

Orientation and Induction Policy and Procedure

Ratification Process

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Ratified on and by:	TBC C&P CCG Remuneration & HR Sub Committee
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**Cambridgeshire & Peterborough CCG
Orientation and Induction Policy and Procedure**

Document Control Sheet

Development and Consultation:	This policy was developed by the CCG HR team and consulted upon with senior managers and staff representatives. This policy has been approved through the Joint Consultation and Negotiating Partnership (JCNP).
Dissemination	All new and updated policies and procedures are notified to senior managers via email for dissemination to their staff. Notification is also sent to all staff via the bi-weekly staff newsletters.
Implementation	All staff and managers. Line managers have an additional duty to provide new employees to the CCG with an orientation and induction in line with this policy.
Training	The CCG HR team will organise to inform managers of this policy.
Audit	The CCG HR Team will hold a database of all policies and a reminder will be sent when a policy is due for renewal.
Review	This policy will be reviewed by the CCG HR Team and JCNP every two years, unless an earlier review is required e.g. due to changes in legislation or in NHS direction.
Links with other documents	This policy should be read in conjunction with: CCG Probationary Periods Policy and Procedure Learning & Development Policy and Procedure

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Revisions

Version	Page/ Paragraph no.	Description of change	Date approved
Version 2	Page 10	Mandatory training list expanded to include Adult Safeguarding and frequency of all mandatory training	15/05/2014
Version 2	Page 9 section 4	Added in Probationary Policy	15/05/2014
Version 2	Page 13 section 15	Added in Probationary Policy form/sign off	15/05/2014
Version 3	Page 5 section 3	New Starter Pack now to be made available to new employees on their first day by their line manager.	10/03/2017
Version 3	Page 6, section 5	Inclusion of further information regarding mandatory Information Governance training	10/03/2017
Version 3	Page 7, section 6.2	Inclusion of reference to the Probationary Periods Policy in relation to completion of the orientation and Induction checklist	10/03/2017
Version 3	Page 10, appendix 1	Inclusion of completion of Declaration of Interest Form in Orientation and induction checklist	
Version 3	P17 appendix 2	Inclusion of Corporate Induction Booking Form	10/06/2017
Version 3	P11, appendix 1	Inclusion of additional mandatory training elements: Freedom to Speak Up and Conflicts of Interest	10/06/2017

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Cambridgeshire & Peterborough CCG Induction and Orientation Policy and Procedure

1. Introduction

The orientation and induction of new staff into NHS Cambridgeshire & Peterborough Clinical Commissioning Group (CPCCG) plays a major part in the motivation and retention of staff. It also has a vital role to play in making sure all staff receive the necessary health and safety information as soon as possible after they commence employment.

The employee's line manager, in accordance with this policy, carries ultimate responsibility for ensuring that all staff under their direct management receive the orientation and induction described in this policy.

Within this policy, "*orientation*" is meant to describe the initial welcome into the new organisation (e.g. within the first few weeks) whilst "*induction*" is a longer term and more in-depth process, taking place over the initial three months.

The arrangements described in this policy will apply to all employees of Cambridgeshire & Peterborough CCG.

2. The Three Stages of Induction

The induction of a new member of staff requires planning, time and commitment.

The main aim is to help the new recruit to integrate into the organisation as quickly and effectively as possible so that he/she can play an active and safe role as a new member of the team.

Good induction provides a supportive environment and projects a positive corporate image both internally and externally.

For the purpose of this policy, induction is described as a three-stage process:

- a. Departmental Induction
- b. Corporate Induction
- c. Mandatory Training

3. Departmental Induction

A copy of the CPCCG New Starter Pack will be made available to the new employee by their line manager on their first working day with CPCCG. Appointing managers will need to obtain a copy of the CPCCG New Starter Pack from the CPCCG extranet. Only in exceptional circumstances should this initial discussion and review of the New Starter Pack not take place on the employee's first day. The New Starter pack includes appendix 1 of this policy, and this Orientation and Induction Programme should be completed within three months of the employee's start date with CPCCG, and 'signed off' as completed by the employee's line manager.

