



Staff handbook

All you need to know about working for CPFT



Welcome

Welcome to Cambridgeshire and Peterborough NHS Foundation Trust.

Our Trust is committed to providing high-quality care to patients and service users and to involving patients, service users and carers in our work and research to ensure that our services meet the needs of our communities.

We are happy that you have chosen to be a part of a team of more than 4000 highly valued staff providing the best possible care to the highest possible standards and offering choice and research opportunities to all our patients and service users.

CPFT is a successful Foundation Trust we have broken new ground and continue to drive forward on its quality, engagement, inclusion and business agendas. CPFT is growing and all of our accomplishments rest on the passion and commitment of our staff. We hope you are inspired by the culture of excellence and feel supported by your team and the organisation that is keen to support you throughout your career.

This handbook will give you information about the Trust and your terms and conditions of employment. It is also important that you attend your scheduled induction programmes.

Our staff are our most valuable resource and we are committed to creating a happy and healthy workforce who feel engaged, inspired and fulfilled. It is important that we all take care of our own health and wellbeing so that we can get the most out of our lives at home and work.

I hope that you will enjoy being part of CPFT and we wish you every success and happiness in your employment with us.



Julie Spence
Chair



Tracy Dowling
Chief Executive

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About CPFT

Our Statement of Purpose

CPFT strives to improve the health and wellbeing of the people we care for, our staff and members, to support and empower them to lead a fulfilling life.

Our values



Our strategic goals

- Working together with service users, their families and carers we will provide excellent care, supporting people on their personal journey to wellbeing.
- A leading innovator in healthcare and research – nationally and internationally
- Demonstrate Best value
- Improve the experience of working in CPFT.

About CPFT

Cambridgeshire and Peterborough NHS Foundation Trust (CPFT) provides a wide range of mental health, physical health, specialist, learning disability and neuro-rehabilitation community and hospital services to a population of 0.95 million people in the east of England.

CPFT is a health and social care organisation, providing integrated older adult physical and mental health services, adult mental health and learning disability services and children's mental health services, across Cambridgeshire and Peterborough, and children's community health services in Peterborough. We employ more than 4,000 staff.

Our main bases are at The Cavell Centre, Peterborough, and Fulbourn Hospital, Cambridge, with staff based in more than 50 locations across the county.

We are research active

CPFT is one of the UK's top performing NHS trusts for research activity, supported by our specialist Windsor Research Unit. We work with global, national and local partners to conduct high quality, groundbreaking research into mental and physical health, growing innovation to improve care and services.

Every year we run studies with thousands of volunteers to learn more about conditions and find new therapies and treatments that work for different people, offering everyone an opportunity to take part. Our research translates the latest scientific discoveries and evidence into NHS care at CPFT. Find out more at: www.cpft.nhs.uk/research

Continuing a long tradition of research with care, we are a designated University of Cambridge Teaching Trust and member of Cambridge University Health Partners, working closely with the University of Cambridge Clinical School and Cambridge Biomedical Campus institutions. We proudly host the National Institute for Health Research Applied Research Collaboration East of England (NIHR ARC EoE), which is delivering an innovative five-year applied health and social care research programme with the Universities of Cambridge, East Anglia, Hertfordshire and Essex, involving regional NHS Trusts, local authorities, Sustainability and Transformation Partnerships (STPs), patient-led organisations, charities, and industry partners.

The NIHR ARC EoE is one of 15 ARCs across England, part of a £135 million investment by the NIHR to improve health and social care for people in communities with the greatest health inequalities. This regional research partnership is addressing the needs of local populations and health and care systems, with projects focused on mental health, prevention and early detection of health issues, end of life care, ageing, managing multiple conditions, vulnerable populations, ways to link data across services, as well as reviewing the cost-effectiveness of care and treatments, and how to best involve patients and public in applied research.

For more information on the NIHR ARC East of England visit: www.arc-eoe.nihr.ac.uk



About CPFT

Executive directors

Cambridgeshire and Peterborough NHS Foundation Trust has a team of Executive Directors. They are:

Tracy Dowling	Chief Executive
Rachel Gomm	Director of Nursing and Quality
Julie Hankin	Medical Director
Scott Haldane	Director of Finance and Performance
Steve Legood	Director of People and Business Development
Debbie Smith	Director of Operations

Board of Directors

CPFT is managed by the Trust Board. Membership includes Executive Directors and Non-Executive Directors, the Chair, as well as the Chief Executive. Non-Executive Directors do not work for the Trust but bring a range of external expertise with them. Members of our Board can be found on our website here: <https://www.cpft.nhs.uk/board-of-directors>

Our Trust board meets every two months to discuss key issues affecting CPFT. Anyone can attend these meetings. The dates and venues are available on the webpage above.

Council of Governors

The Council of Governors is a valued and effective body advising the Trust on issues that are important to patients and the wider community. It works with the Trust to ensure it provides the best possible service to its patients. The Council of Governors is not responsible for the day-to-day running of the Trust but works with the Board of Directors to produce CPFT's future; it ensures that the voice of members and partners are used to inform our decisions. You can view who is on our council here: <https://www.cpft.nhs.uk/council-of-governors>

One of the guiding principles of being a Foundation Trust is that we are accountable to local people. We have a membership of more than 15,000 people who have signed up to our Trust and consist of members of the public, past and present service users, carers and our staff. These members are responsible for electing our Council of Governors, who help to hold the Board to account and ensure that local people's views are heard. The Council of Governors is made up of patients, public, staff and partner representatives. Council of Governors' meetings are open to the public and anyone can attend. The dates and venues are available on the webpage above.

About CPFT

What it means to be a Foundation Trust

Foundation Trusts are hospitals run by local managers, staff and members of the public, which are tailored to the needs of the local population. Foundation Trusts have been given much more financial and operational freedom than other NHS trusts and have come to represent the government's commitment to de-centralising the control of public services. These Trusts remain within the NHS and its performance inspection system. They were first introduced in April 2004.

The Care Quality Commission inspects provider services with a focus on quality and safety to make sure national standards are met. Their key lines of enquiry are:

- Are services safe?
- Are services effective?
- Are services caring?
- Are services responsive?
- Are services well-led?

NHS Constitution

The constitution establishes the principles and values of the NHS in England. It sets out rights to which patients, public and staff are entitled, and pledges which the NHS is committed to achieve, together with responsibilities that the public, patients and staff owe to one another to ensure that the NHS operates fairly and effectively.

The seven main principles are:

- The NHS should be for everyone whatever their age, sex, race, disability, sexual orientation, religion or belief.
- To have free health care as far as possible, as long as parliament agrees or says you can.
- We will give high-quality care.
- We will involve patients and carers in deciding about their care.
- We will work with other services to give better health care.
- We will spend tax payers' money carefully.
- We will be open about how we spend the money.

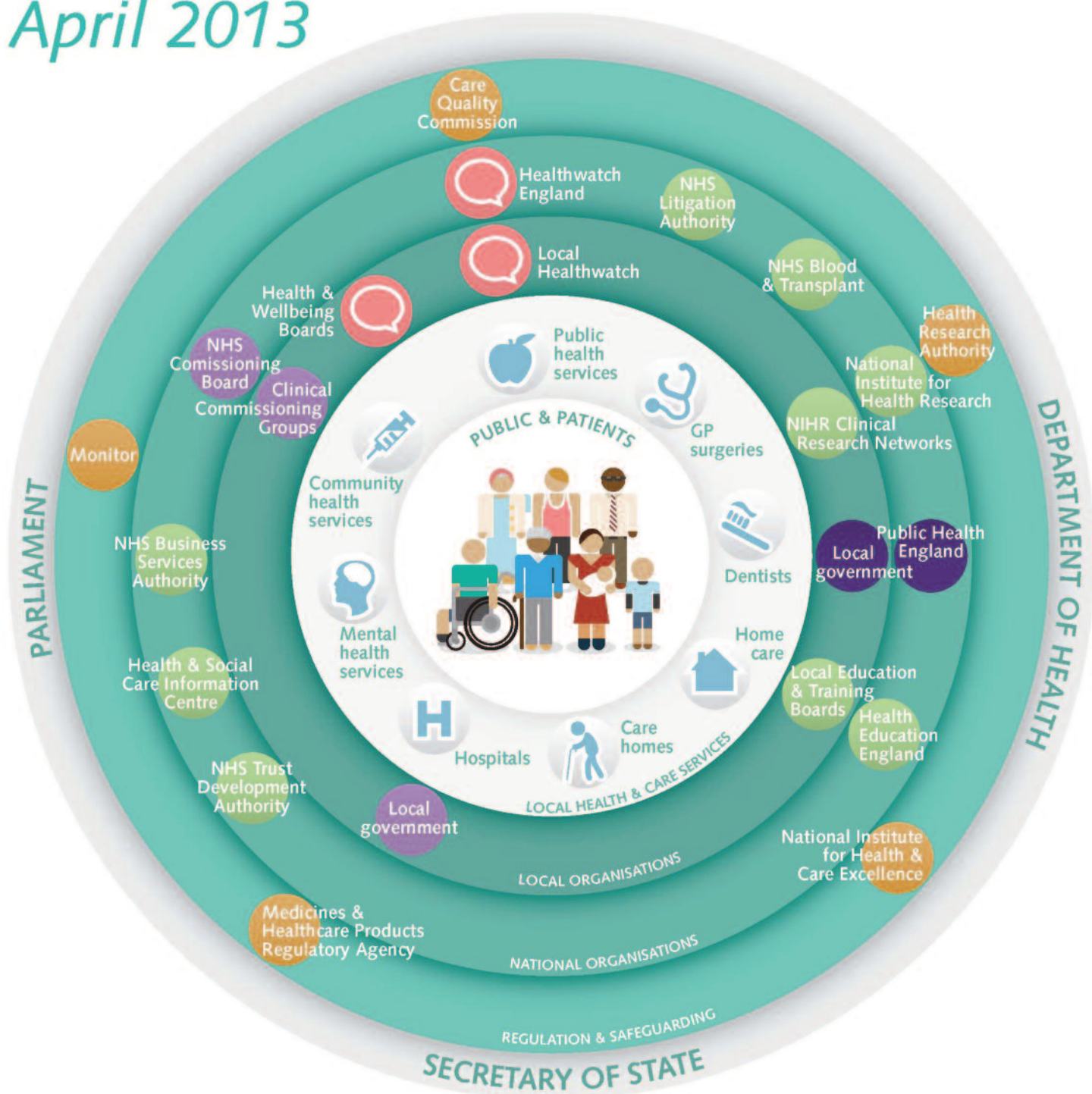
The NHS Constitution can be found here:

<https://www.gov.uk/government/publications/the-nhs-constitution-for-england>



HEALTH AND CARE SYSTEM:

April 2013



KEY

- Providing care
- Commissioning care
- Improving public health
- Empowering patients and local communities
- Supporting providers of care
- Safeguarding patients' interests

Overview of directorates and services

Adult and Specialist Mental Health Directorate

Mental ill health is something that 1 in 4 adults will experience in their lifetime. For some people this might be a single episode of difficulties. For others it may be something they experience more often.

Like any other health condition, mental health can vary in its severity and complexity, but for the individual it is personal and unique. CPFT provides a range of services to help and support people with mental health challenges. These services are organised around “pathways” which describe how someone might be helped and what they can expect at each stage of their journey.

The pathways that Adult and Specialist Mental Health Services provide are:

- Affective disorders and psychosis
- Early intervention
- Acute and psychiatric intensive care
- Eating disorders
- Liaison psychiatry services
- Adult learning disability
- Criminal justice services
- Primary Care Mental Health Service
- Paediatric psychological liaison services
- Psychological Wellbeing Service
- Personality disorders
- Cambridgeshire Learning Disability Partnership

Children, Young People and Families Directorate

CPFT provides a wide range of services for children, young people and their families. These include:

Peterborough Integrated Children’s Health Services – provide support, advice and health care for children, young people, carers and families, including health visiting, school nursing, child and adolescent mental health services, children’s community nursing, community paediatrics, Child Development Centre, paediatric speech and language therapy, paediatric occupational therapy, paediatric physiotherapy, paediatric psychology, children in care and the Family Nurse Partnership.

Community Child and Adolescent Mental Health Services (CAMHS) – these pathways are aligned to the CAMH tiered model of service. Initially, children, young people and their families may be referred from a variety of agencies for assessment, advice and support. The main treatment pathway for children and young people entering secondary care includes a comprehensive and holistic assessment and a wide range of therapeutic approaches to address identified needs. We provide a wide range of community paediatric learning disability services supporting children, young people and their families, and the professionals and organisations working with them. We also provide consultation, training and advice for professionals on signs and symptoms of mental health challenges in children and adolescents.

Specialist and in-patient CAMH services – we provide several specialist and inpatient services for children and young people with severe and enduring mental health conditions who have a need for particular interventions, focused work and inpatient treatment.

Overview of directorates and services

Older People's Adult and Community Services Directorate

The directorate brings together community and mental health services for older people and adults in Cambridgeshire and Peterborough. These are organised as follows:

- **Neighbourhood teams** – are the physical and mental healthcare hub of the local community for over-65-year-olds and adults requiring community services
- **Locality mental health teams** – support the neighbourhood teams across four areas - Cambridge, Peterborough, Ely and the Fens, and Huntingdonshire - with the following:
 - Memory assessment clinic
 - Stepped care therapy
 - Mental health social work
 - Psychiatry.
 - Crisis resolution and home treatment teams, which incorporate dementia intensive support.
- **Specialist services** – it is estimated that more than 15 million people in England, almost one in three of the population, suffer from a long-term condition. They will also account for many emergency hospital admissions, so caring for people in the community with problems like heart disease, asthma and diabetes is a major part of our work
- **Inpatient wards** – we run four inpatient wards that provide rehabilitation and end-of-life care and three mental health inpatient wards providing dementia care
- **Urgent care** – we run three Minor Injury Units across Cambridgeshire. We also have Joint Emergency Teams (JET), a two-hour response service for urgent, but non-life-threatening conditions.

