NHS

Coventry and Warwickshire
Integrated Care Board

Welcome to Coventry and Warwickshire Integrated Care Board

A Guide for New Employees

Welcome to Coventry and Warwickshire Integrated Care Board

We would like to offer you a warm welcome from the ICB Recruitment Team and to wish you well in your new role.

The aim of this welcome pack is to provide you with an overview to help you navigate your way around the Integrated Care Board. It should provide you with all the information you will need in your first few days, weeks, and months with us. It includes business information, such as the services we offer; the benefits of working for the ICB; useful contacts to help you access our business systems; and of course, our vision and values.

As an Integrated Care Board, our people's experiences are key to our ability to deliver efficient and effective services and we would ask you to make the most of the exciting development opportunities we have to offer.

We are very pleased that you have decided to join us and if we can provide any support in helping you to settle into your new role, please do let us know.

Please note this document is a working draft so if you do have any feedback on how we could improve this for new starters please email icb.cwhr@nhs.net

Contents

Contents

Your First Day with your New Team

We appreciate that your first week in a new role may seem a little overwhelming and we want you to feel assured that your new team will work with you to ensure you are not left on your own.

Your line manager will be in contact with you before you join the team to go through your first day and what you will expect to be doing. They will also provide you with an overview of the team you will be working with and any appointments/meetings you will be attending over the first few weeks of joining.

Your line manager will arrange a local induction with you and complete the induction checklist.

On your first day it will be good to clear some of the administration tasks, so we can ensure you become familiar with our systems; here are just a few reminders for you on what will need to be completed:

☐ Received a link to complete the statutory and mandatory training in ESR

☐ Returned all paperwork to agem.recruitment@nhs.net

☐ Signed and returned your contract to agem.recruitment@nhs.net

☐ Added any declarations of interest onto ESR portal under 'My Personal Information' and 'Conflicts of Interest Declarations'

☐ Reviewed key HR, Medicines Optimisation, Nursing, Operational, Finance, Personalised and Safeguarding policies available in Document Library (your manager will let you know which policies are relevant).

Meet the ICB Board Members

Danielle Oum
Chair

Phil Johns
Chief Executive Officer

Dr Angela Brady
Chief Medical Officer

Tracy Pilcher
Chief Nursing Officer

Madi Parmar
Chief Finance Officer

Rachael Danter
Chief Transformation Officer

Pamela Bradbury
Non-Executive Member

Kevin Davis
Non-Executive Member

Harry Hayer
Non-Executive Member

Susan Noyes
Non-Executive Member

William Butler
Non-Executive Member

Nigel Minns
Strategic Director
Warwickshire County Council

Kirston Nelson
Director of Education
and Skills, Coventry
City Council

Glen Burley
Chief Executive of South
Warwickshire University
Foundation NHS Trust and
George Eliot Hospital NHS Trust

Melanie Coombes
Chief Executive,
Coventry and
Warwickshire
Partnership NHS Trust

Dr Sukhdeep Dhesi
Partner Member –
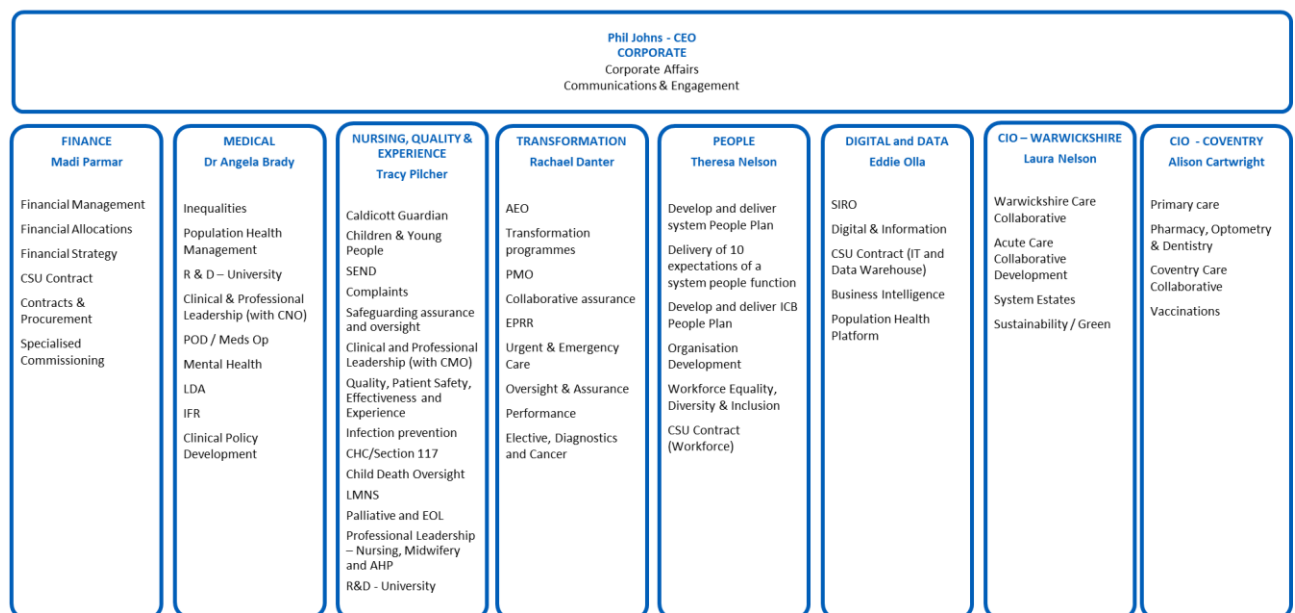Provider of Primary
Medical Services

Professor Andy Hardy
Chief Executive of
University Hospitals Coventry
and Warwickshire NHS Trust

Dr Terry Eaton
Partner Member –
Provider of Primary
Medical Services

Our Structure

Phil Johns - CEO
CORPORATE
Corporate Affairs
Communications & Engagement

FINANCE
Madi Parmar

Financial Management
Financial Allocations
Financial Strategy
CSU Contract
Contracts & Procurement
Specialised Commissioning