4. Corporate Induction

- 4.1. This is the process of introducing the new member of staff to CPCCG so that all new employees understand the context in which they are working and feel valued. This induction has also been designed to ensure that all staff receive appropriate support and training to safeguard their own health and safety and that of patients and other people at the earliest opportunity. The induction also covers such local issues relating to corporate and Human Resources policies and procedures; service areas of the CCG, as well as the context of the local health economy.
- 4.2. This session will be relatively informal, however it will include a formal welcome by the CPCCG Chief Officer or Associate Director of Corporate Affairs.
- 4.3. The CPCCG Corporate Induction will take place monthly, and it is the line manager's responsibility to ensure their new employee is booked onto a session at the earliest opportunity, using the form in appendix 2 of this policy. The dates of future corporate inductions will be made available on the CPCCG extranet.
- 4.4. The induction will incorporate a number of elements of the CPCCG Mandatory Training requirements, including:
 - a. Equality & Diversity
 - b. Fire Safety
 - c. Health & Safety
 - d. Safeguarding Children
 - e. Safeguarding Adults
- 4.5. Until such time as the new employee has attended the Corporate Induction, managers will ensure that he/she is not exposed to health and safety risk (and the potential risk to others) by restricting or excluding responsibilities that involve moving and handling or any direct contact with patients. Where necessary, managers should seek advice from a member of the OD & HR team or Occupational Health.

5. Mandatory Information Governance (IG) Training

- 5.1. Good Information Governance ensures that appropriate safeguards are in place for both corporate and person identifiable information.
- 5.2. Information Governance provides a framework to ensure that personal information is dealt with legally, securely, efficiently and effectively, in order to deliver the best possible care and safeguard patients and staff.
- 5.3. Information Governance also offers NHS employees a clear structure to deal consistently with the many different rules about how information is handled; such as the Data Protection Act 1998, the Confidentiality NHS Code of Practice and the Information Security NHS Code of Practice.

5.4. The penalties for breaking data protection and associated laws can be significant:

- a. Organisations can be fined up to £500,000 for each breach; and
- b. Individuals responsible for breaches may be subject to disciplinary action or even dismissal.

5.5. The aim of the IG Training Tool is to ensure that appropriate training is available so all CPCCG employees are aware of their individual responsibilities relating to Information Governance. A number of interactive e-learning modules have been developed at introductory and foundation level, and the modules can be completed in manageable chunks, and progress through the module will automatically be bookmarked. New employees to the CCG will need to complete the following Information Modules:

- a. Information Governance Management
- b. Information Security (secure transfers of Personal Data)
- c. Records Management
- d. Information Security (information security guidelines)

5.6. This training should be completed on the employee's first working day with CPCCG. The IG Training tool can be accessed via the extranet or using the following link:
<http://portal.e-lfh.org.uk/>

5.7. If an employee has any issues with their password for the training tool, they should contact learn@nhs.net in the first instance.

5.8. Further information regarding Information Governance can be found on the Information and Guidance pages of the extranet under Information Governance.

6. Completion of Orientation and Induction

6.1. The process of orientation and induction will be completed within the employee's first three months, within the employee's probationary period. The employee's manager will be responsible for regular monitoring of the orientation and induction programme, as set out in appendix 1 of this policy, to ensure it meets the employee's needs and ensure it can be signed off by the end of the employee's probationary period. The checklist should be "signed off" by the employee and their line manager and submitted to the OD & HR team alongside the employee's probationary period completion letter.

6.2. Details of the employee's mandatory training completed during the orientation and induction should be transferred to the employee's appraisal paperwork at the end of their probationary period.

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Appendix 1 – Orientation and Induction Programme

Employee Name	
Employee Position	
Directorate	
Start Date	
Line Manager	
Name of 'buddy' or sponsor	

Your orientation and induction programme has been put together in accordance with the CCG Orientation and Induction Policy and Procedure, and will comprise a core programme in three parts:

- Part 1 - A short orientation session to introduce you to the CCG and its aims and values.
- Part 2 - A detailed induction into your new department that will take place during the first 3 months (as a minimum) covering the areas set out in the attached checklist.
- Part 3 - A Corporate Induction Day, which you must attend, covering such topics as Equality & Diversity, Fire Safety, Health & Safety and Safeguarding.

