Leave Policy

There may be circumstances where you may request special leave to cover your absence. The Health Board recognises that employees need to be able to balance the demands of domestic and work responsibilities at times of urgent and unforeseen need. Colleagues are supported by the provision of additional leave according to circumstance.

The situations that the policy is intended to deal with are: emergency carers and dependant leave, unexpected crisis leave, bereavement leave, time off for public duties, jury service, reserve and cadet forces and attending job interviews. Leave granted under this policy is not intended for long term of foreseeable domestic and family situations, which may be provided for in other ways, e.g., annual leave, unpaid leave, reduced working hours, etc.

For more information, please refer to the [Special Leave Policy](#).



### ❑ Study Leave Policy

Aneurin Bevan University Health Board is committed to support the education and development of employees aligned to effective Personal Appraisal Development Reviews (PADRs). Enabling access to education and development opportunities supports an engaged, sustainable and skilled workforce which is essential to delivering high standards of care and transforming the way services are delivered.

It is fundamental to the delivery of the Health Board's Organisational Development Strategy and Integrated Medium Term Plan (IMTP) that all study leave applications should be made under the guidance of this policy to obtain agreement for study leave. This policy applies to all ABUHB staff with the exception of Medical and Dental staff, who have their own recording mechanism for study leave, and is intended to support managers/supervisors and staff with the study leave process.

For more information, please refer to the [Study Leave Policy](#).

### ❑ Maternity and Adoption Leave Policy

The Health Board in accordance with current Government legislation and NHS Terms and Conditions of Service have set out the maternity leave and adoption leave provisions for eligible staff.

All eligible employees have maternity or adoption leave rights irrespective of hours of work or length of service. Maternity and Adoption Pay entitlements are dependent on length of service.

The policy covers a number of key areas relating to pregnancy, maternity and adoption leave in order to inform employees of their entitlements. To find out more, please refer to the [Maternity and Adoption Leave Policy](#).

### ❑ Paternity Leave Policy

This policy sets out the statutory and contractual rights and responsibilities of employees who wish to take paternity leave and aims to ensure that all staff have the relevant information in order for them to make an informed decision about their paternity entitlement. Eligibility to paid leave will be dependent on the employees length of service.

### **New Parent Support Leave and Pay (Paternity Leave)**

This provision builds on statutory paternity leave and pay and applies to the father of the child (including adoptive fathers), the mother's spouse/partner (whether opposite/same-sex) or nominated carer, the child's adopter, the intended parent (if you are having a baby through a surrogacy arrangement). Employees not eligible for new parent support leave may still be entitled to statutory paternity pay subject to meeting the qualifying conditions in the relevant legislation. For more information, please refer to the [Paternity Leave Policy](#).



### ❑ Shared Parental Leave Policy

Shared Parental Leave (SPL) enables eligible parents to choose how to share the care of their child during the first year of birth or adoption. Its purpose is to give parents more flexibility in considering how to best care for, and bond with, their child. All eligible employees have a statutory right to take SPL. There may also be an entitlement to some Statutory Shared Parental Pay or Occupational Shared Parental Pay.

The rules covering SPL are fairly complex; this policy ensures that employees of ABUHB are informed of their entitlements and provides a straightforward summary of the actions they and their managers need to take.

This policy applies to all employees who are parents of babies due, or children placed for adoption.

Both parents must ensure that they are each liaising with their own employer to ensure that requests for SPL are handled as smoothly as possible. For more information, please refer to the [Shared Parental Leave Policy](#).

### ❑ Unpaid Parental Leave Policy

The Health Board is committed to fostering an environment in which all employees can balance work and home responsibilities.

Leave within this policy is given in conjunction with the Health Board's other leave policies. For example, individuals who qualify for Unpaid Parental Leave may also take Maternity Leave, Shared Parental Leave, Paternity Leave and Special Leave, if relevant circumstances arise.

The right to **unpaid** parental leave will apply to any employee with 12 months' continuous service in the NHS. It will allow employees who have nominated caring responsibility for children born or adopted under the age of 18 to take parental leave to care for that child. Parents will be able to start taking parental leave when the child is born or placed for adoption, or as soon as they have completed one year's service with their employer, whichever is later. Normal annual leave entitlements will not be affected by any unpaid parental leave arrangement. For more information, please refer to the [Unpaid Parental Leave Policy](#).

### ❑ Putting Things Right Policy – Management of Concerns

The Putting Things Right Policy is primarily for voicing concerns where the interests of others or the Health Board are at risk. It enables individuals to raise their concerns at an early stage and in the right way. The Health Board is firmly committed to an open culture where freedom of speech is encouraged amongst employees to enable them to offer their views and opinions on all its activities. This has been developed to encourage, support and assist staff to bring genuine concerns to the attention of appropriate individuals within the Health Board who can take relevant action in line with the Public Interest Disclosure Act 1998.



For further information on how to raise a concern, please visit: [Putting Things Right – Complaints](#). For general enquiries and to share your comments about Putting Things Right, please contact the team via email at [PuttingThingsRight.ABHB@wales.nhs.uk](mailto:PuttingThingsRight.ABHB@wales.nhs.uk)



❑ **Organisational Change Policy**

There is a need for the Health Board to continuously review the services it provides to meet the needs of our stakeholders and achieve strategic objectives. In order for this to be effective, a process of organisational change is inevitable. The [Organisational Change Policy](#) applies to any change or alteration to the services provided by the Health Board which has significant implication for staff employed by the Health Board.

❑ **Respect and Resolution Policy**

We seek to ensure that all employees have access to a policy to help deal with any requests for resolution relating to their employment fairly, constructively and without unreasonable delay. We aim to encourage fairness and positive relationships within the workplace. We aim to prevent bullying, harassment and any form of unacceptable behaviour.

This Policy is aimed at securing constructive and lasting solutions to workplace disagreements, conflicts and complaints. Issues that could cause disagreements, conflicts or complaints may include but are not limited to:

- |                                      |                         |                         |
|--------------------------------------|-------------------------|-------------------------|
| ✓ Terms and conditions of employment | ✓ Health and safety     | ✓ Organisational change |
| ✓ Bullying and harassment            | ✓ New working practices | ✓ Work relations        |

|                                      |   |
|--------------------------------------|---|
| What should I do if I have an issue? | <b>Raise any issues informally with your manager/ supervisor in the first instance</b><br><a href="#">Respect and Resolution Policy</a> |
|--------------------------------------|---|

|   |   |
|---|---|
| What should I do if I have concerns about the practice of others, including managers? | <a href="#">Staff to Raise Concerns Procedure</a> |
|---|---|

❑ **Managing Attendance at Work Policy**

The [Managing Attendance at Work Policy](#) (which replaced the Sickness Management Policy) changes the emphasis on supporting attendance at work as opposed to managing absence and is a mandatory element for all staff who manage or lead a team. The policy and supporting [toolkit](#) focuses on supporting colleagues through compassionate management with the objective to: support the health and wellbeing of employees in the workplace, support employees to return to work following a period of sickness absence, safely and as quickly as possible; and support employees to sustain their attendance at work.