MEDICAL
Dr Angela Brady

Inequalities
Population Health Management
R & D – University
Clinical & Professional Leadership (with CNO)
POD / Meds Op
Mental Health
LDA
IFR
Clinical Policy Development

NURSING, QUALITY & EXPERIENCE
Tracy Pilcher

Caldicott Guardian
Children & Young People
SEND
Complaints
Safeguarding assurance and oversight
Clinical and Professional Leadership (with CMO)
Quality, Patient Safety, Effectiveness and Experience
Infection prevention
CHC/Section 117
Child Death Oversight
LMNS
Palliative and EOL
Professional Leadership – Nursing, Midwifery and AHP
R&D - University

TRANSFORMATION
Rachael Danter

AEO
Transformation programmes
PMO
Collaborative assurance
EPRR
Urgent & Emergency Care
Oversight & Assurance
Performance
Elective, Diagnostics and Cancer

PEOPLE
Theresa Nelson

Develop and deliver system People Plan
Delivery of 10 expectations of a system people function
Develop and deliver ICB People Plan
Organisation Development
Workforce Equality, Diversity & Inclusion
CSU Contract (Workforce)

DIGITAL and DATA
Eddie Olla

SIRO
Digital & Information
CSU Contract (IT and Data Warehouse)
Business Intelligence
Population Health Platform

CIO – WARWICKSHIRE
Laura Nelson

Warwickshire Care Collaborative
Acute Care Collaborative Development
System Estates
Sustainability / Green

CIO - COVENTRY
Alison Cartwright

Primary care
Pharmacy, Optometry & Dentistry
Coventry Care Collaborative
Vaccinations

Our Vision and Priorities

'We will enable people across Coventry and Warwickshire to start well, live well and age well, promote independence, and put people at the heart of everything we do'

1. Prioritising prevention and improving future health outcomes through **tackling health inequalities**

2. **Improving access to health and care** services and increasing trust and confidence

3. **Tackling immediate system pressures** and improving resilience

Our Values & Behaviours

Welcoming

- Be friendly and helpful
- Recognising and celebrating our successes
- Engage with our communities/colleagues/partners
- Create opportunities for development
- Give people our full attention and be present for conversations
- Prioritise health & wellbeing and pastoral support for everyone

Open & Honest

- Communicate consistently and transparently
- Learn when things don't go to plan
- Be open to and provide timely feedback and encouragement
- Share what we know/transparency
- Be approachable
- Have regular open and honest conversations

Our values & behaviours

Inclusivity

- Be compassionate and show empathy by walking in the shoes of others
- Create an environment where people are confident to speak up
- Treat everyone with dignity and respect
- Recognise and value differences
- Reach out proactively to tackle inequalities
- Listen into action 'you said, we did'

Aspirational

- Be passionate about improving health outcomes and removing inequalities
- Have a positive 'can do' attitude
- Believe change is possible and strive to make it happen
- Take personal responsibility and ownership
- Champion continuous innovation and excellence for all
- Anticipate problems and think ahead being solution focussed

Our Locations

Westgate House	Parkside House
Westgate House, Market Street Warwick CV34 4DE T: 0121 611 0700	Quinton Rd, Coventry CV1 2NJ

There is no staff parking at either Westgate House or Parkside House.

At Parkside House you can park at the Ibis Coventry Centre, Mile Lane, Coventry, CV1 2LN. You will need to enter your car details into the ANPR system in reception and this can be done on arrival or prior to departure. Once you have inputted these please show your NHS ID to the reception staff and they will reduce the parking to a day rate of £5.

At Westgate House you can currently (subject to review from County Council) park for free at Cape Road car park (CV34 4JP) which is a short walk from the office. There is a parking at the Racecourse (Hampton Road) which is only £2 per day Warwick car parks - Warwick District Council (warwickdc.gov.uk), please note this parking can be affected on race days. There are other pay and display car parks closer.

There is bike parking at Parkside House and at Westgate House you can bring your bike into the foyer. Both sites have shower facilities.

Public transport is available to get to both our locations with train stations and bus stops in walking distance.

*** We have a scheme with National Express Buses to offer 4 weeks free travel for all new starters. Please email icb.cwhr@nhs.net for a code to redeem.**

Agile working guidance is available in the document library, your line manager will discuss the agile working arrangements for your team.

If working from home you will be required to complete a [Home Working Assessment](#) to ensure that you have the equipment and a safe working space to continue working from home.

Desk bookings can be made through our Kadence system [Link to book a desk on Kadence](#), if you are not set up on Kadence email estates cwicb.estates@nhs.net who will arrange access. If you intend to use a desk, remember to book it before setting off using Kadence. When you are at the correct desk, please confirm your arrival with Kadence. Alternatively, if you decide you no longer require the desk, please cancel your booking to make it available for another member of staff.

If you find any equipment at your booked desk is faulty or missing to report it to Estates cwicb.estates@nhs.net. Please refrain from borrowing equipment from other desks/rooms as equipment is assigned to desks and this confuses reordering replacement equipment.

If you confirm your Kadence booking, please bear in mind this registers you as having booked a desk but **does not** account for you being on site with regards to Health and Safety. You must sign in at reception for Fire Procedure and this is **mandatory**.

The fire meeting point for Westgate is outside of the building on the opposite side of Westgate Car Park.

The fire meeting point for Parkside is on the pedestrian walkway opposite Parkside House, this is NOT the walkway directly outside the building.

Your IT Services/Digital Requirements

<div style="border: 1px solid #1f5fa9; padding: 10px;">

Coventry and Warwickshire ICB Service Desk

IT Support Centre

- Email address: IT.SelfService@covwarkitc.nhs.uk

- Number: 024 76844 000

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Shortly after your start date, an individual from our Digital team will be in contact with you to arrange a short induction session in order to cover the fundamentals of your digital requirements.