Trust-wide services

Our services include:

- Finance
- Information and performance
- Nursing and quality
- Human resources and business development
- Recruitment
- Corporate affairs
- Communications and engagement
- Pharmacy
- Recovery College East
- Social care
- Estates
- Medical services
- Chief Executive office
- Trust Secretariat
- Head to Toe Charity



Your induction

During the induction process, we want you to become familiar with CPFT and build relationships with colleagues and other relevant stakeholders. Below are some key things to consider throughout the on boarding process:

- Building relationships
- Be open to learning about our culture
- Ask questions to ensure an understanding of your role, the team and the organisation
- Seek multiple points of view
- Work with your manager and colleagues to determine and clarify performance measures
- Learn about the Trust's strategy, vision and values
- Proactively participate in induction at all stages

As part of the induction process, you will be meeting with those identified as people who can provide information for you and those who are important within your role. This is a great time for you and these individuals to:

- Discuss your role and understand theirs
- Discuss how the two roles connect
- Discuss their view on the organisation and culture
- Answer any questions about CPFT

To comply with CQC requirements your local induction must be fully completed and signed by you and your line manager / buddy. On completion your line manager will then complete the online submission to confirm the local induction has taken place. Details of this can be found on the checklist, or you can go to the Corporate Induction information on the CPFT Academy website.

In the next few pages, you will see the different roles participants play in your induction. There is also a checklist to help you through the process.

Induction during COVID-19

Due to the COVID-19 pandemic, the trust has evaluated formats in which both mandatory training and Corporate Induction events are provided. Corporate Induction remains mandatory for all new starters joining the trust and you should continue to make every effort to attend and complete your assigned training. The induction programme has been adapted to support minimised contact and social distancing of new starter groups at face-to-face training events.

A blended programme of virtual and classroom-based induction training has therefore been developed:

- **Day one** (Monday) all staff: A mix of virtual discussions/presentations via Zoom and Microsoft Teams with e-learning via your CPFT Academy account in the afternoon
- **Day two** – five (Tuesday – Friday) clinical staff only: Shall be allocated very limited classroom clinical skills training according to your mandatory for role requirements

Staff attending classroom based, face-to-face training will be expected to adhere to social distancing regulations in accordance with Infection prevention and control measures and shall be provided the correct PPE and equipment for their training.

Your induction

Induction roles

Line Managers:

- Create an onboarding plan
- Co-ordinate pre-arrival contact for first day of new team member
- Ensure system access and equipment are provided on day one.
- Check in with new employees to make sure they have what they need on their first day
- Assist new team member with integration into peer group
- Establish time-based milestones to check in with new employees to see how things are going.
- Explain supervision and appraisal expectations.
- Maintain open lines of communication and collect feedback about the induction process.

Buddy

- Work with the line manager on the induction plan
- Serve as buddy for new team member
- Help the new team member navigate the organisation and processes.
- Provide insight about the culture and how the organisation works.
- Introduce team member to peers and key stakeholders.
- Meet regularly to check progress and provide advice / guidance.
- Ensure new team member has necessary resources / equipment
- Provide support on systems and processes throughout induction

New employee

- Build relationships.
- Learn about the Trust vision and values.
- Ask questions to ensure understanding of role and responsibilities.
- Work with line manager and colleagues to understand team, department and expectations.

Administrative team

- Ensure system access is organized and equipment is available
- Provide support and guidance to new employee on using the CPFT Academy to access and book online mandatory training
- Induction checklist

Induction checklist

Before start date

- ☐ • Check what documentation is required, including proof of eligibility to work in the UK, car documentation, etc, you may need for your first day
- ☐ • Complete New Starter Form for payroll
- ☐ • Confirm date, time and location of first day / induction arrangements
- ☐ • Review any "relevant reading material" that may have been identified by your department (including policies and procedures), review Trust website and handbook

Your induction

First week

- ☐ • Attend corporate induction. **Date and time:**.....
- ☐ • Contact IT to get password to permit log on to CPFT System - IT Help Desk: itsd.sbs-e@nhs.net
- ☐ • Set up e-mail signature – information on Corporate Communications intranet page
- ☐ • Receive office and building keys and/or arrange electronic access
- ☐ • Review building safety/security/emergency procedures
- ☐ • Tour of office / building; be certain to identify entrances and exits, emergency exit routes, fire extinguishers, fire alarms, toilets and kitchen / rest areas
- ☐ • Meet with on-boarding buddy
- ☐ • Check you have all required equipment and work with buddy to log on and check all equipment is working
- ☐ • Go on to the CPFT Intranet and look at the on-boarding / induction page for relevant information including:
 - ☐ • ESR log on – payslips and checking details
 - ☐ • Healthroster – rota, booking leave (employee on-line)
 - ☐ • CPFT Academy – identify mandatory training requirements applicable to role and book any mandatory training. Allocate protected time to complete any e-learning
- ☐ • Review CPFT Policies and Procedures page
- ☐ • Review local induction checklist
- ☐ • Review job description, KSF and expectations for working in the department. It may be helpful to check with your buddy about these things:
- ☐ • Department organisational chart
- ☐ • Roster and Employee Online
- ☐ • Appraisal and supervision requirements

First two weeks

- ☐ • Meet with your manager to clarify the purpose of your role; how your work fits into the team; and how it contributes to the Trust vision and values mission and vision.
- ☐ • Explore the CPFT Academy and any other training that is required for you to undertake
- ☐ • Keep open communication with your manager about your initial learnings and training needs. Agree and set-up supervision arrangements and appraisal.
- ☐ • Check-in with buddy
- ☐ • Start to complete local induction checklist (at end of this booklet)
- ☐ • Read Staff News and continue to explore intranet
-

Within first month

- ☐ • Conclude local induction checklist
- ☐ • Meet with buddy and line manager as and when required
- ☐ • Review CPFT vision, values and strategy
- ☐ • Review the Intranet for information on supervision and appraisal and ensure your supervision and appraisal details are correct in the CPFT Academy. If not, notify learning@cpft.nhs.uk of the correct information

First three months

- ☐ • Participate in initial objective setting and supervision
- ☐ • Review appropriate KSF outline for band
- ☐ • Check with line manager / supervisor if you have completed all mandatory training and if there is any supplementary training that would be useful
- ☐ • Complete new starter questionnaire
- ☐ • Continue to review performance through coaching / feedback working on areas for development

Your induction

First six months

- ☐ • Review progress on job duties, expectations, performance goals and professional development goals.
- ☐ • Regularly discuss your CPFT experience with your manager.
- ☐ • Is everything what you expected?
- ☐ • What's working well, what could be improved?
- ☐ • Do you need extra support, training or resources?
- ☐ • Discuss your professional development goals and recognise appropriate learning opportunities
- ☐ • Ensure all mandatory training is completed

Pay and conditions of service

The terms and conditions of your employment will be detailed in your contract of employment, which will be provided to you when you start working for CPFT.

Your contract of employment specifies information in relation to your pay, terms and conditions of your employment and summarises some of the key organisational policies that affect you whilst working for CPFT.

Rates of pay within the Trust are primarily agreed nationally between NHS management and staff-side and form part of the national Agenda for Change Terms and Conditions. All terms and conditions for non-medical staff are based on the Agenda for Change NHS Terms and Conditions of Service Handbook. The handbook can be accessed here www.nhsemployers.org/tchandbook

Separate nationally agreed terms and conditions of employment are in place for medical and dental staff, which can be accessed here:

<https://www.nhsemployers.org/pay-pensions-and-reward/medical-staff>

New starter form and assignment numbers

The Trust partners with Shared Business Services (SBS) for the delivery of key employment services, such as payroll processing and pension contribution administration. This currently includes the process for ensuring your personal and employment details as a Trust new starter are transferred into the payroll system via a New Starter form. See the "HR Payroll Forms" link via the Corporate Menu tab on the CPFT Intranet homepage for more information about these forms.

Your new line manager completes the New Starter form and sends it to Workforce Information (cpftworkforceinformation@cpft.nhs.uk) for verification before it is submitted to payroll for processing. It can take SBS between 10-15 working days for the information to be processed and for your payroll account to be available.

Once your details are processed, you will be given an assignment (payroll) number. This assignment number is the number that must be quoted on all forms and correspondence with SBS Employment Services and can be found on your payslips.

If you have more than one post within the Trust, you will access a separate payslip for each post, and you will have an assignment number for each post. Your first post, which is called the "Primary Assignment" in the electronic staff records (ESR), will normally not have a suffix; each subsequent post will have a suffix following this primary assignment number, i.e. 12345678-2, 12345678-3.

Pay day

For monthly paid staff, pay day is normally the 25th of the month - except when this falls at the weekend or bank holiday, when pay day will be the Friday before. In December, an earlier pay date will apply, which will be advertised on the intranet and in Staff News. For weekly paid staff, pay day is Friday. All payslips are now accessed via ESR self-service. Please refer to the next section for details.

Employees are paid through the banker's automated clearing system (BACS) into your bank account. Whilst we take every effort to make sure your pay is correct; you have a personal responsibility to check your payslips and raise any queries via SBS Employment Services.

Pay and conditions of service

Payslips and P60 online via NHS Electronic Staff Record (ESR) Self-Service

ESR Self-Service allows staff members to view their payslips and P60 online, make changes to certain personal details and their equal opportunity data. Recent new starters will be able to register for their ESR accounts after 10-15 working days and should contact the ESR helpdesk at ESR@cpft.nhs.uk from either your work email address (if you are in a substantive post) or work email or home e-mail if in a bank role and provide the team with some unique ID such as date of birth or NI number.

This allows the ESR to locate your individual account on the database and update it with your work or personal email address so that when you register for the first time, the ESR system will recognise you. The ESR Team will confirm the account is ready for access and send out instructions and a user guide for self-registration.

Updating personal details via ESR

Staff must ensure their own personal records on ESR are kept up to date, and changes to the following must be made via ESR, these include change of home address, marital status, change of next of kin, change of contact details, change of bank account, etc. It is your responsibility to keep your personal details up to date, which includes important information about your protected characteristics that helps the Trust comply with Care Quality Commission reporting requirements.

Information on ESR Self-Service can be found here including the User Guides:

<http://nwww.intranet.cpft.nhs.uk/sites/Corporate/PeopleBusinessDevelopment/HR/Pages/Workforce-Information.aspx>

Staff will not, however, be able to change any contractual information. This will need to be changed on ESR Manager Self-Service by your line manager. Details can be found here:

<http://nwww.intranet.cpft.nhs.uk/sites/Corporate/PeopleBusinessDevelopment/HR/Pages/Managers-Self-Service.aspx>

Payroll

CPFT payroll and pensions are provided by NHS-SBS. If you have any queries, you can go to the SBS intranet at <https://services-east.sbs.nhs.uk/> as it has some useful pages that may be able to answer your query.

Alternatively, it operates a helpdesk Monday to Friday, 8am to 5pm. Calls can be logged with the helpdesk on 0303 123 1144. To log a call, you are requested to quote your name, assignment number, the Trust's name and the previous call reference number (if applicable). Or, you could log a query through the portal: www.sbs.nhs.uk/esportal. Free regular webinars on pay and pension topics are also available to you, including one on how to use the self-service portal to raise or track a query.

More information can be found here: <https://www.sbs.nhs.uk/es-webinars>.

E-rostering

What is Healthroster?

Healthroster is the Trust's electronic rostering system, provided by Allocate Software. The system helps managers to create rosters that are safe, fair and cost effective, ensuring that the right staff are in the right place at the right time. Ultimately, if our wards and departments are well staffed then those that we care for will have a better experience.

Pay and conditions of service

The system manages all aspects of rostering:

- Balancing shift demand with demand with staff availability / patient need
- Absence management
- Establishment management
- Booking of bank and agency workers
- Direct link with payroll
- Reporting and KPIs

We are also implementing SafeCare for all Inpatient areas which compares staffing levels and skill mix to the actual patient demand by building in patient acuity.

What is Employee Online?

Employee Online allows staff to request shifts, annual leave and days off. Staff can also check their annual leave entitlements, and view leave for the rest of their team. The system can be accessed from home, and feeds directly into the rosters on Healthroster. Accounts can be created for staff following staff/assignment numbers being created by payroll.

What is AllocateMe App?

The AllocateMe App has been launched at CPFT and is the app version of employee online, which enables staff to view annual leave/bank shifts/rosters via an app on your mobile phone rather than having to log into a pc.

Access to the app is available when an Employee Online account has been created. Instructions on how to download are available on the eRostering Intranet page.

E-expenses through Employee Online

All expenses are now put through Employee Online. This allows staff to submit travel expenses (excluding lease car users) directly to payroll. E-expenses allows you to track the progress and status of claims, process claims more quickly and submit claims for approval to your line manager from any site, including your home.

The link to access expense is:

<https://cpnfteol.allocate-cloud.com/EmployeeOnlineHealth/CPNFTLIVE/Login>

Your Employee Online account will be created upon starting with the Trust. Your line manager will need to check and keep records of your vehicle details including insurance and MOT certificates.

For more information or technical support, you can contact the e-Rostering team via email at erostering@cpft.nhs.uk.

Pensions

To help people save more for their retirement, the government now requires employers to enrol their workers into a workplace pension scheme. This applies to those who are not already in one and who:

- Earn more than £10,000 a year or £833 a month or £191 a week
- Are aged 22 or over; and
- Are under state pension age

The Trust operates two pension schemes:

- NHS Pension Scheme
- National Employment Savings Trust (NEST) Pension Scheme

Pay and conditions of service

Staff who are entitled to join the NHS Pension Scheme will become a member under the NHS Pension Scheme regulations. Staff who meet the auto-enrolment regulations will be auto-enrolled into the relevant scheme for their personal circumstances.

Information on both schemes is available through their websites:

www.nhsbsa.nhs.uk/Pensions.aspx

www.nestpensions.org.uk/schemeweb/nest.html

NHS Pension (Total Reward) Statements

Staff can also access their Total Reward Statements (TRS) via ESR Dashboard. A TRS is a personalised summary that shows your total reward package, including:

- basic pay
- allowances
- pension benefits (for NHS Pension Scheme members.)

Information on total reward statements can be found here:

<https://www.totalrewardstatements.nhs.uk/>

Temporary Staffing Services (TSS)

Temporary Staffing Services provide nursing, healthcare, Allied Health Professionals and administrative staff with temporary work opportunities at CPFT. We work to support areas of vacancies in the trust in all roles except medical staffing, which is supported by its own team. In addition are the primary procurement point for agency Staff for the Trust and help to manage agency supplier's compliance and rates – and concerns or requests for agency staff should come to TSS.

