

Healthwatch Hillingdon

Staff Induction Policy & Procedure

Index number	HWH012
Date Approved by Board	
Date of Consultation with Staff	
Number of pages	6
Number of appendices	1
Issue Number	1
Date of First Issue	30/05/2013
Date of Next Revision	30/05/2016
Date of Last Revision	

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1. POLICY

- 1.1 The induction process is vital in ensuring that new members of staff settle quickly and smoothly into their new environment. New employees need to understand Healthwatch Hillingdon's (HWH) aim and objectives and how they contribute to achieving them. It is for the reasons outlined above that HWH is committed to ensuring that a planned approach exists for inducting new employees. The Chief Executive Officer (CEO) or delegated Line Manager will take you through the induction process in your first week and first month and the induction checklist should be completed once all the information has been provided and fully understood by the employee. A copy of the completed induction checklist will be placed on the individuals' personnel file.

2. SCOPE

- 2.1 This policy applies to all HWH members of staff.
- 2.2 HWH will endeavour to understand the potential effect of its policies and practices on the staff, volunteers and communities, particularly those from 'protected' characteristics under the Equality Act 2010 section 149.

3. PROCEDURE

3.1 First Week

During an employee's **first week** with HWH, the CEO or their Line Manager will work through the Induction Checklist Section A (Appendix 1), which is broken down into the following four elements and will explain each element in detail:

- Introduction to HWH and strategic overview
- General Office Procedures
- Health, Safety & Environment
- Information Technology

3.2 Your Line Manager will also ensure that you:

- have the appropriate equipment and resources to do your job
- understand your role and responsibilities at HWH
- meet all members of your team and understand their roles
- meet with other members of staff

3.3 First Month

The induction process will be split over the first month, trying not to overload the new employee with too much information on their first day. (Appendix 1)

3.4 During an employee's **first month** with HWH, the CEO or their Line Manager will work through the Induction Checklist Section B (Appendix 1) which is broken down into the following three elements and will explain each element in detail:

- Human Resources
- Finance
- Business Planning

3.5 The Line Manager will sign each element, once completed. Once all elements appropriate have been signed off, both the employee and their Line Manager will sign the form as a record of completion.

3.6 Induction Checklist Section A and B are not inclusive and can be added to or reduced as appropriate to the requirements of each new employees' role.

Appendix 1 Induction Checklist

Employee Name:	Start Date:
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SECTION A. To be completed during first week

Items to Cover	Inductor	Completed?
Introduction to Healthwatch Hillingdon & strategic overview (15 minutes)		
General Office Procedures (30 minutes) <ul style="list-style-type: none"> • Fire Procedure • First Aid Procedure & Accident Book • Keys and locks, lights and heating • Telephone and voicemail • Waste disposal procedure • Driving Licence, declaration, business use insurance & MOT (if applicable) • Security procedures 		
Health, Safety & Environment (15 minutes) <ul style="list-style-type: none"> • Health & Safety Policy and Procedure (HWH015) • Risk assessments 		
Information Technology (20 minutes) <ul style="list-style-type: none"> • Computer Network • Internet & email set up and acceptable use policy • Display screen equipment risk assessment • Issue mobile phone/laptop (if applicable) 		

SECTION B. To be completed during first month

Items to Cover	Inductor	Completed?
<p>Human Resources (45 minutes)</p> <ul style="list-style-type: none"> • Contract of Employment/Personal Details Form/Medical Questionnaire/Evidence to work in UK/Original qualification certificates • Policies and procedures • HR Database set up • TOIL accrual, holiday year and annual leave carry over • Sickness and Absence policy/Certification /Payment. Creating a sickness record • Return to Work Discussions • Probation Interview - One Month, Three Months & Five Months • Appraisals - Annual, Six Month • DBS procedure for staff and volunteers 		
<p>Finance (15 minutes)</p> <ul style="list-style-type: none"> • Payroll • Expenses and Benefits (Volunteers Expenses and Benefits Policy - HWH014)/petty cash/ administrative forms • Purchase Orders and Invoices (if applicable) 		
<p>Business Planning (15 minutes)</p>		

This is to confirm that I have completed the induction process

<p>Signature:</p>	<p>Date Completed:</p>
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