There are some IT issues that you'll need to escalate within your Line Manager to raise a call on your behalf:

- Additional software to be installed on laptops or additional hardware
- Additional accounts required for new starters
- Issues with virtual machine accessing cloud infrastructure

Page **11** of **38**

A Guide for New Employees. V2.0 Feb 2024

Your Finance Support

Meetings and Finance Admin support:

Vicki Vernon – **vicki.vernon@nhs.net**

Bekki Sperry – **bekki.sperry@nhs.net**

Where your role includes budget holder/invoice sign off please contact:

Andrea Bennett – andrea.bennett@nhs.net

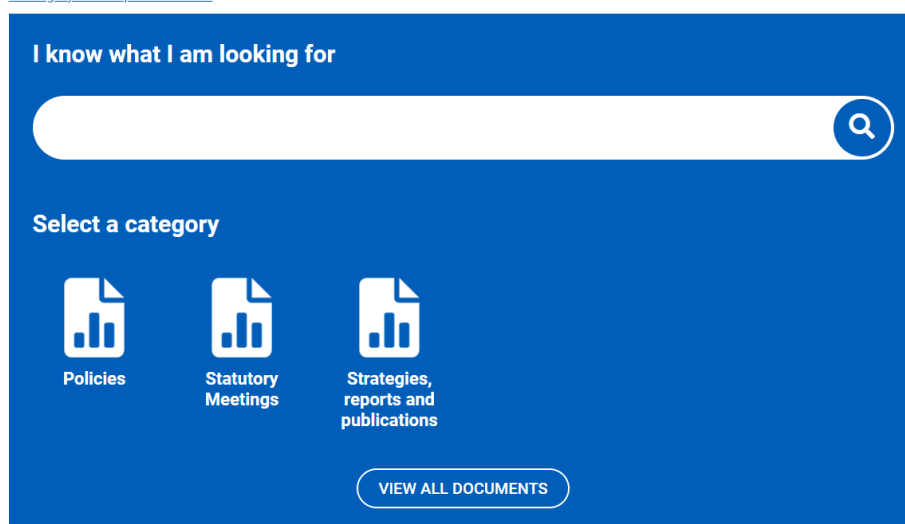**For issues involving suspected fraud:**

NHS Local Counter Fraud Specialist

Richard Loydall – **richard.loydall@nhs.net**

Your HR Support

We have a dedicated HR Team that is your first point of contact for all HR and employment related queries. Email: **icb.cwhr@nhs.net**

DOCUMENT LIBRARY

As a brand new organisation, we are currently in the process of uploading all of our new policies and other documentation to our website. If you need to see a specific policy in the meantime, please check the ICB Board Meetings page where all policies are in the papers, or look at the Coventry and Warwickshire CCG legacy website policies section.

I know what I am looking for

Select a category

Policies   Statutory Meetings   Strategies, reports and publications

VIEW ALL DOCUMENTS

The Document Library, accessed from our website Coventry and Warwickshire Integrated Care System - Happy Healthy Lives allows you to access HR forms, templates, and policies as well as information on a range of topics:

- Training and development
- Appraisals
- ESR Self Service
- Guidance for managers
- Pay and Pensions
- Health and Wellbeing

The HR Team also run various training sessions for managers and employees throughout the year on a wide range of topics. Sessions and dates are advertised in the ICB Staff Newsletter.

Your Payroll, Pensions and ESR

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PAYROLL / PENSIONS

Change form amendments, terminations, pay queries

T: 0121 611 0022 – Option 2

E: AGEM.payroll@nhs.net

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ELECTRONIC STAFF RECORD (ESR)

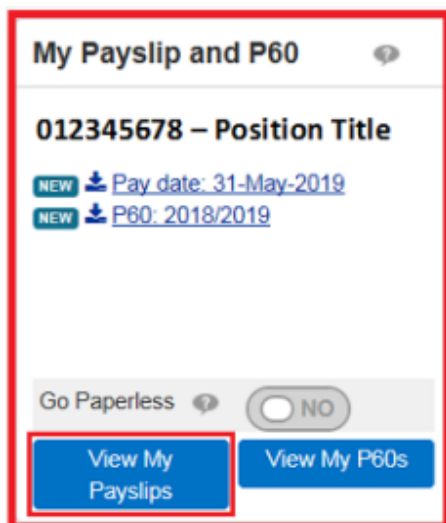Annual leave, sickness, absence etc.

T: 0121 611 0022 – Option 3

E: AGCSU.esrsupport@nhs.net

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Payroll

NHS Arden and GEM CSU payroll team can be contacted via email on agem.payroll@nhs.net and should be the first point of contact for all payroll queries.

NHS Shared Business Services (SBS) deliver our payroll and pension services.

My Payslip and P60

012345678 – Position Title

NEW ⬇ Pay date: 31-May-2019
NEW ⬇ P60: 2018/2019

Go Paperless (NO)

View My Payslips   View My P60s

Pay day is the 27th of each month (or the Friday before if this falls on a weekend) Christmas is the only time there will be an earlier change in pay dates and these will be communicated out nearer the time.

On commencement with Coventry and Warwickshire ICB you will be given an ESR username and password. It is via ESR that you can complete your statutory and mandatory training, view and amend your personal details, request annual leave, and view your pay information (Payslips, P60's and TRS statements)

https://my.esr.nhs.uk/dashboard/web/esrweb/video-guides

You can log into ESR by using one of the following:

	The **My ESR** internet link
	http://my.esr.nhs.uk

	The **My ESR** app from a mobile or tablet device
	NHS ESR

Pensions

Every new Coventry and Warwickshire ICB employee automatically becomes a member of the NHS Pension Scheme (where eligible). The scheme is administered by the NHS Pensions Agency and is one of the most comprehensive in the UK, offering an excellent package of benefits. Employee Pension contributions are shown below, this is based on your full time equivalent salary.

| Tier	Pensionable earnings (rounded down to the nearest pound)	Contribution rate from 1 April 2023
1	£0 to £13,246	5.1%
2	£13,247 to £17,673	5.7%
3	£17,674 to £24,022	6.1%
4	£24,023 to £25,146	6.8%
5	£25,147 to £29,634	7.7%
6	£29,635 to £30,638	8.8%
7	£30,639 to £45,995	9.8%
8	£45,996 to £51,707	10%
9	£51,708 to £58,971	11.6%
10	£58,972 to £75,632	12.5%
11	£75,633 and above	13.5%

More information on NHS pensions can be found at NHS Pensions

Claiming expenses

Coventry and Warwickshire ICB employees claim expenses using EASY Expenses.
The link to register for an account is https://cwccg.easy.giltbyte.com/user/login/

You will be provided with a guide upon boarding the organisation. Our travel and expenses policy is available in the document library.

