

<b>Reference Number: UHB 020</b> <b>Version Number: 4</b>	<b>Date of Next Review: Sept 2022</b> <b>Previous Trust/LHB Reference Number: TR59 / UHB 20</b>
<b>LOYALTY AWARD PROCEDURE</b>	
<b>Introduction and Aim</b>	
<p>Cardiff and Vale University Health Board (the UHB) understands that the high standards and quality of services it provides is dependent on the contribution, effort and loyalty of staff. Long serving members of staff bring with them expertise which, together with an understanding of the aims and values of the organisation, is conducive to an effective and efficient provision of patient care. The Loyalty Award Scheme is intended to acknowledge staff commitment and loyalty to the UHB and enables certain service 'milestones' to be recognised and celebrated.</p>	
<b>Objectives</b>	
<ul style="list-style-type: none"> <li>• To set out the arrangements to recognise the long service of employees</li> <li>• To ensure that the commitment of staff is realised and awarded</li> <li>• To advise employees and managers of the processes to be followed</li> </ul>	
<b>Scope</b>	
<p>This procedure applies to employees who meet the eligibility criteria and are directly employed by Cardiff and Vale UHB</p>	
<b>Equality and Health Impact Assessment</b>	An Equality and Health Impact Assessment (EHIA) has been completed for the Adaptable Workforce Policy and accompanying procedures, including this one. This found there to be a positive impact.
<b>Documents to read alongside this Procedure</b>	<a href="#">Adaptable Workforce Policy</a> <a href="#">Equality, Diversity and Human Rights Policy</a> <a href="#">Maternity Policy</a> and <a href="#">Procedure Retirement Procedure</a> <a href="#">NHS Wales Employment Break Policy</a> <a href="#">Records Management Policy</a>
<b>Approved by</b>	Employment Policy Sub Group
<b>Accountable Executive or Clinical Board Director</b>	Executive Director of Workforce and OD
<b>Author(s)</b>	Workforce Governance Manager / UNISON

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**Disclaimer**

**If the review date of this document has passed please ensure that the version you are using is the most up to date either by contacting the document author or the [Governance Directorate](#).**

Summary of reviews/amendments			
Version Number	Date of Review Approved	Date Published	Summary of Amendments
1			<p>Key changes are:</p> <ul style="list-style-type: none"> <li>• Changed from Policy to Procedure (supporting Adaptable Workforce Policy)</li> <li>• Roles and Responsibilities added</li> <li>• Although an employment break is not a break in service, it is made clear that this time does not count as continuous services and is therefore discounted when determining if an individual meets the eligibility criteria</li> <li>• Loyalty awards must be claimed within 2 years of meeting the eligibility criteria or will not be issued</li> <li>• A warning that the gift card can expire and will not be re-issued due to non-collection has been added</li> <li>• Made clear that service prior to a TUPE transfer does not count</li> </ul>

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## 1 ROLES AND RESPONSIBILITIES

**Employees** are responsible for:

- Completing the Loyalty Award Application form, ensuring all the information provided is accurate and up to date
- Providing any supporting evidence which may be required to help resolve any eligibility queries
- Collecting their gift card before the expiry date

**Line Managers** are responsible for:

- Ensuring that staff feel valued and that their service is being recognised and rewarded
- Ensuring their staff are aware of this scheme and are given the opportunity to apply for an award
- Verify the application form, confirming length of service by checking documented evidence (e.g. ESR, personal file, contracts of employment, pay slips)
- Discussing with the employee how they wish to receive the award

**Workforce and OD** are responsible for:

- Administering the process
- Advising managers of staff who are potentially eligible to apply
- Liaising with managers and/or payroll to confirm length of service where there are queries
- Make arrangements for the award to be presented or be available for collection depending on how the employee wishes to receive it
- Provide support and guidance on the process, including verifying periods of service
- Arranging the purchase of suitable gift cards

## 2 ELIGIBILITY CRITERIA

To be eligible for an Award an individual needs to have been employed continuously for either 20 or 30 years by Cardiff and Vale University Health Board or one of its predecessors. These are:

- Cardiff and Vale NHS Trust
- Cardiff Local Health Board
- Vale of Glamorgan Local Health Board
- University Dental Hospital NHS Trust
- Llandough Hospital and Community NHS Trust
- University Hospital of Wales Healthcare NHS Trust
- Cardiff Community NHS Trust
- South Glamorgan Health Authority

A break in continuous service for the purpose of this scheme will be no more than 12 months (with the exception of authorised breaks e.g. maternity leave, long term sickness and employment breaks). Service prior to a break will be disregarded.

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N.B. Employment breaks are not counted as service so the aggregated total service needs to be 20 or 30 years plus the length of the career break in order to be eligible for an award.

If an individual 'retires and returns' in line with the UHB Retirement Policy this is not counted as a break in service for the purposes of this scheme.

Service prior to a TUPE transfer does not count for the purposes of this Procedure.

### 3 VALUE OF AWARD

The award will be based on the length of service as follows:-

For 20 years a gift to the value of	£100
For 30 years or more a gift to the value of	£150

The value of the reward will be reviewed as part of the procedure review process.

### 4 PROCEDURE

Each year Workforce and OD will use the Electronic Staff Record (ESR) to provide managers with a list of staff who are potentially eligible to apply for a Loyalty Award. The relevant line manager will verify the length of service and complete the application form with the member of staff.

The line manager should retain a copy on the personal file and forward the application form to the Workforce and OD department for confirmation of length of service and processing. Once verified, Workforce and OD will contact the line manager to determine how the individual wishes to receive their award.

All staff are given the option of having their award presented to them in their workplace by an Executive Director or Independent Member as a way of demonstrating our commitment to this scheme and to show we value our long serving employees. If the member of staff wants to receive their Award in this way, arrangements will be made by Workforce and OD. Alternatively, the voucher can be collected from the cashiers office on production of a valid UHB ID card.

**N.B.** applications for a Loyalty Award must be submitted within 2 years of meeting the eligibility criteria or they will not be approved.

### 5 GIFT CARDS

The Workforce and OD Department will liaise with the gift card company(ies) regarding the purchase of gift cards. The company(ies) will then raise invoices and forward to the Workforce and OD Department for verification and processing.

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There will be no cash alternative to the gift card.

The gift card awarded may carry an expiry date. Employees are responsible for ensuring that they collect and activate it prior to this as the UHB will not re-issue them if they expire.

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**LOYALTY AWARD APPLICATION FORM**

When completed and countersigned by your manager this form should be forwarded to the HR Operations Centre.

**A: PERSONAL DETAILS (to be completed by Employee)**

NAME			
JOB TITLE			
HOME ADDRESS			
DEPARTMENT		CLINICAL BOARD	
TELEPHONE		EMPLOYEE NO.	

**B: Employment Details**

Please list details of CONTINUOUS employment with Cardiff and Vale UHB and its predecessor organisations (listed in the Loyalty Award Procedure)

EMPLOYER	FROM	TO

I declare that the information provided is correct.

SIGNED..... DATE.....

**C: VERIFICATION (to be completed by the Line Manager)**

I confirm eligibility for a Loyalty Award on the basis of \_\_\_\_\_ years continuous service

SIGNED		Date	
PRINT NAME			
JOB TITLE			
DEPARTMENT		Contact number	

(Copy to be placed on the personal file)