This document will be maintained by your line manager and updated with you as your induction progresses during your probationary period. If you have any questions or concerns at any stage please raise them with your line manager in the first instance.

Orientation & Induction Checklist

Managers should ensure the topics within this checklist, which are applicable to the employee, are fully discussed and explained to the employee before the item is signed off.

Most of the documents and policies referred to in this checklist can be found on the CCG extranet, in particular on the New Starter Information page.

1. CCG - structure and who's who	Manager Initials/ & Date completed
Organisational structure including directorates, directors and office locations	
Location and contact details for CCG Organisational Development and Human Resources team	
NHS structure	
CCG Mission & Vision	
CCG Culture, Values & Behaviours	
Introductions to colleagues in team/ directorate/ office	
2. Orientation to be completed on employee's first day	Manager Initials/ & Date completed
Toilets/ Changing facilities at base location	
Kitchens, Staff Rest Rooms & beverage scheme	
Tour of base location including directorate	
Employee provided with Contract of Employment signed by Line Manager. Once signed by employee, it should be submitted to capccg.HRfiling@nhs.net	
<p>Line manager to show employee how to login to Staff Extranet and where to find Staff Directory and all OD & HR policies, in particular</p> <ul style="list-style-type: none"> • Freedom to Speak Up Policy & Procedure (Whistleblowing) • Disciplinary Policy & Procedure • Grievance Policy & Procedure • Probationary Periods Policy & Procedure <p>http://extranet.cambridgeshireandpeterboroughccg.nhs.uk/staff-homepage/hr-and-learning-and-development/hr-policies/</p> <p>Line manager to explain Probationary Periods Policy and book meeting to set objectives, as well as second meeting after four weeks to review objectives</p>	
Line manager to show employee how to access P forms on SERCO website .	

<p>P2 New Starter Form completed by Line Manager and employee and submitted to SERCO at ang-sa.capccg-sercoPforms@nhs.net alongside either P45 or completed HMRC Starter Checklist Employee to be made aware to contact Serco Employment Services for Expenses login details once they have been issued with an assignment number</p>	
<p>NHS Pensions New Employee Questionnaire completed by employee and submitted to SERCO at ang-sa.capccg-sercoPforms@nhs.net</p>	
<p>Car Parking Application Form completed and submitted to capccg.officemanager@nhs.net Please see Lockton House Car Parking Policy for further information</p>	
<p>P9 Standard Car User Application completed and evidence of documentation taken, including driving licence; MOT certificate; Insurance certificate evidencing cover for business purposes; and Vehicle Registration document submitted to SERCO at ang-sa.capccg-sercoPforms@nhs.net</p>	
<p>P3 Staff Changes form completed for car parking salary deduction and /or employee to join beverage scheme and submitted to SERCO at ang-sa.capccg-sercoPforms@nhs.net</p>	
<p>Declaration of Interest Form completed and submitted to CAPCCG.HR@nhs.net</p>	
<p>Annual Leave Card requested from OD & HR team or team directorate Administration Support and entitlement confirmed by Line Manager. Please see CCG Annual Leave Policy and Procedure for further information.</p>	
<p>Appendix 2 completed and submitted to Communications Team at capccg.contact@nhs.net Corporate Services Support Manager at capccg.officemanager@nhs.net OD & HR Team at capccg.HR@nhs.net or learn@nhs.net Lockton House Reception at capccg.reception@nhs.net</p> <p>This form includes information required for the employee ID Badge and Entry Fob as well as Extranet Directory and MFD Scanner Setup and Corporate Induction</p>	
<p>Information Governance mandatory training completed by employee: https://www.igt.hscic.gov.uk/igte/</p>	

3. Mandatory Training	Manager Initials/ & Date completed
Corporate Induction This should be booked as soon as possible after the employee's first working day with the CCG, using the form in appendix 3.	