TSS has a large pool of about 700 Bank-only workers, plus the permanent workers enrolled, across a range of professions and directorates with the predominant roles being qualified nurses and healthcare assistants. However, we are always looking to develop our workforce, and have a growing number of AHPs (HCPC-registered) and administrators on the Bank.

For the permanent employee, joining TSS could not be easier using our auto-enrolment form, completed by your line manager, and a new starter form informing us of where you would like to be paid, for those who want it to go into a "Pocket Money" account! You would have an assignment matched to your permanent salary if working in a similar role, to ensure you are suitably recompensed for your support to the teams

Clinicians who hold a registration (HCPC or NMC) and work shifts benefit from our BankPlus scheme which pays 15% enhancement on top of any pay is earned on an assignment, including any unsocial hour's accruals. In addition to this you still accrue annual leave at 12.07%, which can be claimed at any time as a financial payment.

Managers will have separate information about how to request for roles, but as an employee you can work in your own area or take the opportunity to explore an alternative environment that is of interest. Pay for bank shifts undertaken is on a weekly payroll on Fridays, which means that if you work a shift each week you will get paid each week. For the occasional worker this means around one and a half week's delay between the shift and payment of it. Shifts are allocated using the Trust's Healthroster system and are finalised by the team managers. Your ESR account also supports the payslips etc of your Bank assignment.

The TSS team can be contacted via email or phone, and for further guidance or the forms for autoenrolment, you can use the below options;

E-mail: temporarystaffing@cpft.nhs.uk

Intranet: <http://www.intranet.cpft.nhs.uk/sites/Corporate/PeopleBusinessDevelopment/PSS/Pages/Temporary-Staffing-Services.aspx>

Pay and conditions of service

Trust policies and procedures

There are several policies and procedures within the Trust that relate to employment issues and your attention is particularly drawn to the ones referred to below. A full list of Trust policies is available via the following link: <https://www.cpft.nhs.uk/documents-that-guide-practice>

Disciplinary Procedure

This procedure is designed to encourage all employees to maintain acceptable standards of conduct whilst safeguarding the interests of the Trust, its patients, clients and employees. Both employee and employer have responsibility for their own behaviour, actions and inactions and should abide by the Trust's standard employment practices and local procedures.

Capability Procedure

The Trust's Capability Procedure aims to treat staff fairly if they are not able to carry out their duties to the standard expected. These can include long-term or frequent short-term sickness absence, poor performance or examination failure. Staff will be given the opportunity to improve. However, in certain circumstances, it may be necessary to consider the discontinuation of an employee's contract due to incapability.

Early resolution, grievance and dignity at work

The Trust recognises that a positive working environment and good working relationships have a positive impact on employee wellbeing and employee engagement. A positive working environment can also lead to better performance, improved employee retention and reduced stress related sickness absence. This policy provides an overview of the process the Trust will follow to resolve disagreements, dignity at work complaints and grievances and there is a commitment that appropriate issues are resolved at the earliest opportunity without resorting to the formal process.

Equality, diversity and human rights

The organisation is committed to equality of opportunity for all regardless of race, gender, gender identity, religion, belief, sexual orientation, age, physical/mental capability or offending background. The organisation will also strive to uphold the human rights of all of its staff and service users in accordance with the Human Rights Act 1998.

This policy highlights the trusts commitment to take account of the diversity of the population (it serves) and the staff it employs and has its commitment to being an exemplary organisation in terms of equality, diversity and inclusion.

Health and Safety Policy

All individuals within the organisation have a responsibility to adhere to the Health and Safety Policy. In meeting this legal duty all employees are expected to:

- Report any accident, incident or near miss, to their manager or Head of Department as described in the Trust Incident and Near-Miss Policy.
- Report any hazards or hazardous practices to the appropriate manager or Head of Department.
- Adhere to Cambridgeshire and Peterborough NHS Foundation Trust's policies and procedures relating to health and safety at work and to observe health and safety regulations at all times.
- Co-operate with the Health and Safety Executive in any investigations.
- Participate in risk assessments as necessary.
- Not to intentionally or recklessly interfere with or misuse anything provided in the interest of promoting health and safety at work. Any person who is found to do so may be subject to disciplinary action.
- To attend mandatory training courses in line with Cambridgeshire and Peterborough NHS Foundation Trust's Training Policy.
- Where identified, all staff have an obligation to participate in any health surveillance carried out by Cambridgeshire and Peterborough NHS Foundation Trust, where this is relevant to their job description / role.

Health and wellbeing

We are committed to looking after the health and wellbeing of our staff. Health and wellbeing is about looking after your mental and physical health, as well as work/life balance.

Supporting attendance

We recognise that there are times when staff will not be well enough to attend work. We take a proactive approach to supporting attendance – balancing the wellbeing of our staff with the provision of service to our patients. Your manager will tell you what you are requested to do if you are unable to attend work due to ill health and full details of how we manage attendance is included in the Supporting Attendance Policy. Information about accessing these policies and procedures can be found in the communication section of this handbook.

For most of your employment with CPFT you will be fit to attend. However, it is likely that at some point in your career you will be absent from work due to health reasons. The NHS sick pay scheme within CPFT provides, depending on length of service, up to six months' full pay, and six months' half pay. Agenda for Change also provides an injury allowance for staff who sustain an injury, disease or other health condition that is wholly or mainly attributable to their NHS employment.

Further advice on sickness and injury benefits is available in your contract and the Agenda for Change Terms and Conditions of Service Handbook.

Injury benefits

Agenda for Change provides an injury allowance for staff who sustains an injury, disease or other health condition that is wholly or mainly attributable to their NHS employment.

Occupational Health Services

The Occupational Health Service provides specialist advice on all aspects of the relationship between work and health. It is independent, impartial and available to all CPFT staff.

The service aims to:

- Prevent ill-health arising from work done or the conditions in which work is done
- Assist in the appropriate placement of people at work to take into account their physical and mental health
- Promote the physical and mental wellbeing of all staff
- Ensure the safety of staff and others from issues arising out of ill health at work.

Health examinations are provided for staff at the request of a manager. The most common reasons for a health examination or advice to be offered are in relation to:

- Sickness
- Return to work after sickness absence or an accident
- Fitness for work
- Work-related ill-health
- Ill-health retirement
- Equality Act 2010
- Advice in relation to injuries and illness when appropriate.

Staff Wellbeing Service

We are a team of occupational therapists and physiotherapists who provide one-to-one, team or group support and guidance for people managing a health condition at work. This may include:

- Self-management advice
- Advice and support to enable you to manage your health condition to remain well in work
- Referral to musculoskeletal physiotherapy (provided by independent practices)
- Personalised exercise programme
- Workstation assessment
- Work environment assessments and adaptation
- Vocational rehabilitation after a period of illness or absence from work
- Stress management
- Support to manage mental health conditions

Any staff member who works for CPFT can access the service. We will work with people with physical and/or mental health conditions. You can access the SWBS by emailing staffwellbeingservice@cpft.nhs.uk and we will contact you within 10 working days to arrange an initial appointment.

Following this we will make an individualised plan with you, with the aim of enabling you to remain well in work. As part of this we will agree how many sessions that we will see you for. A typical session will last 30-60 minutes. Appointments will be arranged (as far as possible) at a time and location that suits you.

If you are referred to an independent physiotherapy clinic, a maximum of six sessions will be offered before your case is reviewed and additional appointments will be considered according to need. Your practitioner may advise you to contact your GP to access local primary care NHS physiotherapy services.

We will also attend team meetings and away days to provide wellbeing information, support and advice. The content of this will vary depending on your needs. We also run workshops, mindfulness groups and wellbeing webinars throughout the year. Details of these are advertised in the Staff News bulletin. The Staff Wellbeing Service webpage can be found here.

<http://nwww.intranet.cpft.nhs.uk/sites/Corporate/PeopleBusinessDevelopment/HR/StaffMatters/SitePages/Staff%20Wellbeing%20Service.aspx>

Mindfulness

Mindfulness is an ordinary experience (not a special state) of choosing to place one's awareness on the present moment, while gently acknowledging and accepting feelings, thoughts, and bodily sensations. By being fully present in this way – not pushing feelings away or avoiding them, but being with them, we create space to respond in new ways to situations and make wise choices. CPFT offers courses and workshops on Mindfulness, more information can be found on the Staff Wellbeing Service intranet page.

Help Employee Assistance Programme (EAP)

Help Employee Assistance Programme provides employee wellbeing services to CPFT. Help can provide employees with support for any work-related or personal issues that are causing you concern or distress through its free 24-hour helpline on 0800 031 4548. Help can also provide impartial legal and financial advice. A wellbeing portal at <https://cpft.optimise.health> is available for a wealth of resources on a wide range of topics, from managing stress and anxiety to support with financial issues.

Health and wellbeing

Psychological Wellbeing Service (PWS)

The Psychological Wellbeing Service offers brief periods of support for people experiencing low-mood, anxiety, and stress by offering therapeutic support such as Cognitive Behavioural Therapy (CBT) and CBT workshops across Cambridgeshire and Peterborough. If you would like support, please discuss a referral with your GP or you may also refer yourself directly via the internet at:

<https://www.cpft.nhs.uk/self-refer-here> or telephone: 0300 300 0055. (As this is a service provided by CPFT please be assured all information is treated confidentially.)

Staff Mental Health Service

CPFT's Staff Mental Health Service is now available for any member of staff that has moderate to severe mental health needs. The multidisciplinary team provide rapid assessment, diagnosis and treatment, with specialist occupational support. This service sits between PWS and secondary mental health services and can be accessed via referral from occupational health services, or your GP. The service respects your privacy and provides confidential care and support, tailored to meet your individual needs and preferences. This may include:

- Psychiatric assessment and review
- Psychological therapies including CBT, EMDR and CAT
- Occupational health support
- Nursing input
- Medication advice

Please speak with your line manager if you would like to access this service. Visit www.cpft.nhs.uk/smhs for more information and contact the team directly if you have any queries: telephone 01223 465220 or email staffmentalhealthservice@cpft.nhs.uk

Staff networks

We now have three staff networks in the Trust all reporting to the Diversity Network. Wearing 2 Hats (long-term conditions network) has been operational for six years. The BAME Network started in 2019 and the LGBTQ+ network launched in 2020. Executive sponsorship is in place for all staff networks.

Wearing 2 Hats

This has been a resource that has been invaluable and led to the development of a number of positive actions for staff. W2H started as an informal meeting for staff with mental health challenges of their own and has subsequently expanded to include staff with physical long-term conditions and staff who are carers. We are linked into CPFT formally with an Executive Director (Stephen Legood) and Non-Executive Director (Julian Baust).

We now have two meetings on a Monday, once a month. There is a business meeting that is open to all staff with an interest in this area or who are keen to support staff with these issues as allies. This is followed by a closed informal peer support meeting specifically for staff with mental health issues, long-term conditions, or caring roles.

The Peer Support Group

The Peer Support Group is an initiative that has evolved out of the Wearing Two Hats (W2H) group. Peer support group meetings are held monthly and attendance is restricted to Wearing2Hats colleagues with their own lived experience. Wearing2Hats colleagues talk openly and honestly about their own health challenges, if you would like support or to offer support then please join us. These meetings are overseen by our Chaplain, Jane Pope, at jane.pope@cpft.nhs.uk

Health and wellbeing

Anti-stigma

Many of us will experience mental health / physical health challenges in our lifetime. Just because we work in healthcare does not make us any different. Campaigns include sharing stories in staff news, the website, a range of posters and videos. Check out the videos on the CPFT You Tube channel: https://www.youtube.com/channel/UC_AE0XcLC4dKkapwqEKVavg. If you would like to be involved in future campaigns or would like some information to share in your team, please contact emma.byrom@cpft.nhs.uk or catherine.mustoe@cpft.nhs.uk

Policy and guidance

Wearing2Hats members meet for a monthly business meeting to help the Trust review its policies, procedures and guidance ensuring it is supportive of staff members with long-term conditions. We welcome all colleagues, those with their own lived experience and others who are “allies” (ie, people who do not have lived experience but are passionate about this issue).

If you would like to attend a MS Teams meeting please contact: catherine.mustoe@cpft.nhs.uk or david.dodwell@cpft.nhs.uk

More information on Wearing2Hats and access links to useful information can be found on the Wearing2Hats page on the intranet. <http://nww.intranet.cpft.nhs.uk/sites/Corporate/PeopleBusiness-Development/HR/StaffMatters/SitePages/wearing%20two%20hats.aspx>

The forum has more than 80 members and they help shape policy and practice. They are pleased that their contributions are taken very seriously. A Staff Support booklet is in place to promote and support the work of the group as well as a stories booklet to show staff that they are not alone in their experiences. Chairs of W2H: Catherine Mustoe and David Dodwell.

Ethnic Minority Staff Network

There are more than 590 BAME staff working in the Trust and the Black Asian Minority Ethnic (BAME) Staff Network launched in July 2019 to create a supportive working environment and policy framework for BAME colleagues. The network also hopes to encourage all staff within the Trust to understand the needs of BAME individuals so that the Trust's vision, values and objectives are fulfilled. The network started holding bi-monthly meetings in 2019, and now in 2020, now meet quarterly. The BAME network has supported the Trust with the development of posters to try to highlight that any form of racism and discrimination are unacceptable. A BAME Covid Support Group was established to support BAME staff and service leads in undertaking the Covid-19 risk assessments.

The group look at the best ways to reach BAME colleagues, liaise with service leads on risk assessments, and support staff in one-to-one discussions, if needed. The network is also active on social media and support the national activities and campaigns such as Black History month and Black Lives Matter, etc

Chair: Ramesh Subbiah

Deputy Chair: Neema Young

Contact e-mail: BAMENetwork@cpft.nhs.uk

LGBTQ+ Staff Network

The LGBTQ+ Staff Network has been established to support the working environment and policy framework for LGBTQ+ colleagues while also encouraging all staff within the trust to understand the needs of LGBTQ+ individuals within the Trust so that the trust's vision, values and objectives are fulfilled. The network has been running for more than a year and staff have been organising display boards, videos and are active on social media.