Electronic Staff Record
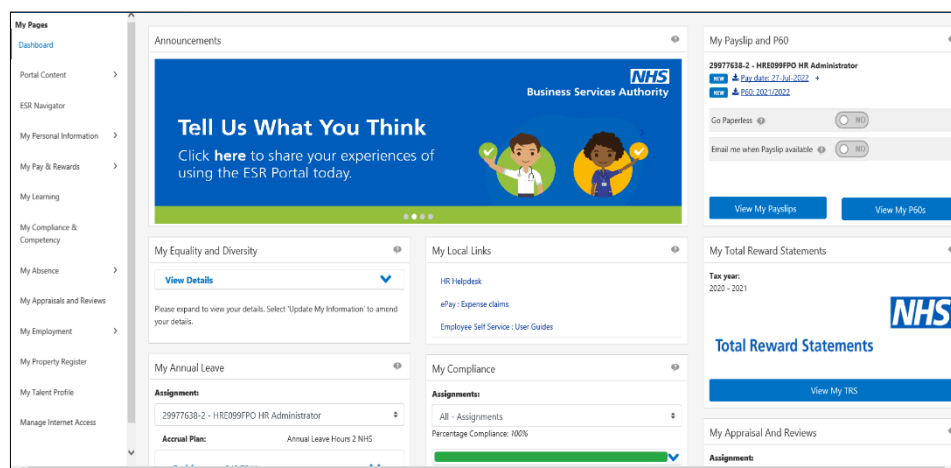
You can access your ESR through the following link: https://my.esr.nhs.uk/

If you require a smartcard to access ESR please email
Registration.AuthorityDept@covwarkpt.nhs.uk

ESR Self Service is your online employment and payroll record. It enables you to:

- Update personal information
- View payslips and P60s
- Request annual leave
- Record sickness
- Record appraisals
- Access your Total Reward Statement
- Read more about Self Service ESR on the ESR website.

Your Annual Leave and Absence

Holiday entitlement

The annual leave period is from 1 April to 31 March.

The annual leave provisions under Agenda for Change Terms and Conditions are contained in the table below:

Length of Service	Annual Leave plus general public holidays
On appointment	27 days +/- 8 days
After 5 years' service	29 days +/-8 days
After 10 years' service	33 days +/-8 days

On joining the organisation, all staff will be entitled to annual leave plus general public holidays, in the year of joining on a pro rata basis, calculated from the first day of employment to the end of the annual leave year. The public holiday hour's entitlement will be pro rata based on the number of public holidays remaining in the current leave year from the date of joining.

Requests for annual leave should be made to your line manager and are recorded via ESR self-service.

If you have any questions about this, please speak to your manager in the first instance, and for any further questions, contact the Workforce Systems team at AGCSU.esrsupport@nhs.net.

We operate a buying and selling annual leave scheme where all staff can purchase or sell up to one working weeks annual leave, details of the scheme are available in the document library.

Sickness Absence

All sickness absence in managed under the ICB's Attendance Management Policy. Our policy is intended to provide preventative health & wellbeing measures to enable colleagues to stay well and at work. If you do need to take time away from work the following are the key points and responsibilities regarding sickness absence:

Page **17** of **38**

A Guide for New Employees. V2.0 Feb 2024

Notifying your line manager

If you are too ill to attend work, you must notify your line manager. You should do this before your normal start time.

You must let your manager know by telephone. Email, text or leaving a message to be passed on are not acceptable. In exceptional circumstances, a third party may ring on your behalf.

Providing a fit note

If you are off work for less than a calendar week you can self-certify your sickness absence with the form found on the return to work form.

If you are off for 8 calendar days or more then you need to visit your Medical Practitioner you are under the care of to obtain a fit note. The fit note from your GP will let your manager know that you are either 'not fit for work' or you 'may be fit for work'.

Long term sickness

If you are absent for 4 weeks (28 calendar days) or more, then this is considered long term sickness.

After 4 weeks absence your manager will arrange to meet you, potentially with HR present, for a Health & Wellbeing meeting. An Occupational Health referral may be undertaken in all long term sickness cases. On receipt of an OH report the manager and the employee should meet and discuss any advice/recommendations set out in the report.

Occupational Health

Depending on the reason and the length of your sickness absence, you may find it helpful to speak to Occupational Health.

Occupational Health employ qualified clinicians who specialise in work-related illnesses or injuries and can advise on reasonable adjustments in the workplace.

Our Occupational Health services are provided by Medigold Health.

Return to work

When you return to work, one of the first things your manager should do is to hold a return to work meeting with you.

The purpose of this is to check that you are well enough to return, see if there is anything that can be done to prevent further absences and to update you on what has happened during your absence.

Employee Assistance Programme

The employee assistance helpline and app is your confidential support service, providing practical information, legal advice and professional counselling that can help you cope with a variety of personal, family or workplace issues including:

- ➢ Health and wellbeing
- ➢ Debt and financial support
- ➢ Management
- ➢ Family care
- ➢ Counselling and emotional support

We pay the cost for this service, so there is no cost to you. It is provided by an external organisation, Health Assured, 24 hours a day, 365 days a year. The service can provide you with telephone or face-to-face counselling at a location close to your work or home, whichever is more convenient for you.

> **Health Assured (Employee Assistance Programme)**
> Username: Wellbeing
> Password: KeepCodeCalm2
> Phone: 0800 0280199

In addition to the EAP, you have access to My Healthy Advantage, Health Assured's comprehensive health and wellbeing app.

