

Valuing Service Policy

HR Services, NHS Highland

Warning – Document Uncontrolled When Printed

Policy eLibrary Ref No:	Date of Issue: April 2019
Prepared By: Gaye Boyd/Adam Palmer	Date of Review: April 2022
Lead Reviewer/Owner: Gaye Boyd/Adam Palmer	Version: 3
Ratified By: Highland Partnership Forum (HPF)	Date Ratified: 7th December 2017
EQIA for Fairness: Yes	Date of EQIA: 7th July 2012

For Official Use:

Distribution:

- **All NHS Highland**

Method:

CD Rom

e-Mail

Paper

Intranet

Warning – Document uncontrolled when printed

Policy Reference: Valuing Service Policy	Date of Issue: April 2019
Prepared by: Gaye Boyd/Adam Palmer	Date of Review: April 2022
Lead Reviewer: Gaye Boyd/Adam Palmer	Version: 3
Authorised by: Highland Partnership Forum (HPF)	Page: 1 of 6

Data Protection Statement

NHS Highland is committed to ensuring all current data protection legislation is complied with when processing data that is classified within the legislation as personal data or special category personal data.

Good data protection practice is embedded in the culture of NHS Highland with all staff required to complete mandatory data protection training in order to understand their data protection responsibilities. All staff are expected to follow the NHS policies, processes and guidelines which have been designed to ensure the confidentiality, integrity and availability of data is assured whenever personal data is handled or processed.

The NHS Highland fair processing notice contains full detail of how and why we process personal data and can be found by clicking on the following link to the 'Your Rights' section of the NHS Highland internet site.

<http://www.nhshighland.scot.nhs.uk/Pages/YourRights.aspx>

Warning – Document uncontrolled when printed	
Policy Reference: Valuing Service Policy	Date of Issue: April 2019
Prepared by: Gaye Boyd/Adam Palmer	Date of Review: April 2022
Lead Reviewer: Gaye Boyd/Adam Palmer	Version: 3
Authorised by: Highland Partnership Forum (HPF)	Page: 2 of 6

VALUING SERVICE POLICY

	<u>Page No:</u>
1. INTRODUCTION	4
2. ELIGIBLE SERVICE	4
3. LEVELS OF AWARDS	5
4. PROCEDURE	5
5. VOUCHER SCHEME	6

Warning – Document uncontrolled when printed	
Policy Reference: Valuing Service Policy	Date of Issue: April 2019
Prepared by: Gaye Boyd/Adam Palmer	Date of Review: April 2022
Lead Reviewer: Gaye Boyd/Adam Palmer	Version: 3
Authorised by: Highland Partnership Forum (HPF)	Page: 3 of 6

1. INTRODUCTION

- The implementation date of this policy is 1st April 2008.
- This policy will be reviewed every three years by the Highland Partnership Forum (HPF).
- With effect from the implementation date all employees will be entitled to awards as stated in this policy.
- In recognition of valued service to NHS Highland and the National Health Service (NHS) generally, all employees of NHS Highland are entitled to receive an Award in the year in which they attain 20, 30 and 40 years NHS service.
- The following details the provisions that have been made for employees, during service, to recognise their commitment to the NHS.

2. ELIGIBLE SERVICE

- This scheme recognises agreed service to the National Health Service (NHS) obtained anywhere in the United Kingdom.
- All service, whether attained on a full-time or part-time basis, will be counted as qualifying service. We need to ensure that part time work is not measured according to hours – so avoiding a bias toward full time workers.
- This service does not need to be continuous and can be aggregated over more than one period of employment, subject to length of break in service.
- Total aggregated service can be taken into account.
- Any training undertaken in which the employee has been employed by the NHS, e.g. the former Schools of Nursing, will also qualify.
- This service will apply to all NHS Highland Employees, regardless of their current terms and conditions of employment.
- Previous service with the Highland Council will be taken into account when calculating length of service, *only for those Employees that were transferred under TUPE in April 2012.*

Please note that the last 2 bullet points above, only applies to staff who transferred with integration. For any staff joining since, NHS awards apply, but only NHS Service is taken into account in calculation level of award due (as for any other member of staff).

Warning – Document uncontrolled when printed	
Policy Reference: Valuing Service Policy	Date of Issue: April 2019
Prepared by: Gaye Boyd/Adam Palmer	Date of Review: April 2022
Lead Reviewer: Gaye Boyd/Adam Palmer	Version: 3
Authorised by: Highland Partnership Forum (HPF)	Page: 4 of 6

3. LEVELS OF AWARDS

All employees, on attaining 20, 30 and 40 years service with the NHS will be eligible to receive a Valuing Service Award. The current levels of Valuing Service Awards are:

- 20 years - £50 worth of vouchers
- 30 years - £100 worth of vouchers
- 40 years - £150 worth of vouchers

The award will be in the form of a NHS Highland voucher redeemable in local shops, a list of which will be made available to the recipient.

Employees will **not** be able to receive the cash equivalent.

These amounts will be reviewed on a regular basis.

4. PROCEDURE

- Awards will be processed once annually, in October of each year, on a retrospective basis.
- Eligible employees will be contacted by Human Resources (HR), informing them of their eligibility to an Award. However, as employees who have had a break in service or where a transfer certificate has not been received may be overlooked, an article will appear at the appropriate time in staff communications asking any employee who believes they are eligible for an Award, but has not been contacted, to get in touch with Human Resources (HR) to obtain a claim form.
- Eligible employees will receive a letter from the Director of Human Resources (HR) confirming their eligibility.
- Employees will be presented with their Award at an organised event(s) annually.
- Employees who are unable to accept their Award in person will be sent their Award by Recorded Delivery to their home address, together with an acknowledgement of receipt of vouchers form to be returned to HR Department.
- In situations where an employee chooses to leave NHS Highland or retire with more than 20, 30 or 40 years service, but has not received a Valuing Service award previously, they may apply for an award to be made and acknowledged at their leaving / retirement date. The procedure for doing this would be for the

Warning – Document uncontrolled when printed	
Policy Reference: Valuing Service Policy	Date of Issue: April 2019
Prepared by: Gaye Boyd/Adam Palmer	Date of Review: April 2022
Lead Reviewer: Gaye Boyd/Adam Palmer	Version: 3
Authorised by: Highland Partnership Forum (HPF)	Page: 5 of 6

employees' manager to contact the HR Department for confirmation of service and arrangements for the provision of the appropriate vouchers.

5. VOUCHER SCHEME

NHS Highland will implement a voucher scheme using a third party provider where appropriate.

Warning – Document uncontrolled when printed	
Policy Reference: Valuing Service Policy	Date of Issue: April 2019
Prepared by: Gaye Boyd/Adam Palmer	Date of Review: April 2022
Lead Reviewer: Gaye Boyd/Adam Palmer	Version: 3
Authorised by: Highland Partnership Forum (HPF)	Page: 6 of 6