They have represented CPFT in Pride events locally and nationally and supported LGBTQ+ history month and staff networks day. The network is supported by two Executive Sponsors and members of the EDI team and numbers are slowly growing. The group hold monthly meetings for two hours via

Health and wellbeing

Teams. The first hour is for network business and open to allies; the second hour is for peer support for those who identify as LGBTQ+ terms of Reference have now been completed.

Chairs: Nora O'Shea and Lorna Stahly

Additional Support Services

Heart and Soul

Heart and Soul volunteers, specialist NHS Chaplains and peer workers offer you a guaranteed human 'touch' to help you to:

- Focus on the little things we can do together that can help make the unbearable bearable
- Have a calm and safe space to be
- Experience the healing benefits of 'being human together' in a kind, accepting, gentle way
- Have someone to explore and affirm your spirituality with, should you wish
- An opportunity to join others exploring life's meaning and the values we share, whatever our individual beliefs
- Find someone to talk to in confidence if you are struggling in your healthcare role or role as a carer
- Meet with specialists in religious practice, care and understanding
- Find a way into volunteering

Further information can be found here:

<https://www.cpft.nhs.uk/help/spiritualandpastoralcare-service%20.htm>

Trades unions/staff-side

Many staff are members of trade unions such as Royal College of Nursing (RCN), UNISON, UNITE, The Chartered Society of Physiotherapy (CSP), College of Podiatry (CAP) or The British Association of Occupational Therapists (BOAT). In CPFT, we are known collectively as "staff-side".

Accredited representatives offer advice and guidance on all aspects of employment - ie, employment rights, national terms and conditions (Agenda for Change), equality, health and safety in the workplace, equitable access to learning at work Stress at work, understanding workplace policies, support with grievance, disciplinary, sickness absence and capability issues (performance management).

We work with the Trust on reviewing and creating policy aiming to ensure standards in the workplace are in line with employment rights and equality legislation; reviews to policy and procedure are informed by specific training, case work and by, for example, NHS staff and/or trade union survey results. We work alongside the Equality and Diversity Group, Wearing2Hats, the Freedom to Speak Up Guardian and The Trust's Risk Management and Patient Safety Group.

Accredited representatives are often additionally trained in specialist areas such as equalities, bullying and harassment, violence at work, job evaluation, women's' issues in the workplace, policy writing and transformation of NHS services. Many trade unions support members with welfare and wellbeing issues such as recuperation breaks, debt management, and winter fuel assistance for low-paid workers and school uniform grants.

Staff-side is the accepted and agreed negotiating body for staff in CPFT (and the wider NHS) supporting members and staff during consultations and organisational change in the Trust. If you are not currently a trade union member, have an interest in the collective benefits such membership provides, , joining a union, or are a member and interested in becoming more active in your respective union, contacts will be available during the Trust induction Market Place and via <http://nwww.intranet.cpft.nhs.uk/Governance/Pages/Trade%20Unions.aspx>

Health and wellbeing

The Trust acknowledges fully engaged partnership working with recognised NHS trade unions, as established by the NHS Staff Council in Agenda for Change in 2004, is essential to the successful development and delivery of all Trust activity. <http://www.nhsemployers.org/tchandbook>

The nature of the Trust's business in providing positive, responsive and accessible health services, designed to meet the individual needs of users and carers, requires the routine application of effective partnership working is further recognised in the health economy by the Social Partnership Forum (est. 1998) brings together NHS Employers, NHS trade unions, NHS England, Health Education England (HEE), NHS Improvement and the Department of Health to discuss and debate the development and implementation of the implications on workforce s of policy. The forum was established following recognition of the positive contributions made towards improving patient care by actively involving employers, employees and their trade unions in continuous dialogue around the entire decision-making process within organisations.

<https://www.socialpartnershipforum.org/about-spf/>

The Trust accepts and promotes that employees at all levels of the organisation may join any such trade union/staff organisation recognised by the Trust, and be represented by that union in an individual basis in addition to adhering to the collective partnership agreements made within the NHS Staff Council. www.nhsemployers.org/your-workforce/pay-and-reward/nhs-staff-council

Participation and Partnership forum

The Participation and Partnership forum is for people who have used CPFT services. It consists of 15 people who are / have used CPFT physical, mental or community health services. The positions are paid as per the CPFT carer and service user payment policy and are held for two years. Recruitment to the forum is through an application process followed by an information interview. All members of the forum are DBS-checked and have occupational health approval. The purpose of the PPF is to:

- Provide a service user voice for overarching CPFT projects:
- Support CPFT on its involvement journey and
- Support members to work collaboratively with CPFT on specific and agreed areas of interest.

If you would like further information about the forum, please contact Anna Tuke (Associate director of Involvement and Partnerships) on 07929 379950 or email ppf@cpft.nhs.uk

Work/life balance

We support staff to maintain a balance between their life at work and their life outside of work. All staff receive a contractual annual leave allowance and there is an expectation that you use all your annual leave each year to assist in maintaining your work/life balance and health and wellbeing. We have several policies in place to enable you to pursue flexible-working options.

Flexible-working options: We recognise that flexible-working options in both hours and leave are important to staff in maintaining an appropriate work/life balance, and in effective recruitment and retention. All requests for flexible working are subject to the needs of the service and regular review.

Job share: A role can be split between two job share partners - eg. the first and second halves of the week or mornings and afternoons.

Part-time: A wide range of roles within the Trust operate on a part-time basis, which suits both the needs of the individual and management.

Term-time contracts: Term-time working is designed to either meet service need (like school nurses) or to meet the needs of those staff with childcare responsibilities that need time off during the school holidays. The principle is that the member of staff has an employment contract that commits them to working only during term time.

Health and wellbeing

Annualised hours: The basis of the annualised hours contract is that the member of staff contracts to an annual number of hours with the Trust that can be worked flexibly according to the needs of the service.

Compassionate/carer leave: We recognise that many of our staff combine their working lives with the responsibilities of caring for family or dependent relatives and there may be occasions where urgent domestic, personal and family matters compete with work responsibility. Compassionate/carer leave is available in times of urgent and unforeseen need, subject to an annual maximum.

Other leave

New parents' leave and pay: New parents' leave and pay is available on the birth/adoption of a child.

Parental leave: Parental leave is for employees to take time off work to look after a child's welfare. This leave is normally unpaid and is available for each child up to their 18th birthday.

Shared parental leave: Shared parental leave will enable eligible mothers, fathers, partners and adopters to choose how to share time off work after their child is born or placed for adoption. This could involve returning to work for part of the time and then resuming leave at a later date.

Employment Break Scheme: We recognise that there are times when members of staff need to take time away from work. We believe that an Employment Break Scheme is helpful to support staff who wish to take time and return at a later stage. In the first instance discuss with your manager, further details are available from human resources.

Special leave: Provides for paid or unpaid leave to be granted at times of urgent and unforeseen need in line with statutory legislation. It also provides for time-off for civic and public duties undertaken by employees.

Freedom to Speak Up Guardian (speaking up and raising concerns)

Speaking Up is about anything that gets in the way of providing great care for patients or adversely impacts staff experience (for example, patient safety concerns, fraud, poor practice, bullying or harassment). Equally it includes ideas for improvement where perhaps practices are already good, but colleagues believe they could be made even better. All colleagues are encouraged to speak up (including volunteers, students, bank or agency staff, and former employees).

Freedom to Speak Up is about embracing an open culture where barriers to speaking up are identified and addressed and colleagues who speak up are able to speak up without fear or reprisal; thanked; listened to; their concerns responded to; outcomes are fed back; and, any lessons learnt are used to improve both patient and staff experience.

All NHS Trusts are required to have a designated Freedom to Speak Up Guardian. The designated Freedom to Speak Up Guardians are Annie Ng and Shaun Butler. They are here to help ensure colleagues are supported in speaking up and that the Trust is fully engaged in meeting the wider Freedom to Speak Up objectives. The Freedom to Speak Up Guardians operate independently, impartially and objectively whilst working in partnership with colleagues and groups, including senior leadership teams.

The Freedom to Speak Up Guardians are supported by several Freedom to Speak Up Ambassadors who help to promote Freedom to Speak Up and ensure that colleagues who wish to speak up are encouraged to do so/contact the Freedom to Speak Up Guardians. At an Executive level, the Freedom to Speak Up Guardians are responsible to and supported by Rachel Gomm, Director of Nursing, AHP and Quality (Executive Lead for Freedom to Speak Up) and Brian Benneworth (Non-Executive lead

Health and wellbeing

for Freedom to Speak Up). By raising concerns, you are helping the Trust to be a much better and safer place for both patients and staff. You don't need proof of malpractice or wrongdoing, provided you have raised the concerns in good faith, it does not matter if you are mistaken or if there's an innocent explanation. If in doubt, raise it!

In the first instance, many colleagues will feel perfectly comfortable raising their concerns directly with, for example, their line manager, supervisor, clinical lead, or manager's manager. Colleagues are equally welcome to raise their concern through the Freedom to Speak Up Guardians because, for example, they would like to discuss or want support with raising their concern, and/or they want to raise a concern confidentially or anonymously.

The Freedom to Speak Up Guardians can be contacted confidentially on 01223 219777 (voicemail) or e-mail freedomtospeakup@cpft.nhs.uk. We welcome all concerns including where you wish to remain anonymous (if this is the case you may wish to Speak Up via the answerphone or by writing to us at Freedom to Speak Up, Elizabeth House, Fulbourn, Cambridge CB21 5EF

More information about Speaking Up and the Trust Policy, is available from the Trust Intranet page under Freedom to Speak Up and can be found here.

<http://nww.intranet.cpft.nhs.uk/governance/freedomtospeakup/Pages/default.aspx>

For patient-safety related issues that require immediate actions, please refer to the Trust's Stop The Line - more information can be found here:

<http://nww.intranet.cpft.nhs.uk/sites/Corporate/PeopleBusinessDevelopment/HR/DiamondTalkback/Pages/Stop-The-Line.aspx>

Incident reporting

Patient safety – clinical incident reporting: Clinical incidents must be reported via the Incident module on Datix: <https://nww.riskreporting.cpft.nhs.uk/index.php?action=home&module=INC>

Emergency events - incident reporting: Emergency incident reporting is an integral part of any response and helps ensure CPFT can adapt and develop plans considering the lessons learnt from events. Incidents should be reported through the service management chain and escalated as appropriate. Local processes should be included in operational areas Business Continuity Emergency Folders; service managers should ensure staff are made aware of its location and content.

To report a emergency Incident please use the Business Continuity Disruption Form

<http://nww.intranet.cpft.nhs.uk/Governance/emergencyplanningandoncall/Pages/Incident-Reporting.aspx>

Risk reporting

Sometimes there will be the risk of an incident happening due to a number of factors - for example, identified ligature points could lead to a patient safety incident occurring if not properly managed, or there may be no back-up process recorded in a team's business continuity plan if the patient recording system fails. The process for assessing and managing risks is laid out in the Risk Management SOP as noted in the Health, Safety and Security Policy. Staff should also make themselves familiar with the Health and Safety SOP, as many risks will be related to health and safety concerns.

Managers are ultimately responsible for managing any identified risks within their teams/service areas and ensuring that risk assessments are carried out. All identified risks should be recorded via the Datix system risk module: <https://nww.riskreporting.cpft.nhs.uk/index.php>

Staff benefits

Tax-Free Childcare (TFC)

The government has launched a new scheme to help working parents with their childcare costs, called Tax-Free Childcare (TFC).

TFC works a bit like a savings account. You pay money into an account from your net pay, so it's taken after tax and National Insurance (NI) have been deducted. For every 80p you pay in, the Government adds 20p up to a maximum £2,000. You need a separate account for each child.

You can switch from childcare vouchers to TFC at any time. But if you opt for TFC, you will have to stop taking childcare vouchers as you are not allowed to use both schemes. Further information on the TFC can be found here: <https://www.gov.uk/tax-free-childcare>

VIVIP Scheme

CPFT has signed up to the scheme to offer its staff a host of savings on a number of household items, from computers, tablets, phones, fridges and other electrical white goods. The scheme also includes the Cycle-to-Work scheme.

All the contracts are salary-sacrifice schemes and whilst they do provide savings on income tax, National Insurance and NHS Pension scheme contributions, staff should be aware that they will ultimately affect the amount of pension they will receive in the future.

Please note that the new CARE pension scheme introduced on 1 April 2015 has a direct impact on the salary sacrifice schemes we offer. Find out more about how joining a salary sacrifice scheme might affect your pensions here: Indicative Impact on Pension Document Feb 2015

The rules:

- The scheme is open to all staff on PAYE payroll (excluding zero hours contract).
- You must be over 18 years old or you need to have an advocate sign the Hire Agreement.
- The salary deductions cannot take you below the National Minimum Wage.*
- The item remains the property of your employer's leasing company for the entire contract period.
- If you leave your employer for any reason during the contract period, you will be required to pay any outstanding amounts and the Disposal Fee. This total amount will be taken from your final net salary and is not subject to any tax-free benefit.

*If you are impacted by the National Minimum Wage please contact Vivup for an alternative option
For further information call Customer Services on 01252 784540 or visit <https://www.vivup.co.uk/>

My CPFT Staff Benefits App

CPFT's first staff benefits app is available to download to your iPhone and Android devices. You can download the app to your work phone, personal phone, iPad or Android tablet - you'll find all the benefits of working for CPFT at the press of a button.

Why have an app?

The Trust is already very proactive with its communications and circulates information regarding staff benefits, news, health and wellbeing and values and culture on a regular basis. These messages are sent out to all staff, across different locations and are accessible by a number of different means, but we recognise that:

- We could not be sure that all staff would receive important messages at the same time, in the same format.
- Many staff did not have regular or reliant access to PCs, e-mails or the internet.

Staff benefits

- Staff did not always have the opportunity to read e-mail communications.
- Staff may prefer to access some information - for example, health and wellbeing, in a private environment.

How many staff, whilst out and about shopping in Cambridge, Huntingdon or Peterborough on a Sunday, have access to the intranet so they take advantage of the 10% discount in Pizza Hut? Probably none. There are many discounts that our staff can take advantage of on the High Street, but it's difficult accessing them out of work. How easy would it be being able to access your electronic payslip at the touch of a button whilst in your local bank on a Saturday? The CPFT App enables all these benefits to become available via your mobile phone or tablet.