My Healthy Advantage app, provides access to a range of features, all aimed at improving your health and wellbeing. These include:

- **Live chat and support**
- **Personalised news feed**
- **Weekly mood tracker**
- **Four-week plans**

Available for iOS and Android devices, you can gain access to My Healthy Advantage with the following login credentials:

Employer code: MHA262854

Page **19** of **38**

A Guide for New Employees. V2.0 Feb 2024

Your Staff Benefits

Blue Light Discount

The Blue Light Card provides those in the NHS, Emergency Services and social care sector with discounts both online and in store. There's a range of official discounts from large national retailers to local businesses on holidays, cars, days out, fashion, gifts, insurance, phones and more.

The Blue Light Card costs just £4.99 for two-years access to a range of discounts online and on the high street. Further details can be found on their website https://www.bluelightcard.co.uk/ (chose NHS Coventry & Rugby CCG as your Trust)

Eyesight and Corrective Appliance Reimbursement

Employees of Coventry and Warwickshire ICB can make a maximum claim value of £69 towards eye and eyesight testing. Eligible employees must be a display screen equipment user and must have completed a display screen equipment workstation checklist within the last 12 months. A form is available on Key Documents to apply.

Buying & Selling Annual Leave

We operate a buying and selling annual leave scheme where colleagues can purchase or sell up to one working weeks annual leave, details are available in the document library.

Car Lease Scheme

We operate a car lease salary sacrifice scheme through fleet solutions. Our organisation code is VPD 105 and the scheme is open to anyone who has a permanent contract of employment with ICB.

Your Recruitment

RECRUITMENT

Recruitment, new starters, NHS Jobs, Trac

T: 0121 611 0022 - Option 1

E: AGEM.recruitment@nhs.net

If your role involves management of teams you may need to be part of the recruitment processes. Below is just a brief overview of how we recruit within Coventry and Warwickshire ICB.

All recruitment for permanent, fixed term and secondment vacancies is now completed on the recruitment system: Trac admin.trac.jobs/login.

If you require login details, please email the Recruitment Team.

Before you start recruiting, ensure you have the following documents and information ready to upload to Trac:

- An evaluated job description – on the correct Job Description template

- Your recruitment advertisement in a word document

- Your shortlisting criteria and shortlisters

- The interview panel members and ideally an interview date

Recruiting managers will be granted access to the website to allow them to review the applications received, complete the shortlisting, add interview details, and track their success applicants' pre-employment checks.

Your Development

Probation period

All new starters will undertake a probationary period to demonstrate their suitability for the role and to ensure they are given the development and support needed as a new starter to the organisation. Details of the Probationary Policy are in the document library.

Appraisals

An appraisal is a chance to receive feedback, help you settle into your role, have your achievements recognised, set your objectives, and identify future development opportunities. All new starters should have an initial meeting to set objectives within their first six weeks.

To get the most from your appraisal it's important that you and your manager prepare well and allocate time for the review meeting.

We ask that the employee prepares in advance of the meeting, the line manager will also prepare and then during the appraisal, you compare and discuss the points you have prepared separately to agree on the final version of your appraisal and Personal Development Plan.

Once complete, your line manager will update ESR with the date the appraisal took place.

Statutory and Mandatory Training

Some learning is mandatory for all Coventry and Warwickshire ICB employees. This includes training around information governance, equality and diversity, safeguarding, and health and safety.

You can access statutory and mandatory training and your training record through the Employee Self-Service Portal (ESR) by clicking on "My Compliance & Competency" located on the left.

The ICB aims to be able to report 100% compliance for all of their employees with regards to their mandatory training. For clarity, the training stipulated by the Core Skills Training Framework, to be undertaken by all employees is as follows:

- Data Security Awareness
- Equality, Diversity and Human Rights
- Fire Safety
- Health and Safety
- Infection Prevention and Control - Level 1
- Moving and Handling
- Safeguarding Adults - Level 1
- Safeguarding Children - Level 1
- PREVENT Awareness
- Freedom to Speak Up
- Patient Safety

Owning & Driving Performance (ODP)

We are rolling out a development programme to all staff in CWICB during 2023 – 2024.

This programme will help us as an ICB to create our culture and develop a position where everyone understands our vision, priorities, values and behaviours and everyone understands their role and the contribution they make.

You will be required to join the ODP programme and an invite will be sent out to you shortly to attend 3 workshops. After workshop 1 you will be partnered with a peer whom you will meet with once a month to practice the skills you have learnt on the workshops.

Your Health and Wellbeing

Supporting employee wellbeing is at the heart of our purpose to champion better work and working lives, because an effective workplace wellbeing programme can deliver mutual benefits to people, organisations, economies and communities.

Coventry and Warwickshire ICB are proud to have been accredited with the Thrive at Work Bronze Award which evidences organisational and individual wellbeing elements.

We have a huge amount of Health & Wellbeing support available for our colleagues via the Staff Wellbeing MS Teams channel. To request access to the Teams channel please email wellbeing.cwicb@nhs.net

We also have a number of policies which are available on document library to support your health & wellbeing these include:

- Wellbeing and Absence Management Policy
- Menopause in the Workplace Guidance
- Flexible Working Policy
- Agile Working Guidance
- Health & Safety Policy
- Substance Misuse Policy
- Special leave Policy
- Violence Aggression Abuse and Harassment Management Policy

Driving the work around employee wellbeing are our Wellbeing Warriors, a volunteer group of Coventry and Warwickshire ICB staff from various departments and grades with an active interest in promoting employee wellbeing.