❑ **Disciplinary Policy & Procedure**

The purpose of the Health Board’s [Disciplinary Policy and Procedure](#) is to provide a policy and process for disciplining staff who fail to meet standards of conduct set out in this and other Health Board Policies.



## Supporting Employees at Work

### ❑ Employee Benefits

All employees of the Health Board are eligible to join [www.staffbenefits.co.uk](http://www.staffbenefits.co.uk). The service is free and easy to use. Simply click on 'Sign Up/Log In' then 'Sign Me Up' and follow the instructions to get discounts and offers from a fantastic range of suppliers. You can also join the 'Blue Light Card' which also has offers from high street retailers.

The Health Board have an intranet page with a wide range of useful information available. For further information, please look at the [It's All About You](#) page to discover further staff benefits and access to our Staff Forum.

**What staff benefits do ABUHB offer?**

### ❑ Salary Sacrifice Schemes

The Health Board supports various salary sacrifice schemes approved by HMRC and these are a proven method of delivering valuable employee benefits.

Employment law rules allow you to give up an amount of your gross (before tax) wage/salary – a procedure that is known as a 'salary sacrifice'. This means that you do not have to pay pension or national insurance contributions on the amount that you give up.

The Health Board currently supports a number of salary sacrifice schemes:

- ✓ [Lease Car - NHS Fleet Solutions](#)
- ✓ [Purchase of Additional Annual Leave](#)
- ✓ [Cycle to Work Scheme](#)
- ✓ [Staff Benefits - Pension Advice](#)
- ✓ [Childcare Vouchers](#)

***Please note, there will be criteria that your line manager will need to assess you against to ensure your suitability for any schemes you have applied for.***

### ❑ Credit Unions Wales

The Health Board is a strong advocate of credit unions as an alternative to other saving and loan providers, as they look after our staff and keep our earnings in our community. Joining a credit union is an easy way to have a small amount deducted from your salary each month into a saving pot.



For more information, please visit: [Credit Union Wales](#)





### ❑ Health and Wellbeing of Employees

Looking after employee health and wellbeing is not limited to the physical work environment (e.g., safety, equipment, access) but is also concerned with supporting the mental and emotional wellbeing of employees, managing sickness absence and occupational health. Evidence suggests that by prioritising employees' health and wellbeing, their levels of engagement improve, as do their feelings about their job, their loyalty and their performance.

It is important that you are aware of the support which is available to you, not only within the Health Board but externally to support your health and wellbeing. This section will provide you with the relevant information which will refer to useful advice and resources, to ensure that all employees have the knowledge required to ask questions and seek/request the relevant support.

### ❑ All Wales Guidance on Staff Wellbeing

One of the NHS Wales Core Principles is we value all who work for the NHS. The wellbeing of our workforce is paramount to delivering effective patient care so we will strive to encourage work satisfaction, and enable you to feel safe and valued, in the hope of supporting your wellbeing.

This information is further supported by '**Our Wellbeing Matters**' booklet to support both you and your team members in taking responsibility for their own well-being.



### ❑ Staff Counselling

Counselling can help you to express your feelings, to clarify your thoughts and to understand yourself better. It assists you to identify choices and to make changes in your life so that you manage them more effectively. Counselling is a talking therapy that enables you to find your own answers. The counsellor's role is neither to provide solutions nor to give advice. Counsellor and client work together to explore different ways of dealing with things.

Further information can be found via: **Staff Counselling**



## Supporting Employees at Work *Cont.*

### ❑ Employee Health and Wellbeing Services

Working in the NHS can be immensely rewarding, however it can also be highly demanding and stressful. Although sustaining the well-being of all ABUHB employees is an organisational priority, it is also one of our biggest challenges as well-being ideally should be a responsibility shared between employee and employer. The Employee Well-being Centre of excellence (EWCoE) can play a role in supporting the well-being of staff in a number of ways, though it is not the only part of the organisation to contribute to this area. To find out more about how the EWCoE may be able to help you and your team no matter what your role within the organisation have a look at [Employee Well-being Service](#) or the dedicated website: [www.aneurinbevanwellbeing.co.uk](http://www.aneurinbevanwellbeing.co.uk)

Here are some of the ways the EWCoE can help:

- ✓ Employee Psychological Therapy Service – offering expert Psychological Assessment and Consultation, short term Counselling, Psychological Therapy, and Supportive Psychoeducation.
- ✓ High quality psychological education resources, including links to national resources.
- ✓ Confidential non-clinical support via Confidential Contacts, Peer Support or our Listening Service.
- ✓ Psychological peer support and debriefing following challenging experiences.
- ✓ Expert and bespoke assessment, support and interventions for teams and departments.
- ✓ Consultation and advice for managers.



- ✓ Leadership support and development programmes in partnership with colleagues WOD, and ABCi.

### ❑ Canopi

This is a free and confidential service that provides NHS staff, students and volunteers in Wales with access to various levels of mental health support, such as self-help, guided self-help and peer support.

### ❑ Melo Cymru

Melo contains information, advice and self-help resources to help you look after your mental health and wellbeing.

They provide advice in relation to feelings, symptoms or mental health problems, looking after your mental wellbeing and coping with life and difficult situations.

For more information about external support and useful links and helplines, please visit: [External Support](#)

### ❑ Menopause Cafes

**We want the whole workforce to talk about menopause!** At Menopause@ABUHB staff gather virtually to discuss menopause.

You are welcome to join every time or occasionally, either for a whole session, or just dropping in and out when you have time.

The purpose of these sessions is for us to connect, to hear your stories, to talk about menopause and life in general – there are no set rules, it's just a safe space for you to take a break, to chat, to listen and to meet each other.

For more information, please visit: [Menopause@ABUHB](#)





## Supporting Employees at Work *Cont.*

### ❑ Confidential Contact Service

Confidential Contacts are a small group of trusted people who provide confidential support if you feel you are being bullied at work, are being accused of bullying or are witnessing bullying. The service provides you with an independent place to go in confidence where your experiences can be heard and if you wish, where you can explore ideas on what to do next. For more information, please visit: [Confidential Contact Service](#)

### ❑ Individual and Team Consultations

The Employee Wellbeing Service is available for one-off confidential consultations about any workplace issues. A consultation session can offer a protected thinking space for a problem or dilemma, to understand it in a different way and perhaps develop a more productive resolution, or it might be an opportunity to off-load about a team issue in confidence.

For more information, please contact the Employee Wellbeing Service via email at [ABB.EmployeeWellbeing@wales.nhs.uk](mailto:ABB.EmployeeWellbeing@wales.nhs.uk) or via telephone on 01633 234888.

### ❑ Team Debriefings

Sometimes events happen that prove to be particularly disruptive or traumatic for individuals and teams, when our usual support from those around us and our own coping strategies may not feel enough. When these events happen it may be useful to contact the [Employee Wellbeing Psychological Therapy Service](#) for one-to-one support.

