

# Reward Scheme

## Welcome to St Wilfrid's Hospice Reward Scheme

We are committed to recognise and reward our staff and this document aims to clearly show the range of benefits that are available to you as a member of the Hospice team.

In developing our rewards, we have recognised that our workforce is diverse and we all have different individual needs and motivations. We value these differences, and therefore provide clear progression routes within our pay structures as well as a variety of options individuals can select to enhance their personal pay package.

Our rewards include all aspects of the work and working environment, as it focuses on non-financial rewards as well as remuneration. In addition to the wider benefits package it is important to recognise learning and development opportunities together with an attractive and flexible work environment.

## Current Rewards

The chart below shows the scope and approach to benefits, engagement and remuneration at St Wilfrid's Hospice. Further information on each of these is set out in the FAQ sections:

| Benefits                      | Engagement                          | Remuneration                    |
|-------------------------------|-------------------------------------|---------------------------------|
| Holidays                      | Staff Welcome Programme             | Salary                          |
| Pension Contributions         | Employee Assistance Programme       | Enhancements for Unsocial hours |
| Life Assurance                | Flexible working policy             | On-Call Payments                |
| Enhanced Sickness absence     | Employee Recognition Awards         |                                 |
| Occupational Health Service   | Enhanced Family Friendly policies   |                                 |
| HSF Cash Reimbursement Plan   | Staff Forum and Vista Communication |                                 |
| Childcare Vouchers            | MyView                              |                                 |
| Staff Complementary Therapies | Clinical Supervision                |                                 |
| Free Flu vaccinations         | Performance Management              |                                 |
| Free sight tests              | Senior Staff and team meetings      |                                 |
| Indemnity Insurance           | Staff Surveys                       |                                 |
| Complimentary refreshments    | Education Service                   |                                 |
| Will writing services         | Study Leave                         |                                 |
| Hospice Lottery               | Sabbaticals                         |                                 |
| Independent Financial Advice  | Volunteering Opportunities          |                                 |



## New Rewards

As well as the rewards identified previously, we have introduced the following:

- **E-Learning Facilities**

The Hospice has invested in an e-learning facility, which will help develop and maintain the professional capabilities of all staff. *Training Tracker*, will provide a dedicated and tailored resource on a host of subjects allowing individuals to work at their own pace with clear and concise learning content.

- **Introduction of the Blue Light Discount Card**

This is a discount service for the Emergency Services, NHS and Armed Forces, who provide discounts online and on the high street through a physical Blue Light Card.

- **Exit Interviews**

It is important to understand the reasons why any staff member leaves the Hospice and we now offer all employees the opportunity to a face-to-face exit interview in their final week of working.



## Performance Related Reward

The Hospice applies competence and contribution principles to recognise our staff whilst retaining a link to the minimum and maximum pay ranges available within each NHS pay band in order to ensure competitiveness.

All roles in every band have access to the full range of pay steps, with progression based upon their competence or contribution, ensuring a clear link to overall business objectives.

# Reward FAQs



## What financial benefits are available?

**Holidays:** Starting at 27 days per year, plus Bank Holidays, this entitlement increases to 29 and 33 days on 5-year and 10-year service anniversaries respectively. Pro-rata for part time staff.

The Hospice acknowledges previous service from NHS organisations as long as the Hospice reckonable service criteria are met

**Pension Contributions:** We operate two pension schemes as follows:

**NHS:** If you are a contributing member of the NHS Pension Scheme, within 12 months of joining the Hospice, and apply within 3 months of your start date, you can apply to continue your NHS Pension membership.

**Group Pension Plan (Aegon):** As our auto-enrolment pension scheme, the Aegon scheme provides employees the flexibility to choose the investment risks of their pension contributions. With an entry level of 2%, the Hospice will contribute 7.5% of the employee salary as a contribution.

**Life Assurance: (Non NHS Pension Scheme Members)** Cover for Permanent Staff of 2 X Annual Salary

**Enhanced Sick Pay entitlements:**

| Period of Service                                      | Measurement                            |
|--|--|
| During the first year less than 3 months service       | No entitlement to contractual sick pay |
| During the first year of service over 3 months service | One month's full pay                   |
| During the second year of service                      | Two months' full pay                   |
| During the third year of service                       | Four months' full pay                  |
| During the fourth and fifth years of service           | Five months' full pay                  |
| After completing five years of service                 | Six months' full pay                   |

**Occupational Health Service:** All staff are required to declare their fitness at the start of their employment, and where specific positions require it, an assessment by our Occupational Health provider will be required. The service can also be used to assess and recommend work place adjustments as part of our inclusive environment.

**HSF Cash Scheme:** A contributory reimbursement scheme that provides cover for staff and family members. Covering a range of health and medical services, reimbursement and awards include dental costs, accidental injury, medical treatments and prescription services etc. Membership also provides access to *Perkbox* which offers a host of promotion and discounts including gym membership.

**Flu vaccinations:** All staff and volunteers are encouraged and supported to vaccinate themselves every year, and costs incurred up to the value of £12.00 will be reimbursed.

**Eyesight tests:** Every two years the cost of eye sight tests will be reimbursed. If you require glasses solely for the use of VDU work, claims for these expenses can be made.