The role of Wellbeing Warrior is to:
- Have an enthusiasm for and interest in health and wellbeing, improving the working environment and supporting staff engagement
- Provide advice, support and assistance in the implementation of the wellbeing programme
- Assist in the promotion of a culture of health and wellbeing across the ICB
- Recognise barriers and enablers to healthy lifestyles within the workplace, and assist in developing initiatives to address these
- Participate in events and relevant training
- Monitor trends in the health and wellbeing of ICB employees

- Regularly feedback to Staff Forum and ICB teams to ensure all ICB staff are kept updated of progress

Wellbeing Warriors have a responsibility to:
- Attend monthly wellbeing meetings and actively participate in the group's work
- Represent the interests of ICB employees, as appropriate
- Be an advocate for the programme's outcomes
- Be committed to, and actively involved in, pursuing the programme's outcomes
- Keep their own ICB teams updated on the work of the group

Wellbeing Warriors do not:
- Offer counselling, advice or ongoing or long-term support to individuals
- Not a support Network
- Get emotionally or personally involved, or divulge any personal details shared
- Give medical advice or attempt to diagnose individuals

This voluntary role is undertaken at your manager's discretion, it does not replace the individual responsibilities in your job description nor other form of delegation (e.g. duties within existing role). The role will not replace any of the formal responsibilities of line managers, HR or occupational health. It is a supportive, listening and signposting role.

How much time will this role take?
Workplace wellbeing should be something we all do on a daily basis and we hope everyone will support your engagement in the role. You will need to agree with your manager how this will work in practice. The activities involved in the Wellbeing Warrior's role would normally be integrated into your day-to-day work.

There is no time limit on how long you can be a Wellbeing Warrior for, however, we recognise that commitments and priorities change over time so if you are unable to continue for whatever reason, just let us know.

If you'd like to become a Wellbeing Warrior or would like more information please email
wellbeing.cwicb@nhs.net

Testimonies from Wellbeing Warriors

Hello My Name is: Terri.
Why did I become a Wellbeing Warrior? It's a good question because I didn't purposely volunteer! I noticed a coffee and chat webinar on a comms newsletter and thought how nice that would be to share with my department, so I asked if there were any posters I could put up. That was it! I'm so pleased I reached out because it opened up a whole new world to me.

Having suffered my own mental health problems and come out the other side I understand first-hand how important it is to talk and all I really wanted to do was share that information.

Being part of the wellbeing team has made me more interested in wellbeing, both for me personally and for my work colleagues and environment. Like most workplaces it can be stressful at times. The team do a great job but it's so important that they also look after their own health and wellbeing and my goal has been to offer them the tools to be able to do that.

I've tried different tactics to get our messages across like lunchtime meditation sessions, a staff health clinic and 15 Minutes of Fun sessions where a small group can take time out and do something different like desk exercises. Everyone knows if they need to talk they can come to me. I'm not qualified but I am good listener. I can signpost people and if I don't know the answer I know someone within the Wellbeing Warriors will be able to help.

You don't need to have fancy qualifications or titles to care, I would encourage anyone with the slightest interest in wellbeing to reach out. There is no pressure to take on a huge workload, and what I can guarantee is you'll wish you had done it sooner.

Hello My Name is: Tracey.

When I learned of the Thrive at Work programme at a Staff Forum meeting I knew it was something I wanted to get involved in so I tentatively put myself forward to be part of a working group. Little did I know then that I would end up leading it!

Having experienced anxiety for many years I was strongly motivated by the desire to make mental health a part of every day conversation, to show staff who may be struggling that they are definitely not alone and to hopefully educate those who think 'just getting on with it' is the answer. I soon discovered staff wellbeing is of course so much more than mental wellbeing.

Prior to the Wellbeing Warriors there was no staff wellbeing programme so we have achieved an awful lot in a short amount of time, including creating new policies/guidance and embedding wellbeing in staff appraisals. We share useful tips in the staff newsletter and have organised some great webinars to raise awareness on all sorts of topics from menopause and cancer to personal safety and healthy eating, including a practical healthy cooking session and learning self-defence techniques from a Samurai swordswoman!

Some of my proudest moments include the organisation signing the Time to Change pledge which commits to breaking taboos about mental health in the workplace; becoming the first organisation in Coventry and Warwickshire to achieve the Thrive at Work Bronze Award; and publishing our first Menopause in the Workplace Guidelines.

We are a friendly, informal group whose aim is to improve staff wellbeing by listening to what staff need and endeavouring to deliver that. We're always looking for new ideas and fresh perspectives, so we'd love to welcome you and your passion for staff wellbeing!

Your Engagement

We use a variety of channels to keep colleagues informed about activities and events in Coventry and Warwickshire ICB. These include:

All Staff Briefings

These are face-to-face or virtual interactive briefings that take place every two weeks. The briefing is delivered by ICS Chief Executive Officer, Phil Johns, or a member of the Executive Team. The briefing includes business information such as ey developments within the NHS. Working remotely means that these briefings are currently run using Microsoft Teams, with a live Q&A function.

ICB Staff Newsletter

This is a weekly e-bulletin that comes out every Monday and Friday. It is sent directly to all staff at Coventry and Warwickshire ICB. It has an operational focus keeping people up to date with working practices, business development and so on. It's also a great way of telling colleagues across Coventry and Warwickshire ICB about any business successes you or your team have had.

If you have a story or information to share that would helpful for all staff to know then you can email the team @ cwicb.communications@nhs.net

You should automatically receive a copy of the newsletter but if for some reason you don't, please contact icb.cwhr@nhs.net.

Website

The Website includes the forms, reports, policies, and other information that staff need to operate effectively in Coventry and Warwickshire ICB. All Coventry and Warwickshire ICB news, important events and alerts are published here.

Staff Forum

We have a staff forum which meets monthly, where representatives from across the organisation come together to share information and ideas to improve the experience of working in ICB. Our Health & Wellbeing Warriors, Freedom to Speak Up Guardian, and Staff Network will also share the lived experience of colleagues in their networks. HR, Communication & Engagement, and Estates are also at the meeting to share information on latest policies or initiatives.

Your line manager will be able to let you know who is the representative for your team.

Equality Diversity and Inclusion (EDI) Staff Network

As an organisation we are committed to anti-discrimination and ensuring equity of opportunity for all of our workforce.

