

Reference Number: UHB 020 Version Number: 5a		Date of Next Review: July 2028 Previous Trust/LHB Reference Number: TR59 / UHB 20
LONG SERVICE AWARD PROCEDURE		
Introduction and Aim 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. As part of the People and Culture Plan we will ensure that our people are rewarded and recognised, both informally and formally, for the contribution they make. 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 Long Service Award Scheme is intended to acknowledge staff commitment and loyalty to the UHB and enables certain service ‘milestones’ to be recognised and celebrated.		
Objectives • To set out the arrangements to recognise the long service of employees • To ensure that the commitment of staff is realised and awarded • To advise employees and managers of the processes to be followed		
Scope This procedure applies to employees who meet the eligibility criteria and are directly employed by Cardiff and Vale UHB		
Equality and Health Impact Assessment	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.	
Documents to read alongside this Procedure	Adaptable Workforce Policy Equality, Diversity and Human Rights Policy Maternity Policy and Procedure Retirement Procedure NHS Wales Employment Break Policy Records Management Policy People and Culture Plan	
Approved by	Employment Policy Sub Group	
Accountable Executive or Clinical Board Director	Executive Director of Workforce and OD	
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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			Key changes are: • Changed from Policy to Procedure (supporting Adaptable Workforce Policy) • Roles and Responsibilities added • 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 • Loyalty awards must be claimed within 2 years of meeting the eligibility criteria or will not be issued • A warning that the gift card can expire and will not be re-issued due to non-collection has been added • Made clear that service prior to a TUPE transfer does not count
5			• Change Title from Loyalty Award to Long Service Award • Change from gift card to e-voucher • Bullets added/amended in Responsibilities Section with regard to the e-voucher process • Requirement to submit Long Service Award

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			application within 2 years for meeting eligibility criteria removed
5a	22.07.26	01/09/2026	• Rolled forward without amendment

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1 ROLES AND RESPONSIBILITIES

Employees are responsible for:

- Completing the Long Service Award Application form, ensuring all the information provided is accurate and up to date
- To apply for the Long Service Award within the timescales detailed in this procedure
- Providing any supporting evidence which may be required to help resolve any eligibility queries
- Use their e-voucher before the expiry date

Line Managers are responsible for:

- Ensuring that staff feel valued and that their service is being recognised and rewarded by thanking them for their service.
- To check the spreadsheet that is sent to them by People Services identifying any members of staff in their department who are eligible to apply for their Long Service Award.
- Ensuring their staff are aware of their eligibility to apply for an award, within the timescales detailed in this procedure
- Verify the application form, confirming length of service by checking documented evidence (e.g. ESR, personal file, contracts of employment, pay slips)
- Advising the employee that they will receive the e-voucher by email in order to claim their reward,

People Services 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 member of staff to meet the Chair and be presented with a Certificate to thank them for their Service (if requested)
- Provide support and guidance on the process, including verifying periods of service

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

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- 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.

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 People Services will use the Electronic Staff Record (ESR) to provide managers with a list of staff who are potentially eligible to apply for a Long Service 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 People Services department for confirmation of length of service and processing. Once verified, People Services will contact the line manager to advise them how the Award will be generated.

All staff are given the option of having a presentation and be issued with a certificate in their workplace to acknowledge their length of service by the Chair/ 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 a presentation, arrangements will be made by People Services.

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5 E-VOUCHERS

The People Services Department will liaise with the e-voucher company(ies) regarding the purchase of e-vouchers. The company(ies) will then raise invoices and forward to the People Services Department for verification and processing.

There will be no cash alternative to the e-voucher.

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

6 LONG SERVICE AWARD APPLICATION FORM

[Link to Long Service Award Application Form](#)