How do we download the app?

Instructions on how to download the app are below. More information including Q&As and a leaflet is available on the MyCpft App intranet page:

<http://nww.intranet.cpft.nhs.uk/Corporate/CorporateComms/Pages/CPFT-App.aspx>

General discounts

Save money now! Just showing your employee ID badge can give you discounts in and around Cambridgeshire. We regularly update information on our Staff Matters intranet page and include offers and discounts from a wide range of local companies. Details can be found at CPFT Staff Discounts.

<http://nww.intranet.cpft.nhs.uk/sites/Corporate/PeopleBusinessDevelopment/HR/StaffMatters/SitePages/Discounts%20landing%20page.aspx>

Health Service Discounts arrange discounts and offers on behalf of all NHS employees with many national companies including Thomas Cook, Waterstones, Dorothy Perkins, Coast, Moss Bros, Goldsmiths and Microsoft. Visit Health Service Discounts: www.healthservicediscounts.com

Blue Light Card provides those in the NHS, Emergency Services and Armed Forces with discounts both online and in store. There are hundreds of online discounts to help those in the Emergency Services, NHS and Armed Forces save. We are the home of many official discounts from large national retailers and have a wide range of offers from categories such as holidays, cars, days out, fashion, gifts, insurance, phones and many other items. The website is free to sign up to and to use the online discounts. Visit Blue Light Card: <https://www.bluelightcard.co.uk/>

My Trust Benefits

CPFT is in partnership with My Trust Benefits which offers employees discounts online and on high street shopping and leisure. My Trust Benefits shares the commission it earns with the Trust and this money must be spent on employees' health and wellbeing. For more information see My Trust Benefits: <https://cpft.group-login.com/login>

Relocation

The Trust has a Relocation Policy, which sets out the Trust's policy in relation to removal, accommodation and associated expenses provisions. Please refer to the Relocation Policy or contact HR at hrqueries@cpft.nhs.uk for further details.

Staff benefits

Lease car scheme

The Trust operates two lease car schemes that are available for employees. There are certain requirements and exceptions for both schemes and you should discuss this with your line manager or contact finance via financequeries@cpft.nhs.uk

- NHS Lease Car Scheme (salary sacrifice): Details of the scheme, application process and details of what is included can be found on the NHS Fleet Solutions website: www.nhsfleetsolutions.co.uk
- Knowles Fleet Lease Car Scheme: Details of the scheme, application process and details of what is included can be found on Knowles Fleet Management's website: www.knowlesfleet.co.uk/

Refer a Friend

CPFT is offering existing employees £250 for introducing candidates to the Trust who are subsequently appointed to a permanent or fixed-term contract (12 months or more). All applications need to be submitted to recruitment@cpft.nhs.uk for consideration. Details of the scheme can be found on the recruitment support pages of the intranet.

Your learning and development

We are committed to the quality, training and support we give to our staff and view it as a key priority to enable us to provide excellent quality care.

We recognise the importance of development opportunities for staff and also extend this to our future workforce. As a new member of staff you will have the opportunity to extend your knowledge not only through mandatory training but also access to academic courses, inter-professional education, apprenticeships, leadership and continuing professional development aligned to service needs. We support appraisals here at CPFT and it is how we encourage you to talk to your manager to discuss and agree learning opportunities. We want to support you in a long and successful career.

There are many ways to learn at CPFT. Here are some of the many opportunities you may come across whilst you work here at CPFT:

Visits to other areas	Clinical supervision
Preceptorship groups	Learning the lessons
Mentoring or providing mentoring for others	Experiential learning
Coaching	Reflection/reflective practice
Secondments	Project work
Action learning sets	Research and development
Shadowing	e-Learning
Job rotation	Acting up/deputising for senior member of staff

You can find up to date information about training and development opportunities as well as complete online learning and book face to face training via CPFT Academy online at: <https://learning.cpft.nhs.uk/>.

CPFT corporate induction programme

It is mandatory for all new staff to attend corporate induction within the first four weeks of starting employment within the workplace.

Trust induction and onboarding process covers more than just attendance at the induction sessions. The aim of the induction and onboarding programme and process is:

- To welcome new staff into CPFT
- To provide new staff with the necessary information, knowledge and skills to be able to work safely and effectively within their respective departments
- To assist new staff in ensuring they possess the skills relevant to their role
- To ensure staff receive an effective local induction with their new Line Manager

We now use a 'passport' system to transfer relevant valid training completions from other NHS Trusts. This process enables us to tailor induction to meet individual's requirements. Therefore, the corporate induction programme can vary in length from half a day up to five days, depending on previous training.

Your learning and development

Appraisal and supervision

All employees are required to have an annual appraisal and regular supervision to support you in your role at CPFT.

Appraisal

All new employees will receive an appraisal within the first three months of being employed, and annually thereafter. The purpose of this is to set interim objectives to support your development in your role within the Trust prior to your first full appraisal. Guidance and supporting documents can be found when logged into CPFT Academy.

Once you've had the conversation with your line manager and agreed your objectives, you should record your appraisal on the online form held in CPFT Academy. The online appraisal recording form will be assigned to you as soon as your account has been updated with your manager and/or appraiser details.

Supervision

As part of your employment with CPFT, you will receive regular supervision. You will receive the following or a combination of both:

Operational supervision

- To discuss health and wellbeing at work issues
- To ensure staff have appropriate support to meet objectives
- To ensure staff know what is expected of them and carry out their duties effectively and efficiently
- To support continuous professional development (CPD) of staff
- To ensure good practice and manage areas where improvement is required.

Professional supervision

- Maintaining focus and direction on the needs of the service user / patient
- Providing a forum for reflection on the impact of work on self, interventions and responses to the service user and their wider family
- Ensuring that practice is ethical and based on the value base of one's profession
- Providing a forum for practice development, new ways of working and identifying clinical skill gaps
- Ensuring that there is a framework in place that enables clinical supervision feedback into the appraisal process and appropriate to the supervisees line manager.

The Trust has an electronic Supervision Log for recording that supervision has taken place. Your Supervision Log will be assigned to your CPFT Academy account at the same time as your appraisal recording form. The Trust also requires some groups of staff to have other types of supervision, if this applies to you, this will be discussed with you during your induction. Guidance and supporting documents can be found via CPFT Academy.

An overview of learning opportunities

There are many opportunities for all staff to access learning and development at a range of training venues across the Trust. In addition to the below information, there may be additional opportunities specific to your directorate.

Apprenticeships

What is an apprenticeship?

An apprenticeship is a training programme that combines studying and practical experience by

Your learning and development

learning on the job. You can build on your existing skills and knowledge to achieve a national recognised qualification. There are two apprenticeship qualifications either a framework or a standard:

Apprenticeship Standard

- An Apprenticeship Standard is job specific and you will work towards gaining certain skills and competencies in areas related to your job. Once fully equipped with these skills, knowledge and understanding you will be put forward for an assessment where you will achieve a pass, merit or distinction grade
- Each apprenticeship standard is unique to the job role and will have different types of learning that will be tailored to your job role and learning preference (e.g. classroom, observations, professional discussions)
- Some standards will also include a professional qualification (diploma / foundation degree / degree).

Apprenticeship framework

- An apprenticeship framework is qualification specific and you would undertake a National Vocation Qualification (NVQ) and a Technical Certificate.
- National Vocational Qualification – you will have mandatory units and then have the ability to choose optional units based on your job role and areas of interest. You will evidence this by observations in the workplace, professional recorded discussions, witness testimonies from colleagues, copies of work undertaken (eg, patients' notes, e-mails) all of these will be built into your e-portfolio.
- Technical Certificate - this is the knowledge behind the specific area, you will be taught by your assessor and once ready will be entered for the exam.

If it's either the standard or framework the following will be included:

- Functional Skills in Literacy, Numeracy and ICT Level 1 & 2 – unless you hold A-C GCSEs / O-Levels and can evidence your certificate, you will be exempt from undertaking these. This will be taught to you by your assessor and support the development of practical skills in English, maths and ICT. They are designed to help learners gain the most out of work, education and everyday life. There's a strong focus on explanation and problem-solving, with a choice of paper assessment or on-screen, on-demand assessment.
- Employer Rights and Responsibilities - this certificate is achieved by completing a workbook to demonstrate your understanding of your occupation, the industry in which you work and the sector in which your organisation operates.

Below are the following Apprenticeships Standards and frameworks available within CPFT:

Clinical staff:

- Healthcare Support Worker Level 2 Standard
- Senior Healthcare Support Worker Level 3 Standard
- Assistant Practitioner Level 5 Standard
- Nursing Associate Level 5 Standard
- Registered Nurse Degree Level 6 Standard

Administration staff:

- Associate Project Manager Level 4 Standard
- Business Administration Level 2, 3 and 4 Framework
- Business Administrator Level 3 Standard
- Customer Service Practitioner Level 2 Standard

As and when more standards have been developed, they will become available. To be able to undertake an apprenticeship the following is required:

- You have to have been a resident in the UK for three years
- Work a minimum of 30 hours (if less can be discussed depending on the hours)

Your learning and development

- Hold no qualifications of the same level or higher in the same subject area
- Apprenticeship qualification must be related to your job role
- Support from your line manager and allocated 20% of your work time completed to undertake study

If you meet the above criteria you are entitled to funding to complete the apprenticeship.

For further information and to apply, please contact Amy Rothwell, Apprenticeship and Development Co-ordinator, at amy.rothwell@cpft.nhs.uk or call 01223 868869.

Care Certificate

The Care Certificate is an agreed set of standards that sets out the knowledge, skills and behaviours expected of specific job roles. It's made up of the 15 minimum standards that should be covered if:

- You are new to CPFT or moving from a non-clinical role to a clinical role, or
- You are new to care
- You have no health and social care qualifications, or
- Health and social care qualifications more than five years old.

The course, once the criteria has been met, is mandatory for role and is now becoming a benchmark for expected standards for all H&SCSWs. You will be given 12 weeks to complete the coursework and support is available to help you to achieve this.

The Care Certificate is now a mandatory standard for all level 2 and 3 Health Apprenticeship Standards. For more information please e-mail carecertificateteam@cpft.nhs.uk

Peer Support Workers

Peer support workers (PSW) are staff with their own lived experience of mental health challenges who have been trained to support people with their recovery journey. Their training takes place over 12 weeks (one day a week) plus work experience. For more information on training to be a PSW, go to www.cpft.nhs.uk/patients/peer-support.htm

Preceptorship

The CPFT preceptorship programmes have been developed for newly qualified Nurses, Nursing Associates or Allied Health professionals, those that have had a break from practice or completed the Specialist Practitioner qualification in District Nursing.

We also provide a range of preceptorship programmes which will benefit those qualified for more than a year but new to the NHS or overseas registrants. All of the programmes offer structured support and guidance in the transition from student to an independent, confident and competent practitioner as well as encouraging 'life long learning'

CPFT Academy

The CPFT Academy is CPFT's virtual learning environment, supporting learning, development and appraisal. Every member of staff will be given a CPFT Academy account when they join the Trust. Through the academy you can view your training records, find learning and development opportunities, book on to face to face training, access e-learning and record your appraisal and supervision.

The CPFT Academy help pages provide advice and guidance and for further help you can also contact Learning and Development Team at: learning@cpft.nhs.uk

How to apply for study leave

Apart from booking yourself on to mandatory training, if you wish to apply for a course, this should

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be discussed with your manager. The Learning and Development and Study Leave Policy provides information and guidance on applying for courses and study leave. The form is available for download via CPFT Academy.

Mandatory training

All employees are expected to keep up to date with their mandatory training requirements. The Trust Mandatory Training Needs matrix highlights the training topics that have been agreed as mandatory. It also includes the update requirement for each topic and details to which staff groups the training is applicable. During your annual appraisal you should review with your manager which training topics are required in your role and plan your training for the year ahead. Managers can access live mandatory training compliance reports for each staff member to help them monitor their team via CPFT Academy.

Organisational Development Team

The Organisational Development Team provide a response to the organisational development needs of directors, teams, professions and individuals. The OD team can provide structured support through interventions with individuals and teams, with the aim of developing a supportive climate and culture. A full range of personal and leadership programmes which meet the needs of all staff as they develop within the Trust are available through CPFT Academy. Below is a brief summary of what is on offer: You can also contact the OD team to see how they might be able to support you and your team by contacting CPFTLeadershipDevelopment@cpft.nhs.uk

Personal and leadership development modules

Several short personal and leadership development training modules, ranging from courageous conversations; introduction to coaching skills; emotional intelligence; decision making; resilience and many more aimed at developing talent at CPFT. Search for personal and leadership development on the CPFT Academy.

OD Bitesize

A range of development tools, advice and practical activities aimed at helping all colleagues and teams – Reflect, Recharge and Rebuild, particularly in light of Covid-19 pandemic. The resources will help you and your team build on individual and team strengths. Workbooks to help with reflection, planning and action are also included. Full details can be found on CPFT Academy - 'OD Bitesize' <https://learning.cpft.nhs.uk/course/view.php?id=1335>

New managers' first 100 days

This two-day blended programme (combining self-directed learning and virtual facilitated workshop) is primarily aimed at new managers joining the Trust and newly promoted managers. More experienced managers who would like to refresh their knowledge may also find this programme of benefit. The programme gives an overview of the information managers need when they are new in post - budget management, employment administration and people-management skills. Search for New Managers Induction on the CPFT academy or click <https://learning.cpft.nhs.uk/course/index.php?categoryid=47>

Management and leadership development programmes

CPFT previously had two taught programmes to support the development of managers' skills and behaviours.

- Management Development Programme
- Leadership Development Programme

Currently internal management and leadership programmes are in redesign (as at April 2021). For anyone interested in finding out what programmes will be on offer soon, and for external leadership

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programmes, please e-mail CPFTLeadershipDevelopment@cpft.nhs.uk

LeaP Programme

The LeaP Programme has been designed to support trainee Psychiatry doctors to develop their management and leadership skills.

The programme includes five “taught” modules (including leadership styles, team dynamics, influencing and negotiation skills, change management and personal impact).

Additionally, participants are offered coaching input and also participate in action learning sets, peer-to-peer exchange and self-assessment tools (Myers-Briggs Type Indicator (MBTI) and NHS Leadership 360 assessment). Although the LeaP Programme is primarily aimed at ST-5 trainees in psychiatry, ST-4 and ST-6 and other speciality trainees may also apply for consideration during the short-listing process.