Where team working is disrupted, it may also prove useful to have a team debriefing. This is an opportunity for all those who have been involved in the event to talk together about what happened and how it affected them.

It can help people to recognise that their feelings are normal and enables everyone to develop a shared understanding of what happened.



### ❑ Financial Wellbeing

There is a lot of evidence to show that money and health are intertwined. Health and wellbeing support remains the top driver of both motivation and advocacy and many individuals are increasingly concerned about how they can make their money go further. Asking someone about their financial wellbeing could not only positively impact on their life but also their health.

The Employee Wellbeing Service have put together a '[Financial Wellbeing Support and Advice](#)' toolkit which contains useful information regarding:

- ✓ Discounts for NHS staff
- ✓ Information on working from home
- ✓ Tax relief for employees
- ✓ Benefits and Grants
- ✓ Support from your Energy and Water Supplier
- ✓ Support from your Council
- ✓ Other support on budgeting
- ✓ Getting food on the table
- ✓ Mental Health Support
- ✓ Emergency, Local and General Support
- ✓ Help Us to Help You



*For further advice, please contact the team on:*

01633 234888 or via email:

[ABB.EmployeeWellbeing@wales.nhs.uk](mailto:ABB.EmployeeWellbeing@wales.nhs.uk)

In addition, staff pastoral support can also be provided by the Chaplaincy Team. Please contact the [Chaplaincy Service](#) for more information.



### ❑ Occupational Health

The Occupational Health Department is a strictly confidential advisory service, independent of management, established to safeguard the health, safety and welfare of staff. It is concerned with ensuring that current and future staff are physically and psychologically fit to do their job. It also ensures that the working environment does not adversely affect employee's health. The service endeavours to deliver impartial occupational health advice to all employees of Aneurin Bevan University Health Board.

The Occupational Health Service have staff based at four Health Board sites: St Woolos Hospital (01633 238349), Ysbyty Ystrad Fawr (01443 802442), Nevill Hall Hospital (01873 732849) and Grange House (01633 493785). These phone lines are open Monday to Friday (08:30-16:30). The team also operate a 24 hour answering service and any messages left will be responded to as soon as possible. The Service also accepts clinical queries via email at [ABB.occhealthnurses@wales.nhs.uk](mailto:ABB.occhealthnurses@wales.nhs.uk) or general queries via [ABB.occhealthadmin@wales.nhs.uk](mailto:ABB.occhealthadmin@wales.nhs.uk)

The Occupational Health Service provides advice on rehabilitation and redeployment, advice on managing health issues in the workplace, management of contamination injuries (e.g., needle stick injuries), pre-placement health assessments, immunisation/vaccination programmes for protection at work, identification of workplace hazards, health surveillance for exposure to hazardous substances, advice on managing accidents/work related illnesses, advice on suitability for early retirement on the grounds of ill health, advice on disability issues, eyesight tests for Display Screen Equipment (DSE) users, healthy lifestyle advice and advice and information on outside agencies who may be able to provide further support. Employees can also access Physiotherapy support for bone, joint or muscle concerns via self-referral directly to the Physiotherapy Service. For further information, please visit: [\*\*Physiotherapy Self-Referral\*\*](#)

If staff wish to seek support or advice from Occupational Health, staff can self-refer or request for a referral to be made via their line manager. The team also have a set of FAQs available for staff: [\*\*Occupational Health – FAQs\*\*](#)

***Please note, Occupational Health will be moving to a new operating database in September 2023.*** As a result, there will be some changes to Occupational Health services. For more information please visit: [\*\*Occupational Health\*\*](#) where you will find a [\*\*User Guide\*\*](#) and some [\*\*Frequently Asked Questions\*\*](#). Further handbooks and helpful information will continue to be released via the above links.



### ❑ **Smoking Cessation Support for Employees**

In March 2021, it became illegal to smoke (including the use of e-cigarettes) anywhere on the Health Board hospital grounds. For more information, please visit the following:

[Smoke-Free Environment Policy](#)

Staff who smoke are required to remain smoke-free whilst on hospital grounds – either abstaining from smoking whilst on shift or leaving hospital sites to smoke during permitted break times.

With the smoke-free legislation in force, there is no better time than now to quit smoking.

#### **What support is available to staff who are smokers?**

If you are a staff member who smokes (including e-cigarettes), you can access free NHS support to quit smoking. You can access this support during your working hours, with line manager permission and you will be guided through your quit journey by one of our friendly Help Me Quit advisors.

Help Me Quit offers:

- ✓ Free confidential and non-judgemental support from a friendly stop smoking expert;
- ✓ Support that is either face-to-face, virtual or over the phone;
- ✓ Support that is either one-to-one or a group session with other smokers;
- ✓ Weekly sessions tailored to meet your needs;
- ✓ Monitoring your progress; and
- ✓ Access to free stop smoking medication



For more information on Help Me Quit, please visit:  
<https://www.helpmequit.wales/> or visit the Health Board's intranet page: [Help Me Quit](#)







## Supporting Employees at Work *Cont.*

### ❑ Supporting Working Carers

#### What is a carer?

A carer is someone who spends time providing unpaid support to a family member, partner or friend. This could be caring for someone who is ill, frail, disabled, has learning disabilities or has a mental illness, substance or alcohol misuse problem. A carer can be any age. They need not necessarily live in the same house or area as the person they care for. The caring may be practical or emotional.

#### Did you know...?

If staff are recognised as a carer, they can be offered flexible doctors and health appointments to fit around their caring responsibilities resulting in less time off needed from the workplace.

45% of carers had to give up their jobs in order to care.

81% of carers said that they are not aware of the support available.

You can find information for carers on the [Carers UK](https://www.carersuk.org) website. As a manager, it may be useful to signpost any staff within your team who are working carers to this information to ensure that they are aware of the types of support available.

The Health Board is committed to supporting working carers to remain in or return to work ensuring valuable skills are not lost and will endeavour to support employees who juggle work with care to work flexible hours or take time off. There are a number of policies already accessible to support staff who may require time off to be carers. Supporting policies include:

✓ [Special Leave Policy](#)

✓ [Flexible Working Policy and Guidance - Balancing Work & Personal Life](#)

The Health Board also has a carer's team who are a central contact for delivering support for carers. Further information can be found via [Carers Team Home Page](#)

You can also obtain additional support from [www.carersuk.org](https://www.carersuk.org) and [www.carerswales.org](https://www.carerswales.org)



### ❑ Armed Forces Network

Our Armed Forces Network is a non-exclusive group that is open to all ABUHB employees and has a mix of armed forces veterans, those who have a general interest in the armed forces, reservists, cadet volunteers, and those with a family member who once served or are still serving.

This network provides a place for the Armed Forces Community to come together and share ideas and best practices, supporting each other to make the Health Board a great place to work.

