



London Ambulance Service **NHS**
NHS Trust

Induction Policy Statement

DOCUMENT PROFILE and CONTROL

Purpose of the document: To provide an outline of the base-line induction for all new LAS employees.

Sponsor Department: Workforce Directorate

Author/Reviewer: Senior HR Manager. To be reviewed by December 2019.

Document Status: Final

Amendment History			
Date	*Version	Author/Contributor	Amendment Details
15/12/16	4.2	IG Manager	Document Profile and Control update
12/12/16	4.1	Senior HR Manager	'Goal' added to LAS Vision in S.4
04/11/16	3.6	Assistant Director of People and Organisational Development	Updates to responsibilities.
17/03/16	3.5	IG Manager	Document Profile and Control update
08/03/16	3.4	Senior HR Manager	Minor changes to responsibilities and updating of purpose and values.
03/09/12	3.3	IG Manager	Document Profile & Control update and formatting change.
16/08/12	3.2	Deputy Director of HR/ Workforce Manager	Minor amendments and monitoring section reformatted. Addition of S.4.7.
03/04/12	3.1	IG Manager	Document Profile & Control update
31/01/12	2.2	Deputy Director of HR	Additions to clarify arrangements for Local Induction
12/04/11	2.1	Deputy Director of HR/ Governance and Compliance Manager	Addition of Governance arrangements to appendix; Definitions added, persistent non-attendance defined, timescales added for completion of local inductions
06/09/10	1.3	Deputy Director of HR/ Governance and Compliance Manager	Reformatted – additions to responsibilities section, refined processes for corporate and local induction.
12/05/10	1.2	Senior HR Manager (South)	Additions to monitoring section of implementation plan.
23/12/09	1.1	Senior HR Manager (South)	reformatted
09/08	1.0	Senior HR Manager (South)	First version published

***Version Control Note:** All documents in development are indicated by minor versions i.e. 0.1; 0.2 etc. The first version of a document to be approved for release is given major version 1.0. Upon review the first version of a revised document is given the designation 1.1, the second 1.2 etc. until the revised version is approved, whereupon it becomes version 2.0. The system continues in numerical order each time a document is reviewed and approved.

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02/03/12 (v.3)	EA team (see doc)
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08/08	Staffside

Links to Related documents or references providing additional information		
Ref. No.	Title	Version
HR005	Recruitment and Selection Policy and Procedure	
TP056	Core Training Policy	
OP046	First Responders Policy	

Document Status: This is a controlled record as are the document(s) to which it relates. Whilst all or any part of it may be printed, the electronic version maintained in P&P-File remains the controlled master copy. Any printed copies are not controlled nor substantive.

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1. Introduction

The Trust recognises that effective staff induction is key to the on boarding process for all newly appointed staff in order to promote an effective employer/ employee relationship.

Induction is a means of welcoming a new member of staff to the Trust, to familiarise them with both their local working conditions as well as to gain a broader understanding and insight in to the London Ambulance Service (LAS) .

Induction sets out the expectations that the Trust has of individual employees as well as an outline of the Trust responsibilities towards, and more broadly what the Trust can offer the member of staff.

Specifically it offers an opportunity to set out the Trust's Vision, Purpose and Values and our responsibilities for patient care.

At LAS induction is delivered in 2 parts:

- Corporate Induction
- Local Induction

2. Scope

This Policy Statement relates to all employees joining the Trust. Agency workers and voluntary staff and those working on behalf of the Trust, e.g., Occupational Health providers, will be subject to appropriate induction which may include attendance at the Corporate Induction course.

3. Objectives

To provide an outline of both Corporate and Local induction for all employees new to LAS.

4. Corporate Induction

Corporate Induction forms an integral part of the welcome and on boarding process for all newly appointed members of staff.

There are elements of statutory and mandatory training outlined in the core skills training framework (CSTF) and in statute that form an essential part of induction to ensure that all newly appointed staff are compliant with legislation.

The allocation of corporate induction dates to new starters will be undertaken by the recruitment team.

The coordination of the event will be undertaken by the People and Organisational Development Department (P&OD) including the recording of attendance and non-attendance.

Corporate Induction provides the opportunity for the Trust to outline expectations from new starters to ensure that every member of staff understands and promotes the vision, purpose and values of the trust as set out below:

Our vision is to make the LAS great.

Our purpose is to care for people in London - saving lives; providing care; and making sure they get the help they need.

Our goal is to deliver safe, high quality care that meets the needs of our patients and commissioners, and that make our staff proud

Our Values:

In everything we do, we will provide:

Clinical excellence: Giving our patients the best possible care; leading and sharing best clinical practice; using staff and patient feedback and experience to improve our care:

Care: Helping people when they need us; treating people with compassion, dignity and respect; having pride in our work and our organisation.

Commitment: Setting high standards and delivering against them; supporting our staff to grow, develop and thrive; Learning and growing to deliver continual improvement.'

5. Local Induction

All new employees must complete a local induction with their line manager in order to familiarise them with their new place / area of work. This will also ensure they receive adequate support regarding matters that they need to be aware of on a day-to-day basis.

