



# People Pledge

## Our agreement with you



Hounslow and Richmond  
Community Healthcare  
NHS Trust



Kingston Hospital  
NHS Foundation Trust

# Introduction from Jo Farrar, Chief Executive

At HRCH and Kingston Hospital, we have a reputation as a great local employer and take the development and wellbeing of all our staff seriously.

We are committed to clinical excellence and innovation, and we will encourage you to develop and become a leader in your field.

We will also support you to prioritise your health and wellbeing and maintain a good work-life balance.

Our People Pledge outlines all the support you can expect as an employee of one of our organisations, as well as our ask of you as a member of staff here. The Pledge has been made in collaboration with staff, and it covers seven key areas that we know matter most to our people.

I hope you find it a useful guide and I look forward to working with you.

# People Pledge: 7 key areas

**Induction and orientation**

**Pay and conditions**

**Agile and flexible working**

**Diversity and inclusion**

**Training and development**

**Communication and engagement**

**Health and wellbeing**

# Induction and orientation



## Our commitment to staff

We will ensure you receive a full induction when you join one of our organisations.

We will ensure you fully understand our values and your role.

You will receive access to the IT you require

We will follow up with you after joining at 13 weeks to ensure you are settling in well.

We will ensure you understand the Trust, its patients, structure and estate within 13 weeks.

## What we ask of you

- Attend your full induction
- Attend your follow-up session to discuss your first 3 months at the Trust.
- Engage with your management team – raise any questions or issues you have at an early stage to ensure a prompt resolution.
- Complete all mandatory training when required to support you in your career development.

# Pay and conditions



## Our commitment to staff

We will ensure you receive fair pay, benefits and development for a fair day's work, that pay and deductions are accurate and timely. Where there are opportunities to voluntarily work above your contractual hours, these are fairly and readily available to you through membership of the staff bank

We will encourage you to utilise all your annual leave (27 - 33 days a year)

We will ensure our pay levels are competitive in the NHS market, paying recruitment and retention incentives where required

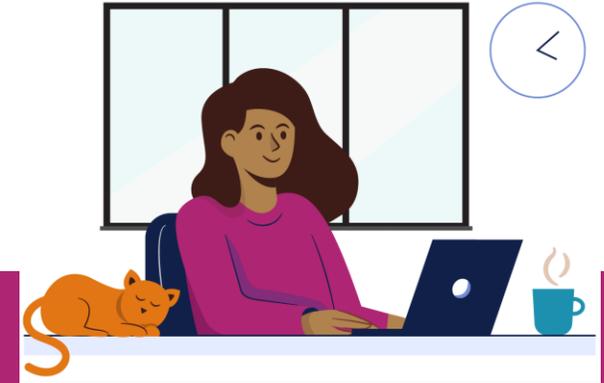
We will make available a range of non-pay 'lifestyle' benefits and discounts which are easily accessed and save you money

We will encourage staff to join the NHS Pension Scheme at the point of employment and facilitate planning towards accessing pension benefits to meet your personal and career planning needs for each employee

## What we ask of you

- Make use of the available employee benefits scheme to support in possible future needs that you may have
- Use your annual leave to ensure that you have an opportunity to rest
- Attend your regular 1:1s & appraisals and actively engage in them to ensure you have the opportunity to share your thoughts and ideas

# Agile and flexible working



## Our commitment to staff

We will offer flexible contracts, including part time, whole time, term time, annualised hours and other working patterns.

Where shift work is required, we will strive to deliver self-rostering solutions.

All staff have the right to request flexible working (hours and patterns of work), and we will strive to support you in that wherever possible.

Agile working will be available in many roles, allowing staff to work from multiple locations including from home where possible for part of the working week.

## What we ask of you

- To attend the office or work location when agreed and required to support effective team working
- Be open to new ways of working to support flexibility within teams
- Adhere to processes that support new ways of working and your health and safety

# Health and wellbeing

## Our commitment to staff

You will have access to a range of physical and mental health support, including physiotherapy, exercise classes, counselling, psychotherapy and specialist support

We offer a range of measures to support staff with the cost of living.

We offer a range of free financial services, including access to cheap loans, salary advances, pensions pensions recycling and savings advice

We offer free access to family support services and activities

We will provide access to structured away days on a regular basis

## What we ask of you

- Utilise the resources available to you through both Trusts
- Provide feedback on additional interventions that will support you and your colleagues
- Access the internal careers and development opportunities available to you
- Engage with your manager to ensure you are receiving the right development needed to support you in your role



# Training and development



## Our commitment to staff

You will receive an annual appraisal and development plan

You will have access to the statutory and mandatory training needed for your role, mostly delivered online

We will ensure you have access to the continuous and professional development your role requires

We will offer access to coaching, mentoring or peer support to suit your development

We aim to support staff to be the best version of themselves when at work

## What we ask of you

- Ensure that all statutory and mandatory training is completed and kept up to date.
- Ensure you have received your scheduled appraisals with your line managers and receive the support that you require
- Engage fully with the agreed policies and processes used by the Trust

# Communication and engagement



## Our commitment to staff

You will have access to regular supervision / one to one sessions with your manager

We will ensure each department engages in team meetings, huddles, or other team engagement

You will receive regular email briefings and weekly communications from the Chief Executive

You will have the opportunity to engage in events to help shape the development of your services

We will provide a full briefing on external events that relate to your work

We will ensure you have access to regular surveys about your views and attitudes

## What we ask of you

- Encourage your teams/colleagues to attend staff briefing sessions when they are available.
- Respond to surveys to ensure that your voice and feedback are heard
- Encourage and support team and 1:1 sessions for development opportunities and team building
- Engage positively and practically

# Diversity and inclusion

## Our commitment to staff

We will promote inclusion and diversity in all that we do.

We will have a zero tolerance to bullying and discrimination in our organisations.

We will promote the interests of those with protected characteristics through our Staff Networks and forums.

We will embed fair and inclusive recruitment processes and talent management strategies that target underrepresented staff groups and lack of diversity.

We will measure our progress annually against national standards and strive to improve year on year.

We commit to putting diversity and inclusion at the heart of all we do.

## What we ask of you

- Live up to the Trust values
- Speak up for patients and colleagues
- Collaborate and be open to learn
- Be respectful to all
- Follow the professional codes of practice that are applicable to your role