### What is the purpose of the Armed Forces Network?

The network aims to:

- ✓ Provide a space for all ABUHB colleagues and allies to come together as a support network for one another.
- ✓ Be a 'critical friend' of ABUHB, to help identify issues and barriers in relation to ABUHB policies, procedures and practices.
- ✓ Promote Armed Forces specific awareness and learning across the ABUHB.
- ✓ Be visible role models across the ABUHB.

To achieve our goals of:

- ✓ Improving our working practices for people who have served, are serving or are the immediate family of a member of the Armed Forces.
- ✓ To recognise the specific issues that members of the Armed Forces may have in relation to previous experience, mobilisation, requirements to undertake additional military training, etc.
- ✓ Improve our recruitment of people leaving the armed forces and their immediate families.
- ✓ Ensure that the services we offer to patients are fair, taking into account the impact that their service may have had on their health and well-being, and have due regard to this.



More information on our Armed Forces Network can be found via Pulse: **Armed Forces Network** or you can contact our Armed Forces Lead via email at **[Daniel.Madge@wales.nhs.uk](mailto:Daniel.Madge@wales.nhs.uk)** with any queries.



PROUDLY  
SUPPORTING  
THOSE WHO  
SERVE.



### ❑ Statutory and Mandatory Training (Core Learning)

[Statutory and Mandatory Training](#) is important to us at ABUHB. Completing our training helps to ensure our staff have the right knowledge and skills to keep our staff and patients safe. There are two main types of core learning:

- ✓ **Statutory** – required to ensure that the Health Board is meeting any legislative duties; and
- ✓ **Mandatory** – organisational requirement to limit risk and maintain safe working practice.

All employees of the Health Board have a responsibility to undertake statutory and mandatory training to ensure that they have the correct knowledge to carry out their roles safely and adequately. Requirements are uploaded to the learning section within your [ESR account](#) and are completed via combination of both e-learning and face-to-face learning.



### ❑ Personal Appraisal Development Review (PADR)

The Personal Appraisal Development Review (PADR) provides the opportunity for you to reflect on your contribution to your role, wellbeing and development with your manager. PADR is a national NHS requirement which applies to all staff across NHS Wales, and such is recorded on ESR. Every employee will meet with their manager at least once a year to review their work performance, discuss and agree objectives and development opportunities. The discussion is recorded within ESR and forms part of your talent within your ESR account.

There are a series of resources to help you prepare for your PADR including template documents for you to download and complete, as well as workbooks and examples, if you need some help when filling yours in: [PADR Resources](#)

**Employee's annual PADR is linked to pay progression.** To ensure that employees' are on track to receive their pay progression implement, they must have an appraisal completed and recorded in ESR in the last 12 months and must participate in a further pay profession meeting with their manager. For further information relating to Pay Progression and the responsibilities of both employees and managers, please visit: [Pay Progression Toolkit](#) and the [NHS Wales Pay Progression Policy](#). Further information relating to managers' responsibilities can be found in the Manager's Handbook.

If you are feeling unhappy in your job or feel that you could offer more, please discuss this with your line manager. They are available to support you in discussing opportunities and signpost you to the relevant policies (e.g., Flexible Working arrangements and training and development opportunities). We want to retain you and your skills as a vital member of the Health Board workforce.



### ❑ Learning and Development

There are a range of learning and development opportunities available to all employees, you can find out more via Pulse: [Organisational Development](#). Make sure to discuss your development needs as part of your 1:1 meetings with your manager and get approval for learning in work time. There are lots of options to support you, including:

- ✓ Learning Welsh/Dysgu Cymraeg
- ✓ Leadership and Management Courses:
  - Leadership and Development Programme (open access)
  - Leading People (for senior leaders)
- ✓ CPD Apprenticeships – Apprenticeships are not just for new starters, they are fully funded and result in attainment of a qualification from topics ranging from Business Administration and Project Management to Clinical Healthcare.
- ✓ Gwella – HEIW have a free site where you can access online learning and development resources. To sign up, please visit: [Gwella HEIW Leadership Portal for Wales](#)
- ✓ Academi Wales offers a selection of courses and learning for managers and leaders in the public sector across Wales, you can access the site here: [Courses and Events – Academi Wales](#)

### ❑ Career Development Opportunities

Aneurin Bevan University Health Board is committed to being an employer of choice in the South Wales area and beyond. We want all of our colleagues to develop, have the opportunity to explore their career potential and move on to fulfil exciting new challenges, when the time is right for them.

Our [Recruitment pages](#) hold information about new vacancies and the Organisational Development Team have produced a selection of useful advice, hints and links to external resources that you may find useful relating to interviews and CV development. Please visit the following page for more information: [Supporting Your Career Development](#)





### ❑ Health Care Support Worker (HCSW) Education

Health Care Support Workers (HCSW) are employees that are not registered to a professional body and can be of any Band. HCSWs make up a third of our workforce and are valuable members of the Health Board.

Health Education and Improvement Wales (HEIW) requires all our HCSW's to be trained to a set standard, that means all Band 2 starters within Nursing and Allied Health Professions who have a clinical element to their role, need to complete the All-Wales Induction.

In addition to that, as part of our commitment to learning, HCSWs need to have an appropriate level qualification commensurate with their role, if you're unsure what this means for you, please visit our [Pulse pages](#), chat with your manager or one of the team to find out more.

There is a small team focussed on HCSW learning who can be contacted via email at [ABB.HCSWEducation@wales.nhs.uk](mailto:ABB.HCSWEducation@wales.nhs.uk)

### ❑ Organisational Development (OD) Queries

For further Organisational Development support, you can contact the team via email at [ABB.ODQueries@wales.nhs.uk](mailto:ABB.ODQueries@wales.nhs.uk) with any general OD enquiries.





Aneurin Bevan University Health Board recognises that the key factor in the success of the organisation and the NHS, is the loyalty, quality and dedication of the people who work within it.

### ❑ Staff Recognition Awards

The Health Board is proud to hold the Annual Staff Recognition Rewards to recognise and showcase staff and teams across the Health Board. Colleagues gather to celebrate each others achievements and the hard work, dedication and outstanding care given by teams across ABUHB.

Each year, there is an opportunity for staff to nominate their colleagues and teams for multiple awards. These awards are then presented to the winning staff member/teams at the awards.

### ❑ Long Service Awards

In recognition of our staff, the Health Board is committed to celebrate with those members of staff who have reached certain service 'milestones' by providing a system of awards for long service.

To celebrate long service in the NHS, during a staff member's 25<sup>th</sup> year, 40<sup>th</sup> year or 50<sup>th</sup> year of NHS service, the Operational HR Team will send out a letter of recognition with details of how the employees long service will be recognised. Should the employee wish to attend a future event they should confirm their attendance by emailing [ABB.LongServiceInvite@wales.nhs.uk](mailto:ABB.LongServiceInvite@wales.nhs.uk), once they have received their letter.

During a staff member's 50<sup>th</sup> year of NHS service, an invitation will be made to attend an annual staff recognition ceremony where they will receive a framed long service commemorative certificate. For posterity, photos will be taken for consented publication on the ABUHB intranet site.