We have an EDI staff network which meets monthly and is a forum for staff to:

- Have a safe space to share lived experiences and discussion of any issues
- Raise awareness of any issues within the organisation and identify any activities to eliminate inequalities
- Facilitate peer -to-peer support
- Offer a collective voice for the workforce to management

Any staff who have an interest in improving the experiences of our colleagues in terms of equity, diversity and inclusion are invited to attend, the network will be of interest to the following groups and their allies:

- Black, Asian & Ethnic Minority
- Lesbian, Gay, Bisexual, Trans, Queer (LGBTQ+)
- Those with a disability
- Those with a religion or belief
- Men
- Women

If you are interested in joining the network, or you want to come along to a meeting to hear more please email mojisola.green@nhs.net.

Page **28** of **38**

A Guide for New Employees. V2.0 Feb 2024

Freedom to Speak Up

As an organisation we want to create a culture where everyone feels safe and confident to speak up and for our leaders to welcome 'speak up' concerns and learn and improve from any concerns raised. Ensuring that all colleagues have a voice that counts is a key part of the NHS People Promise.

We have developed our Freedom to Speak Up policy which is available in Key Documents, your freedom to speak up contacts are:-

Steven Snead, Freedom to Speak up Guardian
steven.snead@nhs.net
Ellen Dewis, Freedom to Speak up Guardian
Ellen.Dewis@coventry.gov.uk

Angela McDonald, Freedom to Speak up Champion
angela.mcdonald8@nhs.net
Katarzyna Hetman (preferred name Kasia), Freedom to Speak up Champion
katarzyna.hetman@nhs.net
Rosie Teasdale, Freedom to Speak up Champion
rosie.teasdale1@nhs.net

Our Freedom to Speak Up Guardians can help you to speak up if you feel you are unable to do so by other routes, they ensure that people who speak up are thanked, that the issues they raise are responded to, and make sure that the person speaking up receives feedback on the actions taken.

Freedom to Speak Up training is mandatory for all staff and will be listed in your ESR training menu.

We have a network of Freedom to Speak Up Champions who are colleagues who advocate for Speaking Up and who can offer other colleagues support to speak up, our champions are impartial and confidential. If you would like to express an interest to become a champion please contact Steve Snead

Trade Unions

We work in partnership with our Trade Union colleagues through our Social Partnership Forum (SPF) where we engage, consult and negotiate.

We have a recognition agreement with the following organisations:-

- UNISON
- Unite
- Managers in Partnership (MIP)
- Royal College of Nursing (RCN)
- British Medical Association (BMA)
- Pharmacist Defence Association Union (PDAU)

Information Governance

Information Governance allows organisations and individuals to ensure that personal information is handled legally, securely, efficiently and effectively, in order to deliver the best possible care.

It additionally enables organisations to put in place procedures and processes for their corporate information that support the efficient location and retrieval of corporate records where and when needed, to meet requests for information and assist compliance with Corporate Governance standards.

As an organisation it is essential, we that we comply with the following:

- Data Protection Act 2018
- General Data Protection Regulations (GDPR) 2018
- Freedom of Information Act 2000
- Common Law Duty of Confidentiality
- Caldicott Guardian Principles
- NHSE Data Protection & Security Toolkit
- NHS Care Record Guarantee
- Confidentiality: NHS Code of Practice
- Information Security Management: NHS Code of Practice
- Records Management Code of Practice for Health & Social Care 2016
- NHS Information Governance - Guidance on Legal and Professional Obligations
- NHS England guidance
- Information Commissioner Office

To ensure and oversee compliance we have created the following roles:

Senior Information Risk Officer (SIRO)

The role of a Senior Information Risk Owner (SIRO) should be an Executive or Senior Manager on the Board or Executive Group and should be familiar with information risk management and the organisation's strategy to risk. The SIRO provides the board with assurance and is accountable to the Chief Executive.

SIRO: **Dr Angela Brady, Chief Medical Officer**

Caldicott Guardian

A Caldicott Guardian is a senior appointed person responsible for protecting the confidentiality of patient and service-user information as well as balancing this duty with enabling appropriate information-sharing on a case-by-case basis. Additionally, their role includes monitoring compliance of the seven Caldicott Principles;

Principle 1.   Justify the purpose(s) of using confidential Information.

Principle 2.   Don't use personal confidential data unless it is absolutely necessary.

Principle 3.   Use the minimum necessary personal confidential data.

Principle 4.   Access to personal confidential data should be on a strict need-to-know basis.

Principle 5.   Everyone with access to personal confidential data should be aware of their responsibilities.

Principle 6.   Comply with the law.

Principle 7.   The duty to share information can be as important as the duty to protect patient confidentiality.

Caldicott Guardian: **Tracy Pilcher, Chief Nursing Officer**

Data Protection Officer (DPO)

Data Protection Legislation states that a DPO is to be appointed role for any Public Authority organisations such as the ICB. The DPO has responsibility to inform and advise the organisation and its employees of their obligations pursuant to the General Data Protection Regulation under National Data Protection Legislation. The DPO alone, or with the assistance of a DPO function team will monitor compliance with the General Data Protection Regulation and National Data Protection Legislation at the appointed organisation. The DPO will cooperate with, and act as the point of contact, for GDPR supervisory authorities; the Information Commissioners Office (ICO), members of the public, and staff with regards to Data Protection processing concerns they may have with the organisation.

Data Protection Officer is: **Mrs Judith Jordan**

Email: agem.dpo@nhs.net

Confidentiality

A <u>duty of confidence</u> is in place where one person discloses information to another e.g. patient to clinician in circumstances where it is reasonable to expect that the information will be held in confidence.

