Policy:
Induction

NHS Sheffield Health and Social Care NHS Foundation Trust

Executive Director lead	Director of People
Policy Owner	Mandatory Training Lead
Policy Author	Mandatory Training Lead

Document type	Policy
Document version number	Version 9
Date of approval	December 2024
Approved by	Policy Governance Group
Date of issue	December 2024
Date for review	December 2027

Summary of policy
The changes made to this version of the policy are summarised on page 3 (amendment log).

Target audience	All managers; staff required to undertake induction

Keywords	Induction; new; starters

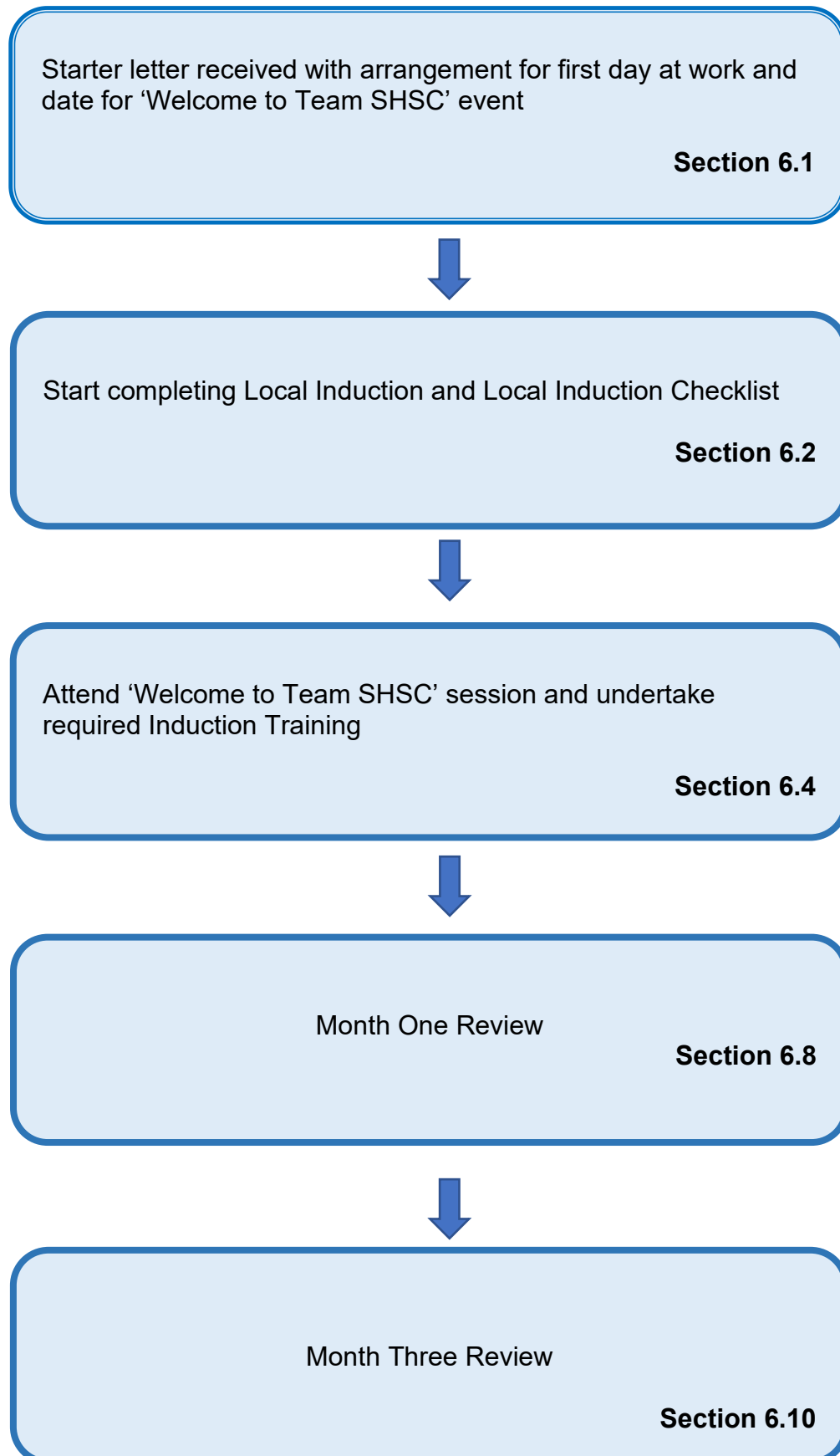| **Storage** |
|---|
| This is Version 9 and is stored and available through the SHSC Intranet/Internet.
This version supersedes the previous Version 8 [March 2021]
Any copies of the previous policy held separately should be destroyed and replaced with this version. |