**Indemnity Insurance Cover:** In compliance with NMC standards, we provide Professional Indemnity Insurance. Whilst nurses are acting on behalf of the hospice, the cover will indemnify the hospice subject to the terms and conditions, for legal liability arising from their actions.

**Complimentary refreshments:** Complimentary tea and coffee are available in all St Wilfrid's Hospice premises.

**Will writing services:** Once a year several local solicitors kindly take part by writing, or amending, standard Wills free of charge. Instead of charging you a fee they will ask you to consider making a donation to the Hospice. All solicitors donate their time and expertise and we are enormously grateful for their support.

**Financial Wellbeing:** We have external financial advisers that can help plan for retirement. A St Wilfrid's tailored website 'My Benefits at Work' has been developed where financial news and guides are available.



## Simple and transparent remuneration

The Hospice is committed to provide a pay structure that rewards our staff fairly and consistently. To ensure we attract and retain good quality individuals we have developed a pay structure that retains a link to the minimum and maximum pay ranges available within each NHS pay band as well as rewarding competitively with the market.

Our line managers receive training on the pay structure within the Hospice, and importantly have confidential access to the record and pay progression stage of each individual to which they have line management responsibilities.

Furthermore, to become an employer of choice, we aspire to provide the Real Living Wage for directly employed staff.

**MyView:** Is an ESS System (Employee Self Service) which provides all our staff access to their own personal information held by the Hospice. Each individual is provided with a secure access, and where permitted the ability to update certain data fields such as address and emergency contact details.





## What non-financial benefits are offered to support engagement?

**Values:** As staff and volunteers of St Wilfrid's Hospice, we pride ourselves on a common set of values which steer our behaviour. Each and every team member pledges to conduct themselves with our values at the forefront of everything we do.

- Compassion
- Excellence
- Integrity
- Responsibility
- Collaboration

**Staff Welcome Programme:** As a new member of staff to any organisation, settling in and understanding how things work is essential. As part of our comprehensive induction, we run a programme that aims to welcome and inform you to the varied services throughout the Hospice. With speakers from several areas you will also meet other new joiners to the Hospice team.

**Employee Assistance Programme (EAP):** As a caring and supportive working environment we provide access to a comprehensive confidential EAP service that offer guidance on a range of personal matters, including where beneficial 1 to 1 counselling services for up to six sessions:

- Family and relationship advice
- Bereavement and loss
- Stress, anxiety and depression
- Child and dependent care
- Health and lifestyle

**Volunteering:** We are supported by many volunteers that give their time in many different ways to provide our services. We support staff who may want to volunteer in a different sector of the Hospice.

### Flexibility:

**Work-Life Balance / Flexible Working:** We recognise that some people may wish to have flexibility in their work pattern. To help this we may offer flexi-time working hours, time off in lieu (TOIL), home working, part time working, study leave and phased employment changes towards retirement.

**Working from home:** We have IT facilities which enable remote access to our systems and therefore facilitate some staff to work from home. These provisions empower our staff to reduce the impact to the environment whilst enabling contingency and responsiveness within our services.

**Job Sharing:** Where possible, job sharing opportunities are offered dependant on business need.

## Communication

**In House training Programme:** Our Annual Staff programme provides an opportunity for everyone to get together to hear about the plans for the year ahead and to celebrate our major achievements in the previous 12 months. Significant updates and educational topics become part of the programme promoting our collaborative strategy.

**Staff Forum:** The Staff Forum is our mechanism for giving employees a voice. Representatives from across the organisation make up the forum, who discuss and provide input on a range of topics.

**Vista:** This monthly staff and volunteer publication promotes upcoming events and spreads the latest Hospice news.

**Meetings:** We encourage open and inclusive communications. Regular meetings are held within the senior staff group, plus team meetings enable sharing of ideas and improvements from all staff members.

**Staff Surveys:** The feedback and opinions of our staff matters and we take action at Senior Management Team level to listen to the views received. Our surveys usually happen every two years and enable us to look at our progress and continually analyse where any improvements can be made.

## Supportive and Positive Working Environment

**Return to work meetings after sickness:** Meetings are held after every episode of sickness, to ensure appropriate action and support is given.

**Keeping in touch (KIT) days:** Up to 10 KIT days are offered to all employees on maternity, adoption or shared parental leave. KIT days enable staff to attend training days or keeping in touch with their team without affecting statutory payments.

**Employee Recognition:** Long service awards recognise the value and commitment of our long serving employees who reach 10, 20 and 30 years' service.

**Family friendly policies:** The maternity, paternity, shared parental leave and adoption policies provide support and pay to staff in line with statutory provisions.

**Compassionate Leave:** We provide up to 5 days (pro rata for part time employees) paid compassionate leave in the event of serious illness or death of a close relative or significant other.

**Emergency Dependent leave:** Up to 3 days (pro rata for part time employees) paid leave to deal with a domestic emergency involving a dependent.

**Education and Study:** Organisational development and new practices in our roles will be informed by colleagues in our departments. Personal training will be identified through personal development reviews, with your line manager, where these are discussed and approved in accordance with the training and development policy.

Located in Terminus Road Chichester, our Education Centre offers a wide range of courses that aim to promote the delivery of excellent and compassionate care.

**Sabbatical Leave:** For Staff with over 10 years' service, this is an opportunity to undertake training, pursue development opportunities or undertake research that will be of specific benefit to the Hospice. Maximum time period of 2 months.