The local induction process should begin on the first day the employee attends their place/ area of work, and be completed within the first week. For Operational Staff this will be at the Station they have been posted to following the completion operational training.

Managers should use the induction checklist to ensure that all relevant areas/topics are covered. Current policies, procedures, annual and sick leave information can be found on the PULSE.

On completion, one copy of the checklist is to be given to the employee, one copy to be retained on the personal file.

Completion of local induction for all new starters should be recorded by line managers locally and kept by each department/area as a mechanism for checking that this has been completed.

Line managers of agency, voluntary or honorary staff will send copies of completed local induction to the Recruitment Manager.

A local induction checklist, guidance on completion and further details of minimum content of the Local Induction can be found at: <https://thepulseweb.london.nhs.uk/EasysiteWeb/getresource.axd?AssetID=11350&type=Full&servicetype=Attachment>

Details of the local induction process for Voluntary Responders is described in OP046 First Responders Policy.

6. Responsibilities

Chief Executive is responsible for attending and addressing Corporate Induction. In the absence of the Chief Executive this responsibility will pass to another appropriate senior manager

The **People and Organisational Development (P&OD) Team** will be responsible for the coordinating and planning of all Corporate Induction events along with the recording of attendance on the learning management system.

The **Recruitment Department** will be responsible for allocating new starters on to an appropriate Corporate Induction event using the recruitment information system. They will also inform new starters of the date, time and venue for Corporate Induction

Line Managers are responsible for ensuring that all new starters have attended Corporate Induction and for completion of the local induction..

Individuals are responsible for ensuring they undertake Corporate and local induction as outlined in this policy. It is the responsibility of staff that have already commenced employment to inform their line manager of the dates they are to attend Corporate Induction.

7. Definitions

For the purposes of this document the following terms are clarified:

Staff: individuals who are on either a temporary or permanent contract of employment with the LAS

Employees: individuals who are on either a temporary or permanent contract of employment with the LAS

Agency Workers: individuals who are engaged through, or by, an employment agency or bureau and supplied to the LAS on a temporary basis

Honorary Contract workers: individuals who are attached to the LAS for a specific period and purpose, who are however not employees and receive no remuneration from the LAS

Volunteers: individuals who freely offer to undertake tasks within or on behalf of the LAS.

8. Clinical and Non-Clinical Corporate Induction

All employees will attend Corporate Induction appropriate to the role they have been employed to undertake.

Operational road staff will attend Corporate Induction for clinical staff. This generally falls on the first day of employment with the Trust and forms part of day 1 of the training course.

EOC staff will attend Corporate Induction for non-clinical staff. This generally falls on the first day of employment with the Trust and is day 1 of the course.

Support services staff will also attend Corporate Induction for non-clinical staff, however this may not necessarily be on the first day of employment but must take place within the first 3 months of employment

Anyone who does not attend a Corporate Induction they have been booked to attend will be sent a letter and their line manager will be informed. They will be invited to attend the next Corporate Induction appropriate to their role.

Persistent non-attendance will be addressed by the relevant line manager in accordance with Trust policy and the relevant Assistant Director (or equivalent) will be informed.

Corporate Induction is also open to agency workers who will be with the Trust for a significant period of time e.g. maternity cover. It is also open to staff who have changed their role, and it is seen that attending Corporate Induction would be a benefit to them in their new role. In such circumstances it is the line-manager's responsibility to contact P&OD to arrange attendance.

Employees are encouraged to undertake ride-outs, observations in EOC etc. at any stage in their time with the Trust. The aim of this is to underline the context in which they are working and to underline the focus on patient care.

9. Ongoing communication and access to relevant information

All Trust employees have access to an email account, a PC and the Trust's intranet site 'the Pulse'. The homepage of the Pulse provides access to a range of information. This includes documentation such as HR policies, salary scales and pension information as well as information regarding staff support.

IMPLEMENTATION PLAN				
Intended Audience	For all LAS.			
Dissemination	Available to all staff on the PULSE			
Communications	Revised policy/procedure to be announced in the RIB and notified directly to managers and link provided to the document.			
Training	N/A			
Monitoring:				
Aspect to be monitored	Frequency of monitoring AND Tool used	Individual/ team responsible for carrying out monitoring AND Committee/ group where results are reported	Committee/ group responsible for monitoring outcomes/ recommendations	How learning will take place
Attendance on corporate induction.	Recruitment Dept will invite new starters to corporate induction and provide listing of to P&OD invite attendees and check attendance. Others, e.g. agency staff nominated by line managers as appropriate e.g. depending on likely period with the LAS. P&OD contact managers of non-attendees on one occasion and inform them of non-attendance. Line manager responsibility to ensure attendance at next available course.	See below		
	Annual report collating data on attendance.	P&OD report to Workforce Committee.	Workforce Committee.	P&OD review of data and feedback from Committee.

Feedback on corporate induction	P&OD collate new-starter feedback and monitor on on-going basis and report annually.	As part of above report.	As above	As above.
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