Coaching

Coaching at its basic meaning is “unlocking people’s potential to maximize their own performance. It is helping them to learn rather than teaching them.” (Whitmore 2009)

Within CPFT a coaching approach is currently used within; leadership and personal development, supporting service users in managing health conditions, recovery from health conditions, inclusion, and Quality Improvement, all of which play a valuable part in the development of the organisation

The CPFT Coaching Strategy clearly commits to developing and embedding a coaching culture that supports and enables individuals to feel empowered, achieve their full potential, improve outcomes and wellbeing for staff and service users and develop high performing, supportive workplaces.

CPFT is supportive of colleagues accessing a Coach to support them in their development. Some common reasons people access coaching is to:

- Achieve improved performance, productivity, and delivery of objectives
- Assist at times of career transition and change
- Support when moving into a new/another role

CPFT has a pool of trained and experienced coaches who can offer you a safe space to think and explore your current situation and options for action.

For more information Contact: Coaching@cpft.nhs.uk

CPFT Alumni Association

The CPFT Alumni Association is for employees who have completed programmes and or achieved qualifications, in management and leadership development, having completed CPFT courses, and NHS Leadership Academy programmes. The Alumni Association also seeks to enhance senior employee engagement; start to address talent management and succession planning across the Trust and foster an environment of 'growing our own' future managers. The key objectives of the Alumni Association will include providing the opportunity for members to:

- Maintain a professional network of leaders and managers across the Trust
- Attend development events - eg, "master-classes", presentations by guest speakers
- Give something back' to the Trust - eg, mentor junior managers; deliver training sessions/development presentations
- Share good practice in leadership and management

Therefore, members are invited to sign up for training as:

- NHS Healthcare leadership model 360 feedback facilitators

Your learning and development

- Action learning set facilitators
- Mentors
- Project sponsors (for the MDP and LDP service improvement projects)
- Presenters, “subject experts” or guest speakers.

Library and Knowledge Services

Whether you're looking for a resource, asking a question, or need somewhere quiet to work, CPFT's Library and Knowledge services have something for all staff within CPFT. Across our Cambridge and Peterborough locations we offer the following resources and services:

- **Book resources** – more than 2500 titles in all areas of health and social care, plus titles covering leadership, management, and education.
- **Electronic resources** – more than 4000 journal titles and more than 1000 ebooks available from the library or immediately online via Athens. All staff are entitled to an Athens account that gives them journals, point of care tools, and more.
- **Loans from other libraries** – if we don't have it, we can borrow books and journals from other NHS libraries, from the British Library, or purchase new resources just for you.
- **Computer facilities** – quiet study facilities in both locations plus a bookable computer training room in Victoria House for classroom sessions, training days, and more.
- **Training** – the library can train you in how to use e-resources, how to conduct literature searches, and how to critically appraise healthcare information to get the most out of it.
- **Research services** – we can search the academic literature for you, conduct exhaustive searches for literature reviews, provide the articles found in our searches, look through national policies and guidelines, and put together summaries of the available evidence. Let us know what you need, and we'll let you know what we can find.
- **Current awareness and evidence updates** – whatever your specialism or area of interest, we can create tailored information bulletins for you to keep you up to date with the latest research and guidelines in your field.
- **Managing knowledge and experience** – we can help you capture, codify, and pass on the knowledge and experience of your staff. We can help you set up knowledge repositories of local practice, generate learning from incidents with After Action Reviews, and expand your understanding with Knowledge Cafes and randomised coffee trials.
- **Distance services** – everything the library offers is available at your place of work. We can post you books, email you journal articles, take all enquiries by email, and even come out to your workplace to deliver training. During the COVID-19 lockdown we are committed to making all the library's services – from books to research to training to knowledge management facilitation – as available at a distance as they would be in person. This includes e-learning training packages, teaching and facilitation via Teams, and postage of resources to your home address.

The library can provide all of this and more. For more details e-mail fulbourn.library@cpft.nhs.uk, find us in the “library” tab on CPFT Academy, or come to see us at the addresses below:

Fulbourn Library
2-4 Victoria House
Fulbourn
Cambridgeshire
CB21 5XB

T 01223 868815

Cavell Centre Library
Cavell Centre
Edith Cavell Campus
Bretton Gate
Peterborough
PE3 9GZ

T 01733 218601

Your learning and development

Research at CPFT

We are one of the UK's top research active NHS Trusts, and believe in the value of scientific research to help us understand and treat a range of conditions affecting people of all ages, which is why we run a large, diverse portfolio with hundreds of studies.

Research underpins our services at CPFT by building the evidence base for care practice. We work with thousands of volunteers every year to find more effective and efficient treatments, for better health outcomes and recovery pathways. Research makes a difference for people now, and in the future.

Our research is conducted to the highest standards and informed by the views and priorities of our patients, carers and clinical colleagues, many of whom are world experts in their field. Participation in research at CPFT is a rewarding and positive experience, and we aim to offer opportunities for everyone to take part in or shape our research.

Contact one of our research offices to find out more about studies to take part in, discuss your ideas for research projects to improve services and care, or apply health research to help your service.

Join a study

CPFT's Windsor Research Unit team works with services and clinics to run studies and recruit participants, coordinating research with care across the Trust. Find out more about CPFT studies to be part of or refer patients here: <https://www.cpft.nhs.uk/be-part-of-research> and contact the Unit: 01223 219531 or e-mail wru@cpft.nhs.uk

Set up a study

CPFT's Research and Development office manages the process for starting up research, guiding you through the approvals and governance. If you want to enquire about funding or seek advice on setting up a research project contact: 01223 596371 or e-mail R&D@cpft.nhs.uk

Apply health research

CPFT hosts the National Institute for Health Research Applied Research Collaboration East of England (NIHR ARC EoE). Their projects and Fellowship programme help staff to do research in key theme areas, and gain research skills and experience.

Find out more at: <https://arc-eoe.nihr.ac.uk/>

Contact the team: 01223 465189 or e-mail ARCOffice@cpft.nhs.uk

Research resources and information

Visit www.cpft.nhs.uk/research for the latest news about our research, resources and guidance. Watch short films with participants sharing their experiences and catch up on research talks. Follow @CPFT_Research for the latest updates and developments, plus news of events and published papers from our research community.

CPFT staff are welcome to attend the lunchtime research seminars with the University of Cambridge Department of Psychiatry, held every Thursday during terms. There is no need to book, just look out for talk adverts and save the dates from the programme here:

<https://talks.cam.ac.uk/show/index/56022>

Catch up on previous seminars and subscribe to CPFT's Research Talks channel here:

<https://web.microsoftstream.com/channel/c132b79d-8c7e-43e7-9e57-a5fa302f7e1b>

Improvement and innovation at CPFT

At CPFT, improvement is everybody's business! We aim to provide safe, excellent care, working closely with people who use our services. As a new member of staff in CPFT, we encourage you to think differently, pitch ideas and innovations, constructively challenge and find ways to improve systems and processes. We share best practice across our organisation and celebrate the brilliant work all our

Your learning and development

staff do for Innovation, as one of our Pride values.

We have several ways to support you and your teams to identify and deliver improvements, develop your skills, and encourage ideas and innovations to help you and the people we care for:

Quality Improvement (QI)

We have adopted the Quality, Service Improvement, and Redesign (QSIR) methodology developed by NHS Improvement. Our Quality Improvement Team will support you to collaborate on new ideas and deliver improvements both inside and outside the Trust with our health and care partners. Training is available in Quality Improvement techniques, from a two-hour introduction to a five-day practitioner programme and there are opportunities to access support to run Quality Improvement projects.

Please contact: qualityimprovement@cpft.nhs.uk for further information, to discuss training, join our growing network of QSIR Practitioners or to let us know your project ideas.

Clinical innovation and new technologies

Clinical innovation - applying new technologies and practices to improve healthcare, is an important focus at CPFT. If you would like to get involved, share an idea or become an innovation champion to connect your team and service users with the latest technology to improve services and care, please contact our Clinical Innovation Manager: patrick.williamson@cpft.nhs.uk.

Clinical effectiveness, quality assurance and compliance

Our Clinical Effectiveness and Improvement Team are responsible for supporting clinical audit and non-research service evaluation projects, as well as the implementation of NICE guidance and quality standards at CPFT. Please contact cpftimprovement&effectiveness@cpft.nhs.uk if you have any questions or would like support with these activities.

Additionally, our Senior Head of Quality and Compliance wendy.llaneza@cpft.nhs.uk and Head of Quality Assurance and Clinical Effectiveness jim.leadbetter@cpft.nhs.uk support our clinical and corporate services to deliver care and treatment in line with the Care Quality Commission (CQC) standards to ensure they are Safe, Effective, Caring, Responsive and Well-Led. Please contact them if you need any information, resources or support about the CQC.

Digital Ambassadors

We believe that if staff are confident in using digital technology and systems, they can take full advantage of existing and emerging digital solutions to make continuous improvements at work. Our Digital Ambassadors are here to help you translate the technical into the understandable. They can offer impartial advice, one-to-one or group training and drop-in clinics on request. Please contact our Digital Ambassadors: digitalambassadors@cpft.nhs.uk

Your learning and development

Professional support

Nurses

Nurses make up the largest professional group within CPFT and we are very proud of the nursing care delivered by our diverse registered nursing workforce and our valuable healthcare support staff. It is very important that CPFT nurses feel supported professionally to meet the standards laid out in the NMC Code and that they have the skills and competencies to practice safely with confidence. The links below provide further information on what professionalism looks like in everyday practice in applying our nursing Code.

www.nmc.org.uk/globalassets/sitedocuments/nmc-publications/nmc-code.pdf

www.nmc.org.uk/globalassets/sitedocuments/other-publications/enabling-professionalism.pdf

www.nmc.org.uk/globalassets/sitedocuments/education-standards/future-nurse-proficiencies.pdf

As a nursing workforce in CPFT, we believe that nurses need to be at the forefront of leading change and are committed to putting into practice the 10 Commitments, as laid out in the national Nursing Strategy and embedded within CPFT's own Nursing Strategy 2018-2021. More information on how we are meeting the 10 Commitments within CPFT can be found on the nursing pages of the intranet:

<http://nwww.intranet.cpft.nhs.uk/Corporate/Nursing/Pages/Nursing-Strategy.aspx>

The Trust has many nurses in senior leadership positions. In addition to our Director and Deputy Director of Nursing, we have Directorate Heads of Nursing, Senior Nurses in Learning and Development who lead on our CPD, preceptorship and mentorship arrangements and specific roles within the Nursing Corporate Team supporting professional standards, research, quality, patient safety, non-medical prescribing, infection control and safeguarding. We are very proud of how we have grown advanced clinical roles (Band 7 and 8) over recent years to promote career pathway choices for registrants who wish to continue working directly with patients and their loved ones.

Should you need to access specific professional advice or support please contact nursingandqualityadmin@cpft.nhs.uk who will ensure you are introduced to the right person. We are here to support you.

Allied Health Professions

Within the Trust, Allied Health Professionals (AHPs) includes:

- Occupational therapists
- Speech and language therapists
- Physiotherapists
- Art therapists
- Music therapists
- Drama therapists
- Podiatrists
- Paramedics
- Dieticians

Employees working under the umbrella of an AHP, such as assistants and technical instructors, are also included.

We recognise that our practitioners need access to professional support to provide the best care. In the first instance, professional support is available through your usual supervision arrangements (eg, clinical supervisor). Support and specialist advice is also available through professional leadership within your service or directorate, and from the Trust Lead for Allied Health Professions, Rachel Wakefield, who is responsible for ensuring effective professional governance, management and leadership for AHPs.

Your learning and development

Specific support for AHP students and newly qualified AHPs undertaking preceptorship is also available through Debi Andrew within the Trust's Learning and Development team.

Additional sources of support include the professional bodies, who provide guidance and specialist advice, and the professional regulator, the Health and Care Professions Council (HCPC). Trust CPD events also provide an opportunity to network with other AHPs and build communities of practice.

Useful links:

Professional regulator <http://www.hcpc-uk.co.uk/>

Professional bodies:

- Occupational Therapy <https://www.rcot.co.uk/>
- Physiotherapy <http://www.csp.org.uk/>
- Speech and language Therapy <https://www.rcslt.org/>
- Dietetics <https://www.bda.uk.com/>
- Podiatry <https://www.scpod.org/>
- Paramedics <https://www.collegeofparamedics.co.uk/>
- Art Therapy <http://www.baat.org/>
- Music Therapy <https://www.bamt.org/>
- Drama Therapy <http://badth.org.uk/dtherapy>

National Allied Health Professions: Website for Chief Allied Health Professions Officer
<https://www.england.nhs.uk/author/suzanne-rastrick/>

Administrative staff

Professional support is a communication network used primarily for the dissemination of any news applicable to administrators; in particular changes to or adoption of new standard operating procedures as well as any training and development opportunities.

In cases where the professional leads do not directly line manage staff they are also available as a mentor.

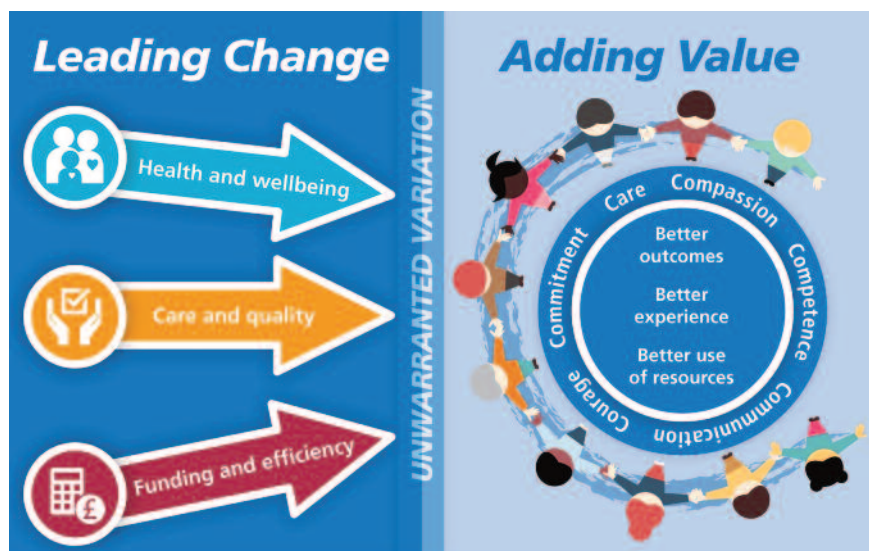
For the clinical directorates, contact your directorate administrative manager and for corporate services, contact your line manager.