Contents

Version Control and Amendment Log

Version No.	Type of Change	Date	Description of change(s)
8	Review/ ratification / issue	March 2021	Review / transfer onto new policy template.
9	New Induction Checklist	November 2024	Rewritten in conjunction with new starters

Flowchart

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┌─────────────────────────────────────────────────────┐
│                                                       │
│  Starter letter received with arrangement for first   │
│  day at work and date for 'Welcome to Team SHSC'      │
│  event                                                │
│                                                       │
│                              Section 6.1              │
└─────────────────────────────────────────────────────┘
                            ⬇
┌─────────────────────────────────────────────────────┐
│                                                       │
│  Start completing Local Induction and Local Induction │
│  Checklist                                            │
│                                                       │
│                              Section 6.2              │
└─────────────────────────────────────────────────────┘
                            ⬇
┌─────────────────────────────────────────────────────┐
│                                                       │
│  Attend 'Welcome to Team SHSC' session and undertake  │
│  required Induction Training                          │
│                                                       │
│                              Section 6.4              │
└─────────────────────────────────────────────────────┘
                            ⬇
┌─────────────────────────────────────────────────────┐
│                                                       │
│  Month One Review                                     │
│                              Section 6.8              │
│                                                       │
└─────────────────────────────────────────────────────┘
                            ⬇
┌─────────────────────────────────────────────────────┐
│                                                       │
│  Month Three Review                                   │
│                                                       │
│                              Section 6.10             │
└─────────────────────────────────────────────────────┘
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1. **Introduction**

    This policy is for all new employees to SHSC.

    The Trust regards staff as its most valuable resource. When new members of staff are recruited, we need to help them to become effective and legally compliant through a planned induction programme.

    All employees will attend the 'Welcome to Team SHSC' event and undertake any training required by their role (taking into account any training passported during recruitment process).

    All employees will receive a local induction with their Manager or Supervisor introducing them to their place of work, their role, and their colleagues.

2. **Scope**

    This policy applies to all new employees whether permanent, temporary, locums, agency workers or volunteers.

3. **Purpose**

    - To help new staff establish their role in the Trust effectively and to become productive and valuable members of the team.

    - To enable staff to understand their individual responsibilities and the organisation's expectations of new staff.

    - To comply with Trust mandatory training as per statutory legislation requirements.

    - To understand the internal organisational structures and systems of the Trust and their role within it.

    - To understand the process relating to their performance and development review.

4. **Definitions**

    Permanent staff will include doctors in training and bank staff.

    Temporary staff will include agency staff.

5.   Details and Duties

The Trust Board is collectively accountable for ensuring that all statutory requirements relating to induction are in place and upheld by staff. This includes the quality, content and frequency of training provided and the maintenance of adequate staff induction records.

The Trust Board is accountable and responsible for ensuring sufficient provision of accessible resources to support the development, implementation and monitoring of Induction. This includes human, physical and financial resources.

New employees are responsible for:

- Completing the relevant induction programme as identified with their line manager
- Taking personal responsibility for meeting their own mandatory and job role training requirements (unless training cancelled due to logistics)
- Identifying any reasonable adjustments requirements to their line manager or Occupational Health on their application form.
- Participating proactively in induction training events and programmes according to their job role needs
- Informing Training staff of any specific learning needs related to their job role
- Implementing learning, knowledge and understanding into practice.

Managers are responsible for:

- Providing delegated responsibility and accountability to meet the operational requirements of the Induction and Mandatory Training Policies
- Releasing staff to attend 'Welcome to Team SHSC' and undertake required training.
- Ensure all reasonable adjustments are put into place before the member of staff commences training
- Monitoring compliance and following up non-attendance ad non- completion of online training
- Completing the job specific induction requirements and local induction checklists for all staff including agency, temporary and locum doctors
- Ensuring that, for all temporary staff, the person in charge of the work area completes the day one Induction Checklist (Appendix B) with all temporary staff, and ensures that the member of staff does not work unsupervised until it is completed
- Monitor training records on a regular basis via the Oracle Learning Management system on ESR and the compliance reports sent out by Training Team

Clinical Lead / Head of Medical Education is responsible for:

- Integrating Trust requirements for Induction for junior doctor training with the Deanery requirements. This will include any national or regional requirements.