Further information can be found in the [Long Service Award Policy](#). Staff who have any queries relating to this policy should contact the Operational HR Helpdesk via Action Point ([Login \(cymru.nhs.uk\)](#)) or via email at [ABHB.HRhelpdesk@wales.nhs.uk](mailto:ABHB.HRhelpdesk@wales.nhs.uk).



# Electronic Systems



## ❑ E-Rostering (excludes Medical and Dental Workforce)

E-Rostering aids the management of the workforce. These systems help managers to roster staff more effectively to ensure the Health Board fully meets its service requirements. The systems currently in use across the Health Board are Health Roster, Allocate Me and Bank Staff. These are also available as applications for use on most mobile/tablet devices. If you are required to utilise these softwares within your area of work, the E-Systems Team have developed a series of [FAQs](#) and [Guides](#) to help with all aspects of E-Rostering. Your line manager will need to request your user profile and level of access to the relevant rostering systems in line with the requirements of your role. The relevant forms can be found via the following link: [E-Systems Forms](#). The E-Systems Support Team can offer support to employees and managers, please log a call with the team via their [Helpdesk](#) or call 01633 492480 with any queries.

## ❑ NADEX ID

It is a requirement for all new staff members to have a NADEX ID created by the ICT Department. These details allow staff members log onto any Health Board computer and enables the use of various applications (clinical and non-clinical). The log-on details remain the same for most applications which avoids staff having to remember multiple usernames. It will be the responsibility of your line manager to request your NADEX ID during the enrolment process and all employees should be provided with the relevant log in details on their first day of work. If you change roles within the Health Board, your NADEX ID and password will remain the same.

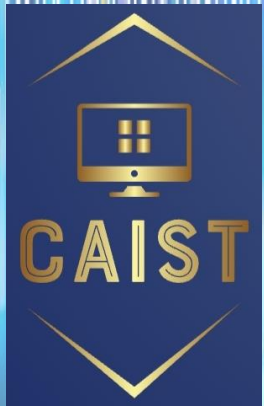
## ❑ Network Access

Some staff working from alternative locations where the secure Health Board network is unavailable, may require access to a 'Virtual Personal Network' (VPN). These are usually electronic and work using 'Multi-Factor Authentication' (MFA). It is the responsibility of an employee's line manager to request VPN and MFA access via the [ICT Portal Seren](#) (previously the ICT Service Desk). A [useful guide](#) has been created by the ICT Department to support staff and managers to use VPNs and MFA.

## ❑ Oracle

All goods and services purchased within NHS Wales must be requested using the Oracle iProcurement system. This system is used by every Health Board and NHS Trust in Wales. If you are required to use Oracle as part of your role within the Health Board, your line manager must contact [ABB.FinanceBusinessSystems@wales.nhs.uk](mailto:ABB.FinanceBusinessSystems@wales.nhs.uk) to request the relevant access. There are also many useful [i-Procurement training videos](#) of which staff can watch alongside [FAQs](#) and the opportunity to request [i-Procurement training](#).

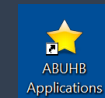




## ❑ Clinical Applications

There are various clinical applications used across the Health Board, these include:

- [Attend Anywhere](#) – A web-based platform that helps health and social care providers offer video call access to their services as part of their 'business as usual', day to day operations.
- [Clinical Workstation](#) – A portal which provides access to multiple clinical systems via a single login. This is utilised by various specialities to review patient results, view documentation, triage referrals and view upcoming appointments.
- [DrDoctor](#) – A patient engagement platform which allows patients to book appointments and for clinicians to provide remote care.
- [MedSecs and Digital Dictation \(G2\)](#) – MedSecs is an ABUHB local software programme which allows speedy transcription into templated documents. These are saved against the patients unique CRN (customer reference number) for retrieval within the programme and CWS. Digital dictation is a system run by G2 SpeechReport and allows for digital dictations to recorded remotely and integrates with CWS and MedSecs.
- [Welsh Community Care Information System \(WCCIS\)](#) – This system has been procured to support the transformation of community, social care, mental health and therapy services across Wales. WCCIS is available to Adult and Older Adult Mental Health Services, CAMHS, Community Nursing Services (including District Nursing), Young Person's Community Services (including Children's Community Nursing, Health Visiting, School Nursing and the Looked After Children Service) and Therapy Services.
- [Welsh Demographics Service \(WDS\)](#)
- [Welsh Immunisation System \(WIS\)](#)
- [WelshPAS \(WPAS\)](#) – The Welsh Patient Administration System for secondary care. WPAS holds patient demographics, outpatient waiting lists, appointments, diaries, inpatient and day case waiting lists, scheduling of admissions and case note tracking. The system generates patient appointments, admissions, cancellations and partial booking letters alongside the management of patient pathways.



All clinical applications can be accessed either via your desktop or the 'ABUHB Applications' (Star) icon also found on your desktop.

In order to gain access to the any of the above systems (relevant for your role), your line manager must fill out the relevant forms and log these with the relevant teams for processing. There is also Clinical Application Support and Training (CAIST) Team within the Health Board's Informatics Department who provide access, training and support to staff members who use clinical ICT systems. To contact the **CAIST** team, please click [here](#) to **Raise a ticket** via the **ICT Portal Seren**. Alternatively, telephone the **First Line Support Team** on 01495 765000. Your call will be logged, and passed to the appropriate system support staff member to respond.







## NHS Staff Council Job Evaluation Group

### ❑ Job Evaluation

The NHS Job Evaluation Scheme was prompted by the Equal Pay Act 1970 which was enacted in response to varying wages between each gender and has been developed in line with principles of equity. This evolved into the job evaluation structure which has been approved in partnership with staff side and management.

The Job Evaluation Department as part of the wider Workforce and OD Division manage the job evaluation workstream for all Agenda for Change posts. The Job Evaluation Process is carried out by a panel of trained job matchers, including representatives from both staff side and management side. When a job role is matched by the job evaluation panel, it will be given a unique ID number and this **must not be removed** as its use is **required for all** recruitment processes.

### How can I become an Agenda for Change Job Matcher?

The Job Evaluation Team are always looking for Managers and Staff Side Representatives to be trained and to participate in the Job Matching Process. They need enthusiastic representatives from all Divisions and Directorates to ensure equal representation from all professions.

If you are interested in becoming a Change Job Matcher, you will be required to attend an initial training course which is spread over two days. In return, you will be required to commit to attend ABUHB Matching Panels for at least a half day per month (or 6 half day panels per year).

If you have any questions or wish to find out more about the upcoming training dates, please contact the Job Evaluation Team via email at

[ABB.JobEvaluation@wales.nhs.uk](mailto:ABB.JobEvaluation@wales.nhs.uk)



## ❑ Recruitment

Contracts of employment are related to two groups of staff - Medical & Dental and Agenda for Change. Recruitment is managed by two different departments: Medical & Dental Recruitment Team (internal to ABUHB) and NHS Wales Shared Services Partnership (NWSSP) Recruitment Team (external to ABUHB).