Psychological services

Within psychological services we recognise that supporting our practitioners is crucial to being able to provide supportive and effective care to others. The first option for professional support will be from your clinical supervisor through routine clinical and professional supervision. If this is not possible or appropriate, support can be sought from senior psychological colleagues within the service or directorate or from the Director of Psychological Services.

External professional support and advice is available from a range of professional bodies and organisations including but not limited to the various divisions and specialist groups of the British Psychological Society, the British Association of Behavioural and Cognitive Psychotherapy, British Association of Counselling and Psychotherapy, Association for Family Therapy and Systemic Practice, Association of Child Psychotherapists, British Association of Arts Therapists, and British Association of Music Therapists.

Your learning and development



Leading Change, Adding Value is underpinned by 10 aspirational commitments to help us focus on narrowing the three gaps, address unwarranted variation and help demonstrate the triple aim outcomes.

Commitment	1
We will promote a culture where improving the population's health is a core component of the practice of all nursing, midwifery and care staff.	

Commitment	6
We will actively respond to what matters most to our staff and colleagues.	

Commitment	2
We will increase the visibility of nursing and midwifery leadership and input in prevention.	

Commitment	7
We will lead and drive research to evidence the impact of what we do.	

Commitment	3
We will work with individuals, families and communities to equip them to make informed choices and manage their own health.	

Commitment	8
We will have the right education, training and development to enhance our skills, knowledge and understanding.	

Commitment	4
We will be centred on individuals experience high value care.	

Commitment	9
We will have the right staff in the right places at the right time.	

Commitment	5
We will work in partnership with individuals, their families, carers and others important to them.	

Commitment	10
We will champion the use of technology and informatics to improve practice, address unwarranted variations and enhance outcomes.	

Communication and staff engagement

About 4,000 people work for CPFT in 50 locations across Cambridgeshire and Peterborough including hospitals, specialist units, health centres, schools, prisons community centres and offices. It's therefore not surprising that we – like the people we care for – place great emphasis on effective communications.

We have a dedicated communications team that supports the sharing of information both inside and outside the organisation. It manages the Trust's internal and external communication channels – from the website and newsletters, to press enquiries and social media – to keep everyone in the loop about what's going on at CPFT.

You can contact the team at communications@cpft.nhs.uk

Accessing information

Two-way effective communications are everyone's responsibility and there are a number of channels available for you to find out about what's going on at CPFT, and also to share your news, concerns and ideas.

Getting online

When you launch your Internet Explorer browser, you will find, in many cases, that your default home page is the CPFT intranet. It is a useful source of information about the Trust including latest news, policies, documents, HR information and anything you need to know about working at CPFT.

<http://nwww.intranet.cpft.nhs.uk/Pages/Home.aspx>

Our public website – www.cpft.nhs.uk – provides information about our services, how we work and new developments across our services. Information is divided into sections under different tabs to make it easier to find what you need and there is a useful search function, too.

Staff News Bulletin

Every Tuesday and Thursday the communications team e-mail a Staff News Bulletin to all staff. It includes important updates, news and information about the Trust, services and external organisations.

Anyone can submit items to be considered for publication by e-mailing communications@cpft.nhs.uk by Monday and Wednesday 4pm. Managers are also encouraged to share Staff News with their teams – particularly if they have colleagues who do not access e-mail regularly.

Staff and stakeholder engagement

We work very hard to involve patients, staff service users and carers to make sure we're providing the best quality care we can and that the working environment at CPFT is the best it can be. To help achieve this we engage with staff and with the public through a variety of means – including surveys, forum meetings and workshops. As a staff member you will have the chance to contribute through initiatives such as the NHS Staff Survey, which you're asked to complete annually, and you'll be encouraged to come together to share ideas and make improvements together.

Updates from the executive team

The executive team make regular visits across the organisation, which is a chance for staff to ask questions and hear key updates. Tracy Dowling runs series of live webinars, which staff can join online and all questions are welcomed. The latest dates are promoted in Staff News.

Communication and staff engagement

Talk to Tracy

You can send questions through to the Chief Executive, Tracy Dowling. She will respond within two weeks. The inbox is managed by the communications team but Tracy answers many of them herself and sees every response before it goes out. You can send your questions, ideas or feedback to her via the link on the home page of the intranet. Talk to Tracy Live occurs every Thursday between 13:00 – 13:30. During this time Tracy provides regular updates and latest developments about CPFT. All staff can view the talk and can leave a comment or ask questions before and during the session.

CPFT staff awards

Each year in the spring we host an annual Oscar's-style staff awards celebration. There are eight award categories and anyone across the Trust including volunteers, patients and carers can nominate staff.

We also have regular Pride awards celebrations to recognise the CPFT staff and teams who every day do something extra special to improve the quality of service to our patients, their carers, internal or external stakeholders or work colleagues.

CPFT directory

The CPFT directory is a really useful tool for finding contact details of staff.

www.intranet.cpft.nhs.uk/Pages/staffdirectory.aspx

You can also find the latest structure charts for the organisation here:

www.intranet.cpft.nhs.uk/OurTrust/Pages/Contact%20lists.aspx

E-mail principles

Most of us receive dozens of e-mails a day. When we come back from annual leave, those e-mails can run into the hundreds. The principles for e-mail use at CPFT provide guidance around e-mail usage and how you can save time, raise productivity and concentrate on those tasks that are important. We are not saying that e-mails aren't important, but there are ways we can cut down the amount of time we spend in front of our computer screens.

<http://www.intranet.cpft.nhs.uk/OurTrust/Documents/Email%20usage%20guidance%20Aug%202017.pdf>

Communication champions

The Trust runs a Communication Champions network to help spread the word about initiatives and developments across CPFT. With the Trust now employing 4,000 staff across more than 50 locations, our Comms Champions help the communications team spread the word about the great work going on. The help of the Comms Champions is crucial - from helping inform patients, carers, the public and commissioners about service developments to ensuring noticeboards and waiting areas contain all the latest information. Anyone from any areas of the Trust can become a Comms Champion, and no prior experience is necessary. To find out more and for an application form go to the intranet or e-mail:

communications@cpft.nhs.uk

Publicity and the media

The image and reputation of any organisation is very important to its success and CPFT is no different. It is important to us that people (staff, service users, public and commissioners) recognise us as being a great organisation they can trust, which delivers excellent services and which they would

Communication and staff engagement

have no hesitation in recommending.

The responsibility of maintaining a high image and reputation falls to every single member of staff; it is when you meet people that they judge you and the organisation you work for.

It's the responsibility of the communications team to manage requests received via print, broadcast and social media, Members of Parliament (MPs) and other public figures, and to deal with proactive opportunities for raising the profile of our Trust.

When to alert the communications team

If you receive any contact or enquiries from the media – or if you know of a situation or development that might attract media attention - you should immediately contact a member of the team. The team welcomes the chance to share your good news stories inside and beyond our Trust – and you should contact them if you or any of your colleagues want to contact the media to promote or discuss key topics involving your service.

If the media contact you directly, you should signpost them immediately to the communications team on 01223 219465 or e-mail communications@cpft.nhs.uk

The team can support you with:

- Media releases and responses to journalists' questions
- Proactive and reactive work involving interviews with staff and/or patients
- Visits by VIPs, including MPs and government ministers, royal family members and celebrities
- Bespoke articles for stakeholder, print and specialist publications
- Advice on communications plans and other work to promote or manage publicity around your work.

We have a strict set of media-handling guidelines that apply to all our employees and we ask that you become familiar with them. The media handling guidelines include forms which you should use to get consent from a patient or member of the public to be involved in photographs, filming, audio recording – these must be completed before the pictures or film can be published.

<http://nww.intranet.cpft.nhs.uk/Corporate/CorporateComms/Pages/Communications%20and%20media.aspx>

Social media

The communications team is responsible for managing CPFT's social media presence – this includes our Twitter account @CPFT_NHS, YouTube, Facebook, Instagram and LinkedIn.



You're encouraged to follow and support our social media presence and to share any stories that you want promoted about your service on social media with the communications team. You should take great care, however, to ensure that what you post on your social media account - where you can be identified as a member of CPFT staff - is in line with the Trust's social media policy, appropriate for your role and doesn't bring the Trust into disrepute. Guidance can be found here:

nww.intranet.cpft.nhs.uk/Corporate/CorporateComms/Pages/Communications%20and%20media.aspx

Communication and staff engagement

Branding

Consistency in our approach to use of the CPFT identity and the NHS identity on posters, leaflets, reports, signage, online, in print and on air – is an important element of how we present CPFT and our values both internally and externally. The communications team is responsible for ensuring our branding and style guidelines are met.

Details on CPFT branding along with a copy of the CPFT logo, templates (letter, PowerPoint, etc) can be found on the communications page of the intranet.

www.intranet.cpft.nhs.uk/Corporate/CorporateComms/Pages/Corporate%20templates.aspx

Staff surveys

Every year staff are encouraged to complete the National Staff Survey. The Department of Health publishes the results of the survey for every NHS organisation in the country. The national survey is important because it enables us to compare our performance as an employer with that of other NHS organisations. It is also used by the Department of Health and Care Quality Commission (CQC) as a national standard to assess CPFT. The survey is completely confidential and is administered on our behalf by an independent company. We use the survey to help identify what we need to do to improve staff experience.

We also run a monthly “People Pulse”, which is a national survey that is asking for your views and comments. The questions look at how you coped with the pressures during the COVID-19 outbreak, how you felt through the second wave and how you are feeling now. There are questions about how supported, motivated or anxious you may have felt, or feel, and what other support would make the biggest difference to your experience at work at this time.

We also run monthly new starter surveys looking at the recruitment process and induction processes, annual stay surveys, which are looking for feedback on the why people work at CPFT and what we can do to make it better, and exit interviews, so throughout your whole employment with CPFT we want you to have a say – we want to hear from you!

Communication and staff engagement

Our Equality, Diversity and Inclusion commitment

The Equality, Diversity and Inclusion (EDI) team are based at the Eco Innovation Centre in Peterborough and are there to support the Trust meet its Equality and Diversity compliance and support staff and patients with anything to do with the inclusion agenda. The team also support the three staff networks. CPFT recognises that our workforce is diverse and values all individuals for their contribution to the Trust through their experience, knowledge and skills. Promoting equality, embracing diversity and ensuring full inclusion for people who use our services is central to the vision and values of the Trust. The Trust believes that promoting equal opportunities, preventing discrimination and valuing diversity are fundamental to building strong communities and services. To find out more go to the intranet:

<http://nwww.intranet.cpft.nhs.uk/Governance/EqualityandDiversity/Pages/default.aspx>

Diversity Network

The Trust Diversity Network provides a forum for individuals to come together, to share ideas, raise awareness of challenges and provide support to one other and other staff within the organisation. The group meets quarterly, is made up of a cross section of Trust representatives and has responsibility for the development and delivery of the Trust's equality, diversity and inclusion agenda.

The Diversity Network is open to every Trust employee to help make the equality and diversity agenda part of the daily work of the Trust. We aim to do this in a range of ways - eg, social media, Diversity Champions and aligning programmes of work around the equality, diversity and inclusion agenda. The Diversity Network is chaired by our Chief Executive Tracy Dowling.

Diversity Champions

Our Diversity Champions come from a wide variety of areas across the Trust and help us to effectively embed all aspects of equality and diversity agenda. Diversity Champions act as role models, supporting change and improvements when necessary and help celebrate diversity across the Trust, making equality and diversity and inclusion a reality for the staff and service users.

Anyone from any areas of the Trust can become a Diversity Champion and no prior experience is necessary. To find out more and for an application form go to the intranet here:

<http://nwww.intranet.cpft.nhs.uk/Governance/EqualityandDiversity/Pages/default.aspx>

Embrace

Our ambition is to reflect and represent the demographic of our population in our services and staffing.

Embrace equality

The Trust will ensure fair and equitable access to all of its services, wherever they are needed, whether by patients, carers, staff, volunteers or members of the community

Embrace diversity

The Trust will recognise and embrace difference, within its workforce and among those who live, work and receive care in Cambridgeshire and Peterborough

Embrace inclusion

The Trust will welcome and celebrate diversity within the Trust and the wider community and aim to be an employer of choice; creating an environment where everyone can develop their talents, prosper and succeed.

Communication and staff engagement

Head to Toe Charity

'Helping local people at a time when they need it most'

Head to Toe is the official charity for CPFT – here to support our NHS staff in delivering specialist services for people of all ages receiving mental health, community and social care across our region. Head to Toe fund projects that go above and beyond NHS provision – we are here to bridge the gap between our health services and the wider community, helping you go 'the extra mile' for the people you serve. Our ultimate mission is to improve the health and wellbeing of our local communities and, through fundraising and campaigning, raise vital public understanding of the challenges faced by the people who need CPFT's support.



Some of the projects we're currently running with CPFT staff:

- Mental Health First Aid Training for community leaders in Peterborough, to recognise and support members of the community in moments of ill-health or crisis.
- Developing safe and accessible 'Green Spaces' across the Trust for the improved well-being of patients, service users and staff.
- Patient Library Services on our in-patient wards to provide entertainment, information and an outlet for creativity for those in a hospital environment.
- Comfort packs for homeless service users with mental health conditions, providing essentials and dignity for some of the most vulnerable members of our community.

What can you do as a member of CPFT staff?

- **Be an ambassador.** Champion the mission of Head to Toe, both at work and in your community.
- **Get involved.** If you can give a few hours of your time or want to take on a personal challenge for charity, Head to Toe have opportunities to take part in events or volunteer across the region.
- **Share your ideas.** We are the CPFT charity and are here to support you in the delivery of care and treatment. If you have an idea for a charitable project that will bring benefit to patients and service users, please let us know. We also understand that many staff want to raise additional funds directly for their team and service, so can work with you to support special projects or areas of interest.
- **Raise money.** Head to Toe relies on donations to be able to support local people that need our help.