How to maintain Confidentiality

The confidentiality of information relating to individuals is protected through a number of measures:

- Effective Procedure to ensure all staff, contractors etc. are always fully aware of their responsibilities regarding confidentiality.
- Gaining appropriate consent to handle the information.
- Recording information accurately and confidentiality
- Keeping information private
- Keeping information physically secure
- Disclosing and using information with appropriate care

There are many ways to protect confidentiality see below a few recommendations:

Passwords

Your password is your main protection against someone else using your account and acts as a barrier against someone else accessing unauthorised information. Passwords are the keys that open electronic doors and should be treated with as much care as physical keys you use to lock your car or home. A weak or poorly concealed has potential to bypass all the security solutions provided by your organisation. Passwords should never be shared as all activity on the account is deemed to be made by you. Passwords should contain UPPERCASE, lowercase, numbers and special characters (£$!*) to make your password unique. Avoid using family/pet names as these may be easily guessed. Please refer to the Information Security policy for further guidance on the use of passwords. If you suspect your password has been compromised, please contact IT to reset your account as soon as possible.

Smart Cards

A Smartcard enables you to access NHS systems and applications. Your Smartcard is like a debit or credit card – you use it with a password, and it gives you access to information that needs to be kept secure and confidential.

If your role requires a Smart Card: Keep it secure, never share your card or password and never write down your password and store alongside the card. If you lose your Smart card report it to your link manager and the RA Team as soon as possible.

Clear desk policy

It is imperative we as an organisation do all we can in order to ensure we are at all times handling information/data and records containing patient/person confidential data (PCD) securely and maintaining the confidentiality of all individuals for whom we hold and process information in adhering with legislative and best practice governance requirements.

Things we can do to minimise a data breach or incident from occurring;

- Locking away all confidential information when not in use
- Locking computers when unattended by pressing **Windows key + L key** simultaneously or **CTRL + Alt+ Delete** and selecting **lock**.
- At the end of your working day, ensure that you shutdown your computer. This ensures any software updates are installed to keep account secure
- Laptops and mobile devices should not be kept out on desks when not in use. These should be locked away and out of sight.

When things go wrong

Reporting a data breach or near miss incident

All incidents, near misses and serious untoward incidents must be recorded on the incident reporting form, (electronic version can be found on the ICB's intranet). All Information Governance breaches should be reported within 24 hours.

The person involved in or identifying an IG incident should complete sections 1-6, making sure all incidents and near misses are reported to the line manager as soon as possible after the event and notify them that an incident reporting form has been completed.

The line manager then completes section 7 of the form and send through to the Governance Department. If the line manager is not available, report to the next available senior member of staff.

Completed form should only be sent via a secure email for example nhs.net account to ICB.Governance@nhs.net

Information Governance Training

All staff must complete Data Security Awareness training upon commencement of employment and on an annual basis thereafter. Completion of training and annual refreshers will give you the knowledge and tools to keep you and the information you manage secure.

Further support

Information Governance support is provided to the ICB by Arden & GEM CSU. We support staff with general advice and guidance including:

- Guidance on the completion of Data Impact Assessments, Data Sharing Agreements and Data Processing Agreements including approval
- Information Sharing
- GDPR/DPA queries
- Guidance on information assets and how to record appropriately
- Guidance on general information requests including Subject Access Requests (SAR), Access to records and Police requests.
- Assessing risks and incidents advice
- Training

If you have any queries, the Information Governance can be contacted via agem.covwarks.ig@nhs.net.

New Starter Checklist

Please use this checklist with your line manager:-

	GENERAL
☐	Confirm understanding of ICB structure, organisational objectives and business plan
☐	Discuss the departmental overview and structure
☐	Arrange meetings and introductions with key people
☐	Email communications communications@cwicb.net to be added to distribution list for staff communications
☐ ☐ ☐ ☐ ☐ ☐	Review Job Description and clarify • Duties • Expectations • Accessing key information • Specific systems access • Mentoring/training/development • Probation requirements
☐ ☐ ☐ ☐ ☐ ☐	Location of services • Toilets • Kitchen • Cloakroom/storage for belongings • Emergency exits and fire assembly point • First Aid • Signing in procedure
	ESTATES
☐	Collect ID Badge from Estates
☐	Review Car Parking information
☐	Contact Estates to arrange access to Kadence desk booking
☐	Complete the Working from Home Assessment
☐ ☐ ☐ ☐ ☐ ☐ ☐	Health & Safety • Inform employee that all H&S accidents, incidents and near misses are to be reported and how to do this • Inform employee who first aiders are and what the first aid arrangements are • Awareness of any hazards relevant to job • Discuss security of the building, personal possessions, and lone working • Show the position of fire appliances and alarms • Explain the procedure on hearing a fire alarm and fire alarm tests • Show position of first aid kit

	IT
☐	Collect IT equipment (laptop, monitor, mouse, keyboard, headset, docking station, phone, cables etc as required/ordered) from Estates
☐	Check network log in and access to all relevant shared drives and systems. Check VPN access is working for remote working
☐ ☐ ☐	Set up Email • Logged onto NHS.net portal and set up the Outlook software • Created email signature • Set up MS Teams background (availble on the shared drive under the 'documents & templates' folder)
	HR
☐ ☐ ☐ ☐	ESR log in • Reviewed and completed statutory and mandatory training • Completed declaration of interest (policy is available in document library) • Updated 'My Equality and Diversity' Information • Confirmed Annual Leave entitlement and how to book on ESR
☐	Review absence reporting procedure in our Absence Management Policy
☐	Review our Agile Working Guidance and discuss the 'Agile Working Team Principles' agreed for your team.
☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐	Review relevant Policies in Document Library such as:- • Annual Leave • Probation • Appraisals • Freedom to Speak Up • Dignity at Work • Grievance • Equality, Diversity & Inclusion • Flexible Working • Substance Misuse
☐ ☐ ☐ ☐ ☐ ☐	Review information relating to Wellbeing and Staff Engagement • Employee Assistance Programme • Freedom To Speak Up • Trade Union information • Staff Forum • EDI network • Wellbeing Warriors
☐	Check if any further clarification on Terms and Conditions is required
	IG
☐	Review relevant Policies in Document Library such as : • Data Protection and Confidentiality Policy • Information Governance Policy • Information Security Policy

	• Incident Reporting Policy
☐	Completion of Data Security Awareness Level 1 module

Page **38** of **38**

A Guide for New Employees. V2.0 Feb 2024