Director of People Directorate is responsible for:

- Leading Induction provision in the Trust
- Advising the Chief Executive and Trust Board on any Induction and Statutory and Mandatory Training issues.

Mandatory Training Lead is responsible for:

- The integration, management of the Induction Mandatory Training system and processes and the overall delivery of Mandatory Training Programme.
- Reviewing the content of the 'Welcome to Team SHSC' Programme annually
- Informing new starters of recognised trade unions in the Trust
- Monitoring compliance by providing support and guidance at Trust, Group, Directorate, Department and individual level on Induction and Statutory and Mandatory Training issues.
- Ensuring the Training Needs Analysis, Trust Training Plan and Trust Online Course prospectus are up to date.
- Auditing Directorate/Trust compliance with Induction and Mandatory Training requirements
- Overseeing the production report for relevant Trust Steering Groups.

Human Resources staff are responsible for:

- Streamlined recruitment process which ensures passporting of any previous NHS training
- Booking on 'Welcome to Team SHSC' as part of recruitment process.

6   Procedure: Specific details

6.1   Prior to the employee taking up employment

The Trust recognises that the induction process begins during the recruitment and selection procedure when the first contact is made with potential new members of staff. Once the job offer has been made and accepted, the successful candidate will already have received a recruitment pack containing:

- Further details of the Trust
- A job description
- A diagram of the organisation structure

A letter will be sent to the new member of staff by Recruitment detailing the arrangements for the first day of work together with the dates that they have been booked on the 'Welcome to Team SHSC' event.

The Line Manager should make sure that the new member of staff knows where and when to report on the first day.

6.2 Local Induction

All new employees should receive a local induction of their area of work, the team and their role. See Induction Checklist – Appendix B

Fire, security and a health and safety briefing must take place on Day 1 of employment, to ensure the safety of the member of staff themselves, as well as patients and visitors.

6.3 Job Specific Training

A job specific list should be used to plan and record training and demonstrate when competence is achieved. These are specific to the job role and place of work.

6.4 Mandatory Training / Induction Programme

Employees must attend the' Welcome to Team SHSC' event.
Staff must complete Mandatory Training within three months of being in post.
Staff must complete any training non-compliant on their ESR record as part of their Induction period.

Care Certificate

The Care Certificate is a set of standards that social care and health workers adhere to in their daily working life. It is the minimum standard that should be covered as part of induction training of new care workers. New support workers to the Trust and staff working in an equivalent role will undertake the Care Certificate as part of their Induction period.

Returning staff

Staff who have left the Trust and are then reinstated to work for the Trust within a year of leaving are not required to attend the 'Welcome to Team SHSC' event. They will receive an individual induction appropriate for their role. This is organised by their manager and must include any mandatory and/or job specific essential training required in the new job function.

Staff who have left the Trust for a year or more are required to attend a 'Welcome to Team SHSC' event.

6.5 Information Technology

All staff are expected to demonstrate their ability to use e-mail and internet before being allocated an individual user account and an e-Learning password. Training will be provided where necessary.

6.6   Equality and Diversity

All new starters who have not previously completed or are no longer in date will complete a training session on Equality and Diversity as part of their Induction programme.

6.7   Fire and Security

Line managers are responsible for ensuring that new starters are aware of the fire and security procedures in their area of work. This briefing should be completed on day 1 of their employment. Staff complete online fire safety training as part of the Induction. Following this staff need to update this training as per the Trust's Mandatory Training schedule.

6.8   One Month Review

At the end of the first month, it is essential that a formal review meeting is held between the new employee and their line manager. The line manager is responsible for:

- Giving feedback on their progress so far, highlighting their achievements and providing constructive feedback on areas for improvement.

- Answering any questions or queries

- Revisiting the Induction Checklist and identifying any gaps.

6.9   Specialist Off Job Training

Each function and role within the Trust requires different areas of expertise. Therefore, there will be a need for specialist training that is usually delivered outside of the department and will be planned for either during or after their first three months depending upon need, priority and availability.