The Medical & Dental Recruitment Team are based in Llanfrechfa Grange and are responsible for the recruitment of medical and dental staff at all grades. All medical vacancies are advertised via the TRAC Recruitment System and fed through to NHS Jobs.

The NWSSP Recruitment Team are based in Companies House, Cardiff, and provide a recruitment service to all Health Boards and Trusts in Wales and the South East. They are responsible for recruitment of Agenda for Change staff, such as admin & clerical, nursing, allied health professionals and ancillary staff. For general recruitment queries, please visit: [Shared Services Recruitment](#). Alternatively, please contact the NWSSP Recruitment Helpdesk on 02920 905353 between 8:30am and 4.30pm. For medical & dental recruitment, please visit [Medical and Dental Resourcing](#) for more information.

Some useful guidance has been produced by the Recruitment Team to support staff with their pre-employment checks: [Successful Candidate Guidance](#)

## ❑ Overtime/Additional Hours

If you work unsocial hours, additional hours, overtime or undertake on call duties, your manager will submit your claim for payment to Payroll Services via the Health Roster system or using a timesheet. The claim will be submitted by the 3<sup>rd</sup> working day of the month following the shift(s) being worked for payment at the end of the following month.

## ❑ Working Time Regulations

The Working Time Regulations require each employee to inform their employer of any additional work that they undertake, either within the Health Board or outside in other roles. Staff have the right not to work more than 48 hours per week, averaged over a reference period of 17 weeks.

If you wish to opt out of the 48 hour working week to work surplus hours (the maximum average hours to be worked over the 17 week reference period should not exceed 60), you will need to contact your line manager and fill out an **opt out agreement form**; this will need to be authorised by both your line manager and Department Head.

The opt out agreement can be set for a period of time/an indefinite period and each worker will be expected to give one month's notice of any change.





## ❑ Resource Bank

The Resource Bank provides ad hoc and short notice cover through its pool of bank workers. Bank workers are registered on the Bank Register and work on a casual basis; there are no regular or guaranteed hours. Any contract between the organisation and the 'Bank Worker' only lasts from acceptance of the shift to the end of that shift.

### How can I join the Resource Bank?

Substantive staff and student nurses are able to fast track onto the Staff Resource Bank to work additional shifts **only** within the speciality that you are currently employed (e.g., facilities to facilities, nursing to nursing or clerical to clerical).

To enquire further about joining the Resource Bank, please contact the Team via telephone on 01495 745805 (option 3) or email at [BankRecruitment.ABB@wales.nhs.uk](mailto:BankRecruitment.ABB@wales.nhs.uk)

### Cancellations

There is no obligation for Bank Workers to accept the offer of hours for each week but having done so they will be expected to work them. Shift cancellations are monitored regularly to reduce the impact on patients and staff.

To cancel a bank shift please contact the Resource Bank directly on 01495 745805.

### Annual Leave

Annual leave is accrued when working on the Resource Bank. For every 8.29 hours worked, one hour of annual leave is accrued.

All annual leave claims must be claimed prior to the 31<sup>st</sup> of March each year otherwise any accrued annual leave will lapse. It is the responsibility of each bank worker to ensure that they claim their annual leave in a timely manner.

To claim annual leave on the Resource Bank, please fill out the following [form](#) and return this to [BankAnnualLeave.ABB@wales.nhs.uk](mailto:BankAnnualLeave.ABB@wales.nhs.uk). All claims need to be submitted each Friday by 12:00, in order for payment to be made the following Thursday.

### Pay



The Resource Bank working week operates from Thursday to the following Wednesday. All timesheets should be delivered to the Bank by Friday, no later than 18:00 in order for payment to be made the following week. Resource Bank employees are paid weekly, every Friday.



# Our Health Board Plans and Priorities



## ❑ Clinical Futures Programme

The [Clinical Futures Strategy](#) sets out how as a Health Board we are moving to a better balance of care across our Health Board by:-

Delivering most care close to home, in primary and community settings, creating a network of local hospitals providing routine diagnostic and treatment services, and centralising specialist and critical care services in a purpose build Specialist and Critical Care Centre at the Grange University Hospital.

Primary and Community Services are at the heart of the model and central to developing a new relationship with patients as partners/co-producers in preserving, maintaining and improving their own health and well-being. Investing in and strengthening primary, community and social care services to create the capacity to support and treat patients in their homes and communities is a core component of the strategy. Examples of such investment over recent years include the 24-hour District Nursing Services, Stay Well Plans for older citizens, integrated health and social care community resource teams which enables patients to be assessed and supported in their own homes.

Following the opening of the Grange University Hospital in November 2020, the Clinical Futures Programme has been supporting the evolution of the new hospital as part of our system and delivering the Annual Plan 2021/22 Programme Priorities. Following the development of the Integrated Medium Term Plan [IMTP 2022-2025](#), the Clinical Futures Programme will focus delivery on key IMTP priority areas for the Health Board over the next 3 years.



Further details of the Clinical Futures Programme can be found here:  
[Clinical Futures](#)



## ❑ People Plan 2022/25 - Putting People First

The Health Board's People Plan 2022 – 2025 is our workforce and organisation development strategy and sets out our ambitions, recognising that there is a direct correlation between staff wellbeing and patient outcomes. The plan will focus on the following 3 core objectives:

- ❑ **Staff Health and Wellbeing** – Creating an environment for staff to feel proud to work for the Health Board and are included, engaged, and have a sense of belonging.
- ❑ **Employer of Choice** – Building on the reputation of the Health Board as a great place to train, work and grow.
- ❑ **Workforce Sustainability** – Ensuring we have the right workforce models that embed innovative thinking.

The plan describes the actions that will be prioritised, who has been involved in its development, and also takes the opportunity to share some staff stories of their career journey within the Health Board.

This is a dynamic plan, which will be under regular review, and staff/stakeholders will be updated on the progress being made on delivery on a quarterly basis.

You can access the People Plan via the following link: [People Plan 2022-25](#)

The [People Plan on a page summary](#) contains a QR Code link which also enables the plan to be opened from a mobile phone or tablet device.



## How is Workforce & OD Supporting the People Plan?

We have set an ambitious plan for improving the way we deliver services; work with our partners and manage our resources within a context of increasing demand and limits on the staff and resources available.

*Through our actions we aim to improve...*

- ❑ **Staff Health and Wellbeing** by providing wellbeing services, deliver a reduction in sickness and staff turnover and ultimately improve patient outcomes and experiences.
- ❑ **Becoming an Employer of Choice** by reducing our vacancies, reducing reliance on bank and agency workers and reducing absence turnover.
- ❑ **Workforce Sustainability** ensuring workforce models are the right-size and optimising the effective use of skills, technology and staff.

Our People Plan aligns with the themes of the [Health and Social Care Workforce Strategy National Planning Framework](#) and the [Integrated Medium Term Plan](#).

The People Plan will outline a road-map that will help us to improve the experience of our staff now and in the future. The plan is aligned with our organisational values and most importantly our belief that staff experience shapes patient experience.