Mandatory Training	Method			Frequency of Refresher Training Required		
	Corporate Induction	Workshop	E-Learning	One off	Annually	Every 3 Years
Corporate Induction	√			√		
Fire Safety	√	√	√		√	
Health & Safety	√			√		
Equality & Diversity	√	√	√			√
Safeguarding Children	√		√			√
Safeguarding Adult	√		√			√
Freedom to Speak Up			√	√		
Conflicts of Interest			√	√		
Recruitment & Selection (Managers only)		√			√	
Appraisal Conversations (Managers only)		√			√	
Information Governance						
Intro to IG			√	√		
Secure transfers of personal data			√	√		
Records management			√	√		
Information security			√	√		
Information Governance: The Refresher Module			√		√	

4. The Job	Manager Initials/ & Date completed
Job Description & Person Specification	
Directorate Rules	
Training Planned	
Standards required	
Standards of Employment Practice	
Communication with press and outside agencies	

5. Hours of Work	Date	Demonstrated by	Signature of Employee
Starting and Finishing Times			
Meal/Tea Breaks			
Lateness Procedure			
Flexitime and Time Off in Lieu (TOIL) e.g. agreement for accruing and taking back.			
Briefing on Working Time Directive			

6. IT	Date	Demonstrated by	Signature of Employee
Corporate business style for documents, email signature, email address: https://www.cambridgeshireandpeterboroughccg.nhs.uk/staff-homepage/guidance-and-information/templates-and-toolkits/			
Introduction to drive(s), files and folders			
Introduction to CCG templates, use of and location on server S:\Templates			
Access and permissions to calendars, restricted folders etc.			
Management of confidential and/or sensitive information			
Multi-functional devices – training on use (set up on PC, secure print etc)			
Good housekeeping of email: email signature, deletion, archiving etc			
Overview of CCG website www.cambridgeshireandpeterboroughccg.nhs.uk			

Removable Media Policy			
Telephone – set up voicemail, speed dial, etiquette			
Staff IT User Guide			
Serco IT Help Desk 0800 996 996			
NEL CSU Help Desk (for nhs.net account IT issues only) 01268 243731			

7. Information Governance	Signature of Employee
Line manager to show employee Information Governance extranet page	
Email Acceptable Use policy	
Internet Acceptable use policy	
Code of Conduct for Confidentiality	
Data Handling Guidance	
IG incident reporting procedures	
Confidentiality	
Data Protection	

8. Financial responsibilities	Date	Demonstrated by	Signature of Employee
For anyone with budgetary responsibility, training should be arranged with a member of the Finance Team; please contact CAPCCG.finance@nhs.net			

9. Special Responsibilities	Date	Demonstrated by	Signature of Employee
Gifts/Hospitality			
Ordering Procedures			
Complaints https://www.cambridgeshireandpeterboroughccg.nhs.uk/contact-us/patient-experience-team/			
On Call arrangements			

10. Transport	Date	Demonstrated by	Signature of Employee
Line manager to ensure employee is setup on expenses system and understands how to use including upload of receipts			

Line manager to make employee aware of CCG Travel and Related Expenses Policy and Procedure on CCG extranet			
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11. Sickness/Absence	Date	Demonstrated by	Signature of Employee
Sickness absence policies can be found on the HR Policies section of the extranet			
What to do if you are Sick, (reporting procedure, completion of P6 forms etc)			
What to do for other types of Absence (eg Carers Leave)			
Prior notice of absence (e.g. dentist, hospital appt, jury service etc.)			
Occupational Health Service			
Insight Wellbeing at Work Service			

12. Communication & Information	Date	Demonstrated by	Signature of Employee
Lines of Communication in Directorate			
Personal Problems (who to contact)			
Trade Union recognition			
Joint Consultation & Negotiation Partnership (JCNP)			

13. Individual Performance Review	Date	Demonstrated by	Signature of Employee
Annual Performance Appraisal			
Complete Probationary policy form – initial meeting within first 2 weeks of commencement			
Opportunities (promotion, training, transfers, etc.)			
Agreed Date for first IPR (3 months from joining) at which the Probationary Periods policy is “signed off”			

14. Health and Safety	Date	Demonstrated by	Signature of Employee
Health & Safety policies can be found here:			

http://www.cambridgeshireandpeterboroughccg.nhs.uk/document-finder.htm			
Health and Safety at Work Policy			
First aiders and location of first aid kits on the floors			
How to report a hazard			
How to report incidents including accidents, serious incidents (SI's), near miss incidents			
Moving & Handling Policy			
Display screen assessment to be undertaken			
Safe use of all Equipment			
No Smoking Rules			
Use of Disposable Equipment			
Notifiable Diseases			
Alcohol & Drugs Policy & Procedure			
Risk Management Policy			
CCG Risk Assessment Procedure			
Clinical Governance (What it means & how it affects you)			
Safe system of work			
Personal safety training			
Notified of local risk assessor			
Security arrangements			

