

Freedom of Information Act 2000 - Request Reference Fol/21/211
Employee On-Boarding

1. How many hours does it take to onboard the following types of employees who are new to the Trust:

a. Doctors

Cardiff and Vale University Health Board (the UHB) does not hold this data.

b. Nurses

25.1 working days

c. AHPs

21.5 working days

d. Social Workers

The UHB does not hold this data.

e. HCAs

26.1 working days

2. How many hours do the following pre-employment compliance processes take?

a. Application form checks

Recruitment review applications prior to the recruiting manager conducting a short-listing exercise. In order to long-list any external applicants that may have applied for an internal vacancy. Time spent on this is 3-4 minutes on average per vacancy.

Average time for recruiting manager to shortlist applications forms is 9.0 working days. Based on Short-listing undertaken between 01/05/2020 - 30/04/2021. However this does not mean the manager is short-listing for this length of time, as the time taken to conduct the short-listing activity is dependent on other commitments a manager has and on the number of applications that have been received for a specific job advert.

b. Right to work checks

B, c, d, e, i, j - all of these activities are conducted as part of the ID check appointment. Time spent on the meeting is 30 minutes per appointee, however this may vary if the appointee does not present the correct documentation and needs to attend a follow up appointment.

c. Verification of ID checks

Conducted as part of PEC appointment, please see comment 'b' above.

d. DBS application

Processing the DBS application requires the involvement of various parties. The applicant submits application, NWSSP Recruitment check the firm and identity documents and submit to Trac, Trac countersign and submit to DBS. NWSSP Recruitment submit the DBS application to Trac and this is actioned within the ID check appointment.

e. DBS Update Service checks

Conducted as part of PEC appointment, please see comment 'b' above.

f. References covering 3 years

Based on References actioned between 01/05/20 - 30/04/21.

NWSSP Recruitment request the reference - time to action this is on average 0.5 working days. The action to request the reference takes 1 minute however advisors often need to query reference details with the appointee prior to this task being completed.

Reference sent to reference received (referee) - 3.2 working days

Time to approve references (Recruiting Manager) - 2.9 working days

g. Immunisation record check

Due to the number of pre-employment health declarations processed in this organisation we dedicate at least one nurse sometimes more each day to undertake OH checks which equates to a minimum of 37.5 hours per week.

h. OH checks – Fitness to Practice

Due to the number of pre-employment health declarations processed in this organisation we dedicate at least one nurse sometimes more each day to undertake OH checks which equates to a minimum of 37.5 hours per week.

i. Registration checks

Conducted as part of PEC appointment, please see comment 'b' above.

j. Degree verification checks

Conducted as part of PEC appointment, please see comment 'b' above.

k. Pre-employment training checks

Recruiting manager may assess required training history at interview. If essential Qualification / training course is listed as essential on Person specification then NWSSP Recruitment will undertake verification as part of the ID check appointment.

l. Employment Handbook and policy distributed and signed

The UHB does not hold this data.

m. Contracts of employment distributed and signed

NWSSP Recruitment distributes Contracts of Employment to applicant and manager. This takes an average of 10-12 minutes per contract.

3. On average, how many people are involved in onboarding of one healthcare professional?

Key roles involved in onboarding a health care professional include:

- Recruiting Manager (sometimes personal assistant)
- Recruitment Advisor (on-boarding)
- Trac DBS Counter signatory
- Applicant
- Referees
- OH Nurse
- OH Admin

4. In the last 12 months, how many of each of the categories listed below have you onboarded?*

a. Doctors

Approximately - 850

b. Nurses

Approximately - 623

c. AHPs

Approximately - 264

d. Social Workers

Approximately – 0

e. HCAs

Approximately – 129

* Total volumes per staff group of employment checks complete between 01/05/2020 - 30/04/2021 (b,c,d,e include COVID activity and exclude student streamlining).

5. In the last 12 months, how many individuals to whom an offer of employment was made did not start?

The UHB do not hold this data.

6. How many FTE HR staff do you employ for?

a. pre-employment compliance checks

NWSSP is a Once for Wales service therefore resource within NWSSP Recruitment Services is utilised for each HB dependent on volumes/activity rather than dedicated resource for each organisation.

b. Onboarding processes

Please see above.

7. How many FTE HR staff do you employ in total?

12.57 WTE dedicated to Medical Workforce matters.

8. What Band and spine point are compliance and onboarding staff employed at?

Band 3 and 4.

9. Do you use a manual/paper system for compliance and onboarding?

Electronic / paper free process due to using Trac Recruitment System. The exception to this is the Occupational Health process where paper OH questionnaires are completed by applicants and sent to OH department (however due to COVID 19 OH are currently accepting typed signatures)

Currently conducting virtual ID check appointments where documents are scanned and viewed on the screen.

After 21st June 2021, original documents will be presented during face to face ID check appointments in line with changes in temporary Home Office guidance (due to COVID).

10. What IT systems (if any) do you use for compliance and onboarding?

Trac Recruitment systems (powered by CIVICA UK), Electronic Staff Records system (ESR). A combination of Trac recruitment system (for those applying via advert) and Excel spreadsheet (for those placed as part of training rotations) with data loaded on to ESR. Capita is also used for some DBS checking.

11. Is the IT system part of a wider HR integrated system?

Trac is utilised across all staff disciplines, ESR is an integrated Recruitment, Payroll, Finance and HR system. Trac interfaces with ESR at key stages of the process.

12. Are those systems shared with any other organisation?

ESR is in place across the UK. Trac is available across the UK but not used across all NHS Employers.

13. What is the annual cost of the system/systems in total?

Trac - £108,000 per annum as part of a Once for Wales Contract whereby all Health Boards, Trusts and Strategic Authorities in NHS Wales have use of the system for their recruitment requirements.

14. If shared with another organisation, what is the annual cost of your share of using the system?

The UHB does not hold this data. The Trac Recruitment System has been procured and the Contract awarded based upon a Once for Wales contract.

15. Do you require signed paper copies for any of the following?*

a. Employee contract

Not for doctors – can be accepted electronically.

b. Handbook

Not for doctors.

c. Any policies or procedures

Not for doctors.

d. Application forms

Not for doctors.

*The Contract of employment is sent electronically to the appointee and recruiting manager through the Trac recruitment system, the recruiting manager is required to retain a signed copy on their local personal file.

**Please provide the information by email, with any attachments you consider appropriate.
Note, for the purposes of clarity, consider the following glossary:**

- **AHP – Allied Health Professional**
- **HCA – Health Care Assistant**
- **OH – Occupational Health**
- **Onboarding – the process of managing an offer of employment through to first day for a new starter**