Pennies from Heaven: Payroll giving scheme

CPFT is part of Pennies from Heaven, a payroll giving scheme that allows Cambridgeshire and Peterborough NHS Foundation Trust employees to simply and easily raise money for Head to Toe Charity– without doing a thing! With Pennies from Heaven, CPFT employees can opt to round-down the pennies in their pay each month to support Head to Toe. We will then use 100% of donations received through the scheme to fund projects set up by staff across CPFT, to improve the health and wellbeing of our community. As a CPFT employee all you need to do is sign up once - from then on, every salary payment is rounded down to the nearest pound, with the pennies being donated to charity. The most you can ever give is 99p

How do I sign up?

Simple - just 'opt-in' on your 'new starter' form as part of your recruitment, this will automatically set you up to donate to Head to Toe! Alternatively, visit: <https://www.penniesfromheaven.co.uk/donate-mypennies/> - all you need is your NHS Assignment number.

T 01223 219708

E charity@cpft.nhs.uk

www.HeadToToeCharity.org

Registered Charity No. 1099485

You can find, follow and share information from Head to Toe on social media:

Facebook: [Head to Toe Charity](https://www.facebook.com/headtotoecharity)

Instagram: [headtotoecharity](https://www.instagram.com/headtotoecharity)

Twitter: [@head2toecharity](https://twitter.com/head2toecharity)

What you should know

Counter-fraud, bribery and corruption

Fraud, bribery and corruption within the NHS are not acceptable. These offences divert valuable resources away from patient care; Cambridgeshire and Peterborough NHS Foundation Trust takes a zero-tolerance approach towards fraud.

The role of NHS Counter Fraud Authority is to reduce fraud, bribery and corruption to a minimum. The Secretary of State's directions require every NHS Trust in the UK to employ a Local Counter Fraud Specialist (LCFS). RSM currently provides the LCFS whose role it is to implement the NHS Counter Fraud strategy within the Trust and to investigate any suspicions of fraud, bribery and corruption that may arise.

The NHS widely recognises that the vast majority of staff and patients are honest. Unfortunately, however, there is a small minority against which action has to be taken to reduce fraud to an absolute minimum.

What is fraud?

The main offences of fraud are currently contained within the Fraud Act 2006. For an offence of fraud to be committed, the perpetrator must have dishonest intent to make a financial gain, cause a financial loss, or expose another to the risk of such a loss. There are three main types of offence under the Act:

Fraud by False Representation (Section 2 of the Fraud Act 2006)

Example: An individual lying on their application form that they have the right to work in the United Kingdom in order to obtain employment. The person has knowingly made a false representation in order to make a financial gain for themselves.

Fraud by Failure to Disclose (Section 3 of the Fraud Act 2006)

Example: A person fails to declare previous convictions on their job application, as required to by law under the Rehabilitation of Offenders Act 1974, in order to obtain employment (and consequent financial gain) that would otherwise be denied to them.

Fraud by Abuse of Position (Section 4 of the Fraud Act 2006)

Example: A finance employee changes the bank details on a supplier payment to an account they control. Section 4 offences typically relate to the override of management controls by staff in areas such as finance, payroll, and procurement.

Fraudulent behaviour across NHS staff groups

Medical professionals: False claims for work; undeclared private work in NHS time; working elsewhere during contracted hours, and fraudulent claims for out-of-hours visits.

Example: A dentist was sentenced to two years' imprisonment for creating fictitious patients on his dental register and fraudulently claiming money for treating them on the NHS. The subject pleaded guilty to fraud and theft totalling £109,000. He submitted false claims to NHS Dental Services and deceived NHS patients into being treated and charged privately.

Managers and staff: Submission of false timesheets; working elsewhere whilst on sick leave; submission of false expense claims; providing false information on a CV or application form; failing to disclose criminal convictions; producing false qualification certificates; producing false identity or Home Office documents to obtain employment; knowingly authorising false timesheets or expense claims; payroll fraud.

Example: A healthcare support worker who committed fraud amounting to more than £60,000 was sentenced to 21 months' imprisonment. She submitted entirely false bank timesheets for two years after working only a handful of shifts. In total she was charged with 26 counts of fraud with 68

What you should know

further offences taken into consideration.

Patients: Falsely claiming exemption for prescriptions; falsely obtaining NHS services free of charge and submission of false patient travel claims.

Example: The parents of a child that was a patient at a hospital submitted false travel claims to the cashiers' office for reimbursement. Each parent was sentenced to imprisonment.

Bribery

The Bribery Act 2010 reformed the criminal law to provide a new, modern and comprehensive scheme of bribery offences that enables courts and prosecutors to respond more effectively to bribery at home or abroad. The Bribery Bill received Royal Assent on 8 April 2010 and became enforceable on 1 July 2011. The Bribery Act applies to all individuals living in and corporates (irrespective as to what happens to any profit) based or operating in the UK. The act covers all sorts of bribery, directly or indirectly, whether or not this involves a public official, in the UK or abroad. There are offences for individuals, a corporate offence for corporates and partnerships and penalties for non-compliance are serious.

What is a bribe?

A bribe is defined as a financial or other advantage. There is no minimum value; it can include cash, hospitality, a gift, a facilitation payment; it can be offered with the intention of inducing improper behaviour or knowing acceptance would be improper. There are four offences under the Bribery Act:

- Giving (or offering) a bribe
- Receiving (or requesting) a bribe
- Negligently failing to prevent a bribe (corporate offence)
- Bribing a foreign public official.

What are the penalties?

- A criminal prosecution carries a sentence of up to 10 years' imprisonment
- Organisations can receive an unlimited fine
- Disbarment from EU contract tenders
- Reputation is ruined by allegations of bribery and corruption.

How does this affect you?

All staff should be aware of the Trust's Anti-Bribery Policy and you should take your time to familiarise yourself with its content. In conjunction with this, staff should familiarise themselves with the other related policies identified within the Anti-Bribery and Anti-Fraud Policy, such as the gifts, hospitality and declaration of interests, and whistleblowing. Staff could be held individually accountable for acting against these policies or the act itself. This could lead to disciplinary and/or criminal investigation.

If you are unsure about your suspicions or concerns, please talk to our Local Counter-Fraud Specialist who will be able to provide you with appropriate advice and guidance with any issues relating to fraud or bribery. It is important to remember that your concerns maybe important to prevent ongoing fraud being committed against the Trust and stop funds being diverted away from patient care.

If in doubt, raise it!

What you should know

Confidentiality

Your Local Counter-Fraud Specialist and CPFT is committed to the confidentiality of any information reported in relation to a potential offence of fraud or bribery and therefore any information reported will remain in confidence. In some instances, you may be asked to provide evidence at court; however, the Local Counter-Fraud Specialist will seek your permission and liaise with you throughout. The Public Interest Disclosure Act provides statutory protection from any repercussions for all members of staff who raise a concern in good faith. For more information on how the Trust will support staff who report suspicions of fraud or bribery, please refer to the Trust's Anti-Fraud Policy, Anti-Bribery Policy and Whistleblowing Policy.

What should you do?

Report your concerns to either the Local Counter-Fraud Specialist, Director of Finance, Deputy Director Finance or NHS Fraud and Corruption Reporting Line as soon as possible. Any delay may cause the Trust to suffer further loss.

Make a note of your concerns

Note all relevant details - what was said; significant dates; times and names of all parties involved. If possible, retain copies of relevant documentation - i.e., anything that aroused your suspicion and supports your allegation.

Do not:

- Confront the individual directly
- Try to investigate the matter yourself
- Contact the police directly
- Undertake your own surveillance
- Convey your suspicions to anyone with the appropriate authority to investigate
- Do nothing!

Reporting your concerns

Should you have a concern or suspicion relating to fraud or bribery within CPFT, or need advice, then you can contact the Trust's Local Counter-Fraud Specialist (LCFS):

Julie McCarthy
T 07436 268383
julie.mccarthy4@nhs.net

The LCFS will contact you to acknowledge receipt of your concerns and to establish any further information as may be required. Alternatively, you can contact the Director of Finance or use the NHS Counter Fraud Authority's anonymous hotline or online reporting tool:

Scott Haldane
Director of Finance
T 01223 219466
scott.haldane@cpft.nhs.uk

NHS Anonymous Fraud Reporting Line
T 0800 028 4060
<https://reportfraud.cfa.nhs.uk/>

Suspicions of fraud or bribery should be reported only to those with the appropriate authority to investigate fraud; suspicions of fraud should not be reported to a friend, colleague or your line manager. All referrals will be treated in confidence.

What you should know

More information can be found here:

<http://nww.intranet.cpft.nhs.uk/Governance/Pages/Counter-fraud.aspx>

Should you wish seek advice and guidance before reporting a suspicion of fraud or bribery then you can contact Public Concern at Work (PCaW). PCaW is a registered charity that provides advice on whistleblowing and can be contacted on 020 7404 6609.

Information governance

Information governance is the process by which we, as an organisation, apply legal standards and good practice guidelines to ensure that patient, staff and business confidential information in whatever format and held on whatever device is handled in a secure, effective and efficient manner.

As part of our working responsibilities, we process sensitive and confidential information which we have a responsibility to obtain, record, use and share and it is the application of information governance within this process that allows us to do so legally and securely.

As a health organisation, we have both an obligation to protect the privacy of individuals in our care and also be open and accountable with regards to our business practices to the general public.

This also extends to all staff individually who have both a legal and professional duty to protect patient confidentiality. Information governance encompasses the following areas:

- Confidentiality
- Information security
- Freedom of Information
- Records management
- Data quality

The HORUS model is often used to summarise the key information governance issues discussed in further detail within this section. It may be helpful to remember that information must be

- Held securely and confidentially
- Obtained fairly and lawfully
- Recorded accurately and timely
- Used effectively and ethically
- Shared appropriately and lawfully.

The CPFT Information Governance team provides staff with support and guidance on confidentiality, information security, management of health records, advice on information governance when undertaking new projects or data sharing initiatives, and assist with answers to queries and ensure you are kept up to date with changes to guidance and legislation.

Further guidance on information governance can be found on the information governance pages of the intranet or by contacting the information governance team at informationgovernance@cpft.nhs.uk.

The Trust Data Protection Officer & Information Governance Manager is Kay Taylor.

E-mail: kay.taylor@cpft.nhs.uk

What you should know

Subject Access Requests

Under the General Data Protection Regulation 2016 and the Data Protection Act 2018, patients have a right to obtain from the Trust confirmation as to whether or not personal data concerning him or her is being processed, and where this is the case access to that personal data. This is known as a Subject Access Request.

The Trust has one month to respond to a Subject Access Request. Should you receive a Subject Access Request, please forward it immediately to the Trust Subject Access to Records team at accesstorecords@cpft.nhs.uk. Staff should never respond directly unless it is to say that the request has been received and passed onto the correct team.

Freedom of Information

The Freedom of Information Act sets out the basic rights of an individual to request and receive official information held by public bodies (with a few exceptions) including NHS organisations. The aim is to give people access to information held by public authorities so that these authorities are held to account for their actions and so that public debate is better informed.

The Trust has 20 working days to respond to a Freedom of Information request and this starts from the day after the Trust receives the Freedom of Information request – regardless of where it comes in. Therefore, if a member of staff receives a Freedom of Information request they should send it, with no delay, to foi@cpft.nhs.uk.

Staff should never respond directly, unless to inform that they have passed this onto the correct team.

Useful links

Agenda for Change NHS Terms and Conditions of Service Handbook:
www.nhsemployers.org/tchandbook

Information on ESR Self Service
<http://nwww.intranet.cpft.nhs.uk/sites/Corporate/PeopleBusinessDevelopment/HR/Pages/Workforce-Information.aspx>

Healthroster and EmployeeOnline
<https://cpnfteol.allocate-cloud.com/EmployeeOnlineHealth/CPNFTLIVE/Login>

NHS Pensions Agency: www.nhsbsa.nhs.uk/Pensions.aspx
Nest Pensions: www.nestpensions.org.uk/schemeweb/nest.html

CPFT Policies & Procedures: <https://www.cpft.nhs.uk/documents-that-guide-practice/>

Staff Wellbeing Service
staffwellbeingservice@cpft.nhs.uk
<http://nwww.intranet.cpft.nhs.uk/sites/Corporate/PeopleBusinessDevelopment/HR/StaffMatters/SitePages/Staff%20Wellbeing%20Service.aspx>

Insight Wellbeing at Work – 24-hour helpline: 0800 031 4548 <https://cpft.optimise.health/>

Wearing 2 Hats
<http://nwww.intranet.cpft.nhs.uk/sites/Corporate/PeopleBusinessDevelopment/HR/StaffMatters/SitePages/wearing%20two%20hats.aspx>

Trade Unions: <http://nwww.intranet.cpft.nhs.uk/Governance/Pages/Trades%20Unions.aspx>

Freedom to Speak Up – 01223 219777
e-mail: freedomtospeakup@cpft.nhs.uk
<http://nwww.intranet.cpft.nhs.uk/Governance/freedomtospeakup/Pages/default.aspx>

Datix: <https://nwww.riskreporting.cpft.nhs.uk/index.php>

Childcare: <https://www.childcarechoices.gov.uk/>

CPFT Academy <https://learning.cpft.nhs.uk/>

Learning and Development: learning@cpft.nhs.uk

Leadership & Development: cpftleadershipdevelopment@cpft.nhs.uk

Library: fulbourn.library@cpft.nhs.uk

Intranet: <http://nwww.intranet.cpft.nhs.uk/>

Website: <https://www.cpft.nhs.uk>

NHS Anonymous Fraud Reporting Line: 0800 028 4060

Notes

[illegible]

CPFT intranet
www.intranet.cpft.nhs.uk

Twitter: @CPFT_NHS
Facebook: cpftnhs/
YouTube: CPFTvideo
Instagram: @CPFT_NHS
LinkedIn: CPFT

If you require this information in another format such as braille, large print or another language, please let us know

Cambridgeshire and Peterborough NHS Foundation Trust

HQ Elizabeth House, Fulbourn Hospital, Cambridge CB21 5EF.
T 01223 219400
F 01480 398501

www.cpft.nhs.uk