15. Fire Prevention/Bomb Procedures	Date	Demonstrated by	Signature of Employee
Fire Appliances - Locations			
Fire Exits, Alarms, Drills			
Fire Safety Management Strategy			
Bomb Alert Procedure			
Fire evacuation and exits			
Notified of local fire representative			

16. Policies and Procedures	Date	Demonstrated by	Signature of Employee
All CCG policies & procedures can be found on the CCG extranet pages, and can			

be found using the document finder at the bottom of the [home page](#)

Where to find copies of organisation information, policies and procedures			
Organisational Development & Human Resources Policies and Procedures			
Disciplinary Procedure including Disciplinary Rules and Standard of Work Practice			
Grievance & Dignity at Work Procedure			
Freedom to Speak Up Policy			
Staff Employment Handbook			
Moving and Handling			
Safeguarding policies			

This is to confirm that the induction programme was completed within 3 months of commencement.

Signed..... (line manager)

Signed.....(employee)

Date.....

Contact Telephone Number	
Mobile Number	
Directorate	<input type="checkbox"/> CCG Senior Management <input type="checkbox"/> Programme Management Office <input type="checkbox"/> Business Intelligence, Outcomes & Hosted Research <input type="checkbox"/> Nursing & Quality <input type="checkbox"/> Nursing & Quality: Medicines Optimisation <input type="checkbox"/> Nursing & Quality: Complex Cases Commissioning <input type="checkbox"/> Primary Care <input type="checkbox"/> Primary & Planned Care <input type="checkbox"/> Urgent & Emergency Care <input type="checkbox"/> Community Services & Integration <input type="checkbox"/> Finance & Contracts <input type="checkbox"/> Corporate Affairs
<p>Please indicate whether this is a new badge for a new employee or a replacement for an existing employee. If badge is a replacement please give the reason (ie. lost badge, change of name, job title etc and provide badge reference number if possible).</p>	
New badge <input type="checkbox"/> Replacement badge for existing employee <input type="checkbox"/>	
Reason for replacement	
Do you give permission for your ID photo to be used on the staff extranet directory?	Yes <input type="checkbox"/> No <input type="checkbox"/> Your photo will not be used for any other purpose without your prior permission. You can change your mind at any time by emailing capccg.contact@nhs.net
<p>Declaration: I agree that on my last day working for NHS Cambridgeshire & Peterborough CCG I will return my entry fob and identification badge to my line manager or the OD & HR team.</p>	
Employee signature	
Date	
For office use only	
Form Number	
Image Number	

Once completed, this form should be submitted to all of the following:

Communications Team at capccg.contact@nhs.net
Corporate Services Support Manager at capccg.officemanager@nhs.net
OD & HR Team at capccg.HR@nhs.net or learn@nhs.net
Lockton House Reception at capccg.reception@nhs.net

Please note, staff based at City Care Centre in Peterborough will need to complete the NHS Property Services CCC Access Control form, and staff at Pathfinder House should speak to their line manager.

Appendix 3 - Corporate Induction Booking Form

Cambridge & Peterborough Clinical Commissioning Group is committed to becoming an excellent organisation and a great place to work and learn. Personal and professional development for all staff is a key element in developing the CCG and its workforce to meet the future challenges of commissioning services to ensure they are of a high quality and put patients first.

All new employees to the CCG are required to attend the CCG Corporate Induction, as this day acts as an introduction and welcome to the organisation, as well as meeting a number of mandatory training requirements.

To book yourself onto the next scheduled CCG Corporate Induction, please complete this form and return to learn@nhs.net or post to the Organisational development & Human Resources Team at Lockton House, Clarendon Road, Cambridge, CB2 8FH.

Employee name	
Job Title	
CCG Location	
Work telephone number	
Work email address	
Directorate	
Start date with the CCG	
Line manager's name	
Line manager's telephone number	
Line manager's email address	