Training and coaching on the job will continue to be provided during the rest of the 3-month period by the line manager and other members of the team and Trust. The job specific training checklist will continue to be used to plan and record these activities.

6.10   3 Month Review & Celebrate Success

At the end of the third month the line manager will have a formal review meeting with the new team member and establish the following:

- In what areas of their role, they have reached competence

- Give feedback to the team member on their progress so far

- Discuss job description and confirm their position and role within the team

- Update generic and job specific checklists

- Agree an interim Personal Development Plan.

6.11 Monitoring of Induction Process

This is monitored via the regular Mandatory Training reports.

6.12 Changes in Position/Responsibility

Should any employee within the Trust change roles and responsibilities, then it is important that they are '␣re-inducted' locally into their position and/or new team and booked on any outstanding or new mandatory training requirements.

6.13 Other Groups of Workers

Locum and Agency Staff and Students

For these groups of workers, it is not practical to implement the full induction procedure. This is normally where workers are only in the workplace for very short periods of time i.e. one shift, or a short University Placement. It is however important that they receive a basic induction to ensure that they understand the essential structures and systems in which they operate. The person in charge of the work area or shift should complete day one of the Induction Checklist (Appendix B) with each member of temporary staff and ensure that they do not work unsupervised until it is completed.

The Trust will only use Agencies on the procurement framework who have processes for ensuring and checking that the staff they supply have completed an appropriate induction and will obtain access to training records, as necessary.

Volunteers

Trust volunteers will undertake an online Induction Programme and undertake relevant Safeguarding Training before being placed in a Trust area.

Staff who Work on a 'Regular' Basis

If staff from these groups, work on a 'regular' basis, the full induction process should be implemented. An example of 'regular' may be one shift per week for 6 months or full time for 4 months.

Staff are required to attend a 'Welcome to Team SHSC' event and complete a local induction including the local induction checklist.

It is the responsibility of the recruiting manager to implement the full induction procedure where a worker becomes 'regular'.

Bank Workers

The Bank Workforce are a pool of staff who are recruited and managed via the Bank staffing office within the People Directorate.   All new Bank workers who do not already have substantive posts with the Trust will attend the 'Welcome to Team SHSC' event and complete all relevant Mandatory Training

8.   Development, consultation and approval
The policy has been updated to reflect changes in Trust processes

9.   Audit, monitoring and review

This section should describe how the implementation and impact of the policy will be monitored and audited. It should include timescales and frequency of audits.
If the policy is required to meet a particular standard, it must say how and when compliance with the standard will be audited.

Monitoring Compliance Template						
Minimum Requirement	Process for Monitoring	Responsible Individual/ group/committee	Frequency of Monitoring	Review of Results process (e.g. who does this?)	Responsible Individual/group/ committee for action plan development	Responsible Individual/group/ committee for action plan monitoring and implementation
Monitor new starters and completion of 'Welcome to Team SHSC'	Regular Compliance reports	Mandatory Training Lead	Fortnightly	Mandatory Training Lead	Mandatory Training Lead	Mandatory Training Lead

The policy review date is February 2024.

10.   Implementation plan

Action / Task	Responsible Person	Deadline	Progress Update
New policy to be uploaded onto the Intranet and Trust website.	Director of Corporate Governance	Within 5 working days of ratification	
A communication will be issued to all staff via the Communication Digest immediately following publication.	Director of Corporate Governance	Within 5 working days of issue	

| A communication will be sent to Education, Training and Development to review training provision | Director of Corporate Governance | Within 5 working days of issue | |

11.   Dissemination, storage and archiving (version control)

This section should describe how the new policy will be disseminated. It says where the policy will be made available and to whom. This will normally be that the policy is available on the Trust's intranet and available to all staff.
It makes it plain that any previous versions must be deleted and describes the archiving and storage arrangements for the current and previous versions of the policy. It says who is responsible for archiving and version control, and what they should do.

Version	Date on website (intranet and internet)	Date of entry in Connect (all staff communication)	Any other promotion/ dissemination (include dates)
8	Remove following ratification of Version 9	N/A	N
9	December 2024	December 2024	New version referenced at Welcome to Team SHS from January 2025

All versions of HR policies are stored on the HR Shared Drive by the policy author and the PA to the Director of People Directorate

Word copies of final versions of policies can be obtained from Policy Governance via the PA to the Director of People Directorate

Dissemination, storage and archiving (Control)

This policy is available on the SHSC extranet and available to all staff.