The Plan addresses the short-term actions needed to stabilise our workforce following recent times and the actions needed to establish and embed new ways of working in the medium to longer term. Much of what is set out in our plan is already underway, however, some developments are new and designed to creatively support longer term sustainability.



Staff Health & Wellbeing



Employer of Choice



Workforce Sustainability





# Equality, Diversity and Inclusion



ABUHB works to bring our workforce and communities together to realise the vision for a personal, fair and diverse health and care service, where everyone counts and our values are brought to life.

Everybody has a right to be treated with dignity and respect and in doing so; we recognise our legal duties under the [Equality Act 2010](#) and [Human Rights Act 1998](#).

The organisation has an [Equality Impact Assessment](#) (EQIA) process which assesses services and employment policies to determine any adverse impact on the [protected characteristics](#). EQIA should be completed during the initial stages of developing new strategies, policies, functions or services, prior to starting a procurement exercise and before decisions are made - If you are introducing change to the Health Board, you should complete this assessment. Completing this will support the Health Board in fulfilling its Equality Act 2010 obligations, help you to integrate dignity and respect into your work, and help you to understand whether your project/ plan is helping to meet the needs of disadvantaged groups.

Our [People Plan](#) reminds us to ensure that staff must feel valued, supported and empowered to carry out their work. Therefore, we must address levels of unfairness, discrimination and negative behaviours, and create compassionate and inclusive cultures which has implications for staff health and wellbeing, staff engagement and ultimately patient care. This needs to be role-modelled throughout teams and across leaders at all levels, who have an integral role to play in exhibiting behaviours and demonstrating values that lead to a culture of civility and respect.

To find out more, you can view our [equality, diversity and inclusion resources](#) or for more information on training and development opportunities, support in completing an EQIA, or information on how to develop cultural competence in your team, contact [ABB.EDI@wales.nhs.uk](mailto:ABB.EDI@wales.nhs.uk)

The Health Board has also established several key staff support groups which provide staff with an opportunity to input into services, policy and support needs, usually meeting virtually via Teams each month. Each staff network will be open to all staff, those with protected characteristics and allies; with a safe space session available every three months. For more information, please visit: [Staff Network Dates](#)





# Welsh Language Unit



The [Welsh Language Unit](#) will enable you to access information, guidance and support on all Welsh language activities within the Health Board and will give you easy access to relevant external links. There will be particular reference to the Welsh language standards and how you can support their implementation in your area.

It is important for people working in health, social services and social care to recognise that many people can only communicate their care needs effectively through the medium of Welsh. For many Welsh speakers being able to use their own language has to be seen as a core component of care, not an optional extra. Denial of that right or an ability to provide this efficiently and effectively could place patients, service users and families at a real disadvantage.

ABUHB are, therefore, committed to being proactive in ensuring an "Active Offer" of Welsh to the public we serve. If you speak Welsh, you can make use of the [Iaith Gwaith \(Working Welsh\) Scheme](#). This scheme uses an orange speech bubble badge to show that a person can speak Welsh. Wearing a lanyard/badge bearing the Iaith Gwaith logo is a great way of indicating to the public that you and/or your staff speak or are learning Welsh. Free lanyards and badges can be requested via [Pulse](#).

On this page you will find information and resources on how to support yourself, colleagues and the communities we provide our services to. There is also information regarding [training opportunities](#) and the [staff network – PartnerIATIH](#).

Please contact the Welsh Language Unit via email with any questions or requests for support on [ABB.WelshLanguageUnit@wales.nhs.uk](mailto:ABB.WelshLanguageUnit@wales.nhs.uk)



# Agile/Hybrid Working



Aneurin Bevan University Health Board is committed to providing new ways of working. We continue our transition to a more agile/hybrid organisation and resetting our approach involves changing a cultural mind-set.

## What is agile/hybrid working?

Agile/hybrid working is a term used to describe situations where employees are granted a **degree of autonomy over where they work** in order to fulfil individual and organisational goals. Hybrid working is where an employee splits their time between the workplace and working remotely either at home or another workplace location. ***Flexible working is not to be confused with agile/hybrid working and refers primarily to flexibility around working which is an agreement at an individual employee level.***

The vision is to make the workplace more inclusive, encourage communication and collaborative work promote better use of technology and improve the delivery of services for our patients. We are aware of our commitment to reduce travel and reduce the organisational carbon footprint through estates rationalisation and reduce car usage.

We have developed an [Agile/Hybrid Working Framework](#) that sets out supporting guidance on how we create the conditions that ensure agile/hybrid working teams stay connected, staff wellbeing is prioritised and service delivery continues uninterrupted. It joins the dots with other similar policies such as the [Flexible Working Policy and Guidance \(Balancing Work and Personal Life\)](#) and [Home Working Policy](#), along with ensuring we meet the health and safety requirements which keep our staff safe when working away from their bases. Agile/hybrid working is a formal agreement between you and your line manager and must be reviewed on a regular basis.

For more information on agile/hybrid working, please visit our [Pulse pages](#) or contact us via email at [ABB.AgileHybridWorking@wales.nhs.uk](mailto:ABB.AgileHybridWorking@wales.nhs.uk)



# Informatics



Health Informatics is one of the fastest growing areas in health. It involves the intelligent use of information and technology to provide better care for patients.

The [Informatics Directorate](#) sits within the Planning, Digital & IT Division, and strives to ensure that the Health Board's digital investment is aligned to the needs of the operational service, delivering maximum value and meets its core responsibilities for providing and maintaining safe, secure, reliable and compliant services.

The [ICT Portal Seren](#) (previously the ICT Service Desk) is the single point of contact for all IT-related incidents and service requests. The team will be able to support with any IT issues (e.g. access to mailboxes, Clinical Workstation (CWS) or Microsoft Teams queries). Requests for help can be logged online via the Service Desk within the [ICT Portal](#) or via telephone. There are also other departments that can be contacted in Informatics. *Please ensure to choose carefully from the following numbers when calling to avoid any delays:*

| Department   | External     | Internal | Option No. |
|--|--------------|----------|------------|
| ICT Portal Seren (previously the ICT Service Desk)                                 | 01495 765000 | 55000    | 1          |
| Clinical Applications Team (includes CWS, MedSecs, G2, Ormis and Symphony queries) | 01495 765000 | 55000    | 2          |
| Digital Health Records (DHR)   | 01495 765000 | 55000    | 3          |
| Telephony  | 01495 765000 | 55000    | 4          |

Informatics also have a wealth of information available on Pulse, including extensive User Guides of which managers and staff may find useful to access when they have an IT query.

## ❏ Telephone Directory

For access to the Health Board's different telephone directories, please visit the following page via [Pulse](#).







## ❑ **Switchboard Services**

The Health Board recognises the need to provide effective Operator Services which are available to all who seek its assistance. Switchboard provides services and clinical emergency response requests for all hospitals within the ABUHB geographical area; responding to calls for 17 locations and providing a 24/7 service. In addition to this, Switchboard Services support a number of out of hours services including District Nursing, Works and Estates and ICT.