An email will be sent to "All SHSC" staff informing them of the revised policy. In addition, Clinical, Service & Support Directors will be advised that the revised version is available.

The previous policy will be removed from the intranet and replaced with the current version by the Corporate Governance team. Managers are also responsible for ensuring that hard copies of the previous version are removed from any policy/procedure manuals or files stored locally.

The previous policy will be removed from the Trust website by the Communications Team.

12. Training and other resource implications

Resource implications for this policy include the following:

- Sufficient qualified and competent trainers to deliver the identified Statutory and Mandatory Training
- Mandatory Training Lead
- Sufficient administration support staff to book, prepare, record and monitor staff attendance on training
- Smart cards
- Training rooms with required equipment (IT, clinical skills)
- IT infrastructure and support
- E-Learning Capacity

Training and Induction compliance and audit records will be accurate and relevant to meet the Trust's Board statutory and mandatory responsibilities and accountability

13. Links to other policies, standards, references, legislation (associated documents) and national guidance

Mandatory Training Policy
Study Leave Policy
PDR Policy
Care Certificate Standard Operating Procedure
Risk Management Policies
Disciplinary Policy
Any Trust policies, which identify training for staff employed by the Trust.

14. Contact details

Job Title	Name	Phone	Email
Mandatory Training Lead	Jennie Wilson	0114 2263110	jennie.wilson@shsc.nhs.uk
Director of People Directorate	Caroline Parry	0114 2263960	caroline.parry@shsc.nhs.uk

Equality Impact Assessment Process and Record for Written Policies

Stage 1 – **Relevance** - Is the policy potentially relevant to equality i.e. will this policy <u>potentially</u> impact on staff, patients or the public?

This should be considered as part of the Case of Need for new policies

NO – No further action is required – please sign and date the following statement. **I confirm that this policy does not impact on staff, patients or the public.**	*I confirm that this policy does not impact on staff, patients or the public.* Name/Date: Jennie Wilson 01/11/2024	**YES,** Go to **Stage 2**

Stage 2 Policy Screening and Drafting Policy - Public authorities are legally required to have 'due regard' to eliminating discrimination, advancing equal opportunity and fostering good relations in relation to people who share certain 'protected characteristics' and those that do not. The following table should be used to consider this and inform changes to the policy (indicate yes/no/ don't know and note reasons). Please see the SHSC Guidance and Flow Chart.

Stage 3 – **Policy Revision** - Make amendments to the policy or identify any remedial action required and record any action planned in the policy implementation plan section

SCREENING RECORD	Does any aspect of this policy or potentially discriminate against this group?	Can equality of opportunity for this group be improved through this policy or changes to this policy?	Can this policy be amended so that it works to enhance relations between people in this group and people not in this group?
Age	No	No	
Disability	No	No	
Gender Reassignment	No	No	
Pregnancy and Maternity	No	No	

Race	No	No	
Religion or Belief	No	No	
Sex	No	No	
Sexual Orientation	No	No	
Marriage or Civil Partnership			

Please delete as appropriate: - Policy Amended / Action Identified (see Implementation Plan) / no changes made.

Impact Assessment Completed by:
Name /Date Jennie Wilson 01/11/2024

This checklist is designed to help you become familiar with your new workplace and the policies and procedures related to your job and work base.

As each area is discussed it will be signed off by the person providing the information and by yourself once you feel the information has been adequately covered.

The checklist should be started prior to your first day and completed by your first month of employment. It will then be placed in your personal file.

New Starter checklist		
Day one Ready *To be completed prior to start date*	**Please sign and date when completed**	
	Completed	**Date**
Our Values – know and understand and implement them into your daily working life.		
Contact details for manager - Who to contact/procedure to report issues with attending on first day.		
Inform Manager of any existing annual leave Let your manager know of any existing holidays.		
I.D. card – where and how to collect your I.D. card. Instructions on how to use it including security protocol.		
Shifts/Schedule – confirm working hours, shift patterns and start time/location of first day at work.		
Uniform – do you require a uniform or have a dress code to follow? Where and how to acquire uniform if needed.		
Staff welfare – Knowledge of the health and wellbeing offer to SHSC staff. Knowledge of how my welfare will be looked after in my new role.		
Start Day *What you need to know and do on your first day working for team SHSC*		
Where to go Which entrance and access requirements, car parking (locations/passes) who to report to and an emergency contact number if there are any problems on your first day.		
Absence Reporting Who to contact & procedure to follow now you are in your workplace, understanding of the 'supporting absence' policy Self-certification / fit notes Return to work interviews Occupational Health Special leave procedures		

Health & Safety procedures Know the emergency procedures for your area e.g. fire, AED, alarms, phones etc.		
Orientation of working areas Access codes / rest areas / toilet facilities		
Working Arrangements Rotas and working hours, IT access, email, shared drive, E-rostering, breaks paid and unpaid.		
Team Processes and Procedures Communication handovers / notice boards / meetings Telephone / email / post / office equipment and appropriate use / support, training and responses re: violence and aggression.		
Policies Where to find/access, core policies and local areas (See Below Table)		
Access & training to relevant systems Email, Skype, ESR, Jarvis, Employee online/Loop etc and check all demographic details are correct		
Raising a Concern Know how, when and where to raise a concern e.g. Safeguarding lead, training dept, your trade union, NHS counter fraud, HR helpline, safety inbox, professional regulator, your manager, workplace wellbeing, freedom to speak up guardian, chaplaincy, care quality commission.		
Incident Reporting Full understanding of when and how to complete an incident report, including where to locate them on the system.		
First Week What you need to know and do in your first week		
Annual Leave Annual leave allocation and request procedure explained.		
Digital Literacy Do they need to complete digital literacy assessment and access any support needed to gain access to systems		
Training requirements Know the required competencies for your role, how to access, book and complete both e-Learning and face to face classes, and how to access support if needed		

Self Service Portal Managers to understand what this is, how to access and use it.		
Induction to role timetable Create a mutually agreed timetable with your manager including the opportunity to shadow staff and attend team meetings as required.		
Expected day to day tasks Know what your daily tasks will be and why they are required (understanding of how your role fits within your team).		
Understanding of how my role fits within SHSC Understand the impact your role/department have within SHSC.		
Hello my name is…. Yellow name badge (in addition to I.D.), how and where to access.		
Supervision timetable Agree a supervision and PDR timetable in line with the policy and understand their purpose.		
Welcome to team SHSC Confirm attendance date within 3months of start date.		
Introduction to colleagues Opportunity to meet all colleagues, especially if hybrid working.		
Introduction to key people in different teams Who do they need to connect with and how to find out who key people in the organisation are		
Organisation Processes and Procedures Professional organisations Personal Development Coaching and mentoring Speaking Up / Whistleblowing Pay scales Pensions Workplace Wellbeing Occupational Health Westfield Scheme Staff benefits including salary sacrifice		
First Month **What needs to be completed within your first month working for team SHSC**		
Understand our whole organisation Knowledge of each service and what they do.		
Joining Bank Know how to join the Bank staff, should you want to work additional hours.		
Welfare check-in How is your first month going both emotionally and practically. Have agreed goals set in your first week been met?		

Training Welcome to team SHSC (Induction) completed Aware of Trust activities / structure / key policies / key roles & responsibilities / staff support Core Mandatory Training completed Knowledge and skills acquired and can apply into practice		
Local checklist **Please add any further information/tasks specific to your local area**		
Key Policies to Read **Discuss with your line manager the order of priority, this will be dependent on your role.** Back Care and Manual Handling Confidentiality Code of Conduct Control of Substances Hazardous to Health (COSSH) Data and Information Policies Dress Code, Uniform and Appearance Equal Opportunity & Dignity at Work Fire Safety Health & Safety Incident Management Infection Prevention & Control Lone Worker Password Smoke Free and Nicotine Management Social Media Supervision Records Management PDR Policy Speaking Up Freedom to Speak Up Raising Concerns Whistleblowing Stress Management at Work Working Time Regulations **Other role specific policies identified by line manager:**		
Useful contacts (with space for you to add further information)		
Workforce workforce@shsc.nhs.uk Recruitment recruitment@shsc,nhs.uk		

Bank office	bank.office@shsc.nhs.uk
Training	training@shsc.nhs.uk
Digital	Digital@shsc.nhs.uk
Switchboard	0114 2716310

Scheduled date for 1 month review:

Scheduled date for 3 month review:

I confirm that the Employee Induction Checklist has been completed and the requirements for each section has been met.

Employee's signature _____ Date _____

Managers signature _____ Date _____