Switchboard provide support to the following services:

- ✓ Patient Liaison Service
- ✓ On-Call Rotas
- ✓ Child Protection
- ✓ ICT (Out of Hours)
- ✓ Works & Estates (Out of Hours)
- ✓ Transport
- ✓ District Nursing (Out of Hours)
- ✓ Emergency Calls and Testing
- ✓ Major Incident
- ✓ International Calls

For more information, please visit the Switchboard Services Pulse page: [Switchboard Services 24/7](#)

## ❑ **Interpreting and Translation Service**

The Health Board understands that communication is a vital part of the care of any patient and is committed to ensuring adequate and effective interpreting and translation services for all patients, parents and guardians.

The Health Board is able to support [video interpreting](#), [face-to-face interpreting](#) and [document translations](#). In the course of your role, you may require the support of the Interpreting and Translation Service. For further support and guidance, please contact the team on 01495 745656 (internal 55656), via email at [ABB.InterpretersAndTranslators@wales.nhs.uk](mailto:ABB.InterpretersAndTranslators@wales.nhs.uk) or via their [intranet page](#).



# Information Governance



**Information Governance** is a framework that brings together legal, ethical and quality standards that apply to the handling of information; it applies to sensitive and personal information, of both employees and patients.

Information Governance sits alongside clinical and corporate governance and focuses on ensuring that information is handled in a confidential and secure manner. It includes confidentiality, integrity and availability.

It is a mandatory requirement that all staff undertake Information Governance Training which can be located through the **ESR** page and logging into the My Learning page on the left hand side of the page.

The Information Governance Unit has produced an **Information Governance Staff Handbook** to support staff in relation to compliance with data protection legislation and information governance standards.

If you have any queries relating to Information Governance, please contact the team. *Each division has a specific Information Governance officer, therefore, please ensure that you contact the relevant individual to avoid any delays with your query.* The contact details for the Information Governance Team can be found via [Pulse](#).





## ❑ **Storage of Personal Records**

It is important to store accurate personnel records and as a minimum, you should be storing at least the essentials given by ACAS, that is:

- ✓ Personal details – such as name, address and date of birth
- ✓ Employment history – such as start date, promotions and job title
- ✓ Terms and Conditions – such as pay, hours of work and holiday entitlement
- ✓ Absence details – such as lateness, sickness and maternity and other forms of leave
- ✓ Accident log – covering any work-related incident/injury
- ✓ Training information – both internal and external
- ✓ Disciplinary actions - including termination of employment

ABUHB seeks to ensure that there is a consistent approach to the keeping of employment records. This applies to both paper and electronic records. ESR is the primary electronic source for maintaining staff records within the Health Board. This should be maintained and updated through ESR Self Service where applicable.

The Information Governance Unit recommend storing staff personnel files in an electronic format on a restricted SharePoint site as this is a more secure way of handling and transferring personal data. It is also easily retrievable if a staff member places a Subject Access Request for this information. To set this up within your team, you will need to request a secure restricted SharePoint Folder to be created to store your personal files in. Information Governance recommend having 1x manager and 1x admin person linked to the restricted folder to be able to access in each other's absence, for further information refer to the **Staff Electronic file IG Guidance**

Further details regarding the storing of personal files can be found in the **Keeping of Personal Records Policy** which provides a framework for the way the Health Board deals with employment records. It aims to ensure a consistent high standard, complying with all employment legislation. It also states the entitlement of staff in relation to their personal records.



## ❑ **Records Management Code of Practice for Health and Social Care**

The [Records Management Code of Practice Policy](#) has been adapted from the Records Management Code of Practice for Health and Social Care 2020 for use within the Health Board.

The Code provides the Health Board with a framework for consistent and effective records management based on established standards and current legislation. It includes guidelines on topics such as legal, professional, organisational and individual responsibilities when managing records. It also advises on how to design and implement a records management system including advice on organising, storing, retaining and deleting records. It applies to all records regardless of the media on which they are stored.

The Code is intended for use by staff within the Health Board to help deliver a practical approach and guidance to all records management in order to safeguard the Health Board and ensure compliance with current legislation.

All health and care employees are responsible for managing records appropriately. Records must be managed in accordance with the law. Health and care professionals also have professional responsibilities for complying with the Caldicott Principles and records keeping standards set out by registrant bodies. Whilst every employee has individual responsibilities, the Health Board requires to have a designated member of staff who leads on records management.

## ❑ **Medical Records**

Clinical record keeping is an integral part of professional practice, designed to inform all aspects of the care process. Health care records enable health professionals to maintain a record of diagnoses made, treatment planned and given and the user's progress. They form a permanent account of an individual's considerations and the reasons for decisions.

Good recording keeping improves accountability, can provide a medicolegal record of the care provided and is fundamental to good risk management practice. It is therefore essential that all records are correctly, accurately and legibly recorded, up to date and easily accessible to those who need to use them.

Recording keeping standards are the minimal requirements for all staff to adhere to in the achievement of effective safe record keeping and documentation of clinical care.



Further information on the purpose of records, the standard of record keeping and the responsibilities of those generating medical records can be found in the [Clinical Record Keeping Policy](#).



# Health and Safety



The Health Board aims to promote a safe working environment with prevention at the forefront to keep staff, patients, visitors, students and contractors safe.

Everyone is responsible for the health and safety of everyone else at work. We all have a legal duty of care under the Health and Safety at Work Act 1974 to ensure the safety of others. The Management of Health and Safety at Work Regulations 1999 put the responsibility for safety not just with the employer, but with managers. Staff have the right to feel safe, report incidents and raise any safety concerns, therefore, as a manager you may need to deal with these issues promptly or report issues yourself.

The Health Board uses a system called [RLDatix](#) to manage risk. The system allows all staff to report an incident and complete some risk assessment forms. The Health and Safety Team have put together some useful guidance for staff and managers on their [Pulse pages](#). New users will need to complete an [RLDatix Access Request Form](#) which should be forwarded to the following email address: [Risk.Management@wales.nhs.uk](mailto:Risk.Management@wales.nhs.uk). Queries relating to RLDatix or request for training can also be forwarded to the same email address.

The Health and Safety [Pulse pages](#) also contain further information that staff may find useful in relation to Health and Safety, Fire Safety, Manual Handling, Risk Assessments, Violence, Aggression and Personal Safety and links to Health and Safety Policies. For any queries relating to these issues, please contact the team via email at [ABB.HealthandSafety@wales.nhs.uk](mailto:ABB.HealthandSafety@wales.nhs.uk)



# Diolch! Thank you!



## We really hope that you found this handbook useful...

If you have any feedback on this handbook or suggestions about other advice/resources to include, please do not hesitate to contact Workforce and OD:

**[ABB.ClinicalFuturesWorkforceQueries@wales.nhs.uk](mailto:ABB.ClinicalFuturesWorkforceQueries@wales.nhs.uk)**

We would love to hear from you!

