

Freedom of Information Request: Our Reference CTMUHB_190_21

You asked:

I am writing to you under the Freedom of Information Act 2000 to request the following information.

Note, for the purposes of clarity, consider the following glossary:

- AHP – Allied Health Professional
- HCA – Health Care Assistant
- OH – Occupational Health
- Onboarding – the process of managing an offer of employment through to first day for a new starter

Please may you provide me with:

1. How many hours does it take to onboard the following types of employees who are new to the Trust:

- a. Doctors**
- b. Nurses**
- c. AHPs**
- d. Social Workers**
- e. HCAs**

Cwm Taf Morgannwg University Health Board does not monitor in hours the time it takes to onboard employees. The entire recruitment process is provided to Cwm Taf Morgannwg University Health Board by the [NHS Wales Shared Services Partnership \(NWSSP\)](#). NWSSP is an independent organisation, owned and directed by NHS Wales and supports NHS Wales through the provision of a comprehensive range of support functions and services.

NWSSP provide data to us that indicates for the period 1.4.2020 – 31.3.2021 (Financial Year), the time taken to onboard employees in categories b, c, d, and e above is recorded as an average of 33.2 weekdays. The time quoted is start to finish of onboarding, with no indication of time effort required, so no such inference should be taken.

The Health Board is unable to provide the data requested for doctors, as this process has only been undertaken by NWSSP in the last couple of months and no data around the time taken to onboard has been produced as yet. Previously when on boarding was undertaken in-house the number of hours it took was not captured therefore, we are unable to provide.

If further information is required, you may wish to contact (NWSSP) directly.

They can be contacted at the following address:

shared.services@wales.nhs.uk

2. How many hours do the following pre-employment compliance processes take?

- a. Application form checks**
- b. Right to work checks**
- c. Verification of ID checks**
- d. DBS application**
- e. DBS Update Service checks**

- f. References covering 3 years**
- g. Immunisation record check**
- h. OH checks – Fitness to Practice**
- i. Registration checks**
- j. Degree verification checks**
- k. Pre-employment training checks**
- l. Employment Handbook and policy distributed and signed**
- m. Contracts of employment distributed and signed**

NWSSP do not measure or record the time it takes in hours to undertake pre-employment checks. Not every role requires the same number and type of pre-employment checks. Therefore, the pre-employment checks that are undertaken depends on the nature of the role and the specific checks requirements.

3. On average, how many people are involved in onboarding of one healthcare professional?

The recruitment and onboarding process for all staff with the exception of medical staff is managed by NWSSP. NWSSP administers recruitment in teams, as such; the number of people involved in onboarding one healthcare professional would vary case by case, based on the working rotas in place at the time.

4. In the last 12 months, how many of each of the categories listed below have you onboarded?

- a. Doctors**
- b. Nurses**
- c. AHPs**
- d. Social Workers**
- e. HCAs**

For the period 1.4.2020 to 30.3.2021, 2,859 employees have been onboarded in categories b, c, d, and e above. Unfortunately, there is no data available in relation to the number of Doctor onboarded for the reasons identified in the Q1 response above.

5. In the last 12 months, how many individuals to whom an offer of employment was made did not start?

In the same financial year period as Q4 (1.4.2020 to 30.3.2021), a total of 200 successful applicants who were offered employment did not start with Cwm Taf Morgannwg University Health Board at the end of the onboarding process.

6. How many FTE HR staff do you employ for?

- a. pre-employment compliance checks**
- b. Onboarding processes**

The Health Board does not hold this information. NWSSP provides the entire recruitment process to Cwm Taf Morgannwg University Health Board. Therefore, you may wish to redirect this element of your request to NWSSP shared.services@wales.nhs.uk.

7. How many FTE HR staff do you employ in total?

There are a total of 152.59 FTE HR staff employed by Cwm Taf Morgannwg University Health Board (this is across the entire Workforce and Organisational Development function).

8. What Band and spine point are compliance and onboarding staff employed at?

Please see response to question 6.

9. Do you use a manual/paper system for compliance and onboarding?

No manual/paper systems are used by the Health Board for compliance or onboarding.

10. What IT systems (if any) do you use for compliance and onboarding?

The IT system used for compliance and onboarding is Trac which is provided by Trac Systems Ltd.

11. Is the IT system part of a wider HR integrated system?

Trac Systems are not part of our wider HR system, however it does integrate and interface with the Electronic Staff Record (ESR).

12. Are those systems shared with any other organisation?

Trac Systems Ltd is an All Wales System.

13. What is the annual cost of the system/systems in total?

NWSSP provide the service via an All Wales contract. It is therefore not possible to determine the annual Trac system cost in respect of Cwm Taf Morgannwg University Health Board as it was procured to provide this service across NHS Wales. If further information is required, please contact NWSSP directly at the email address provided above.

14. If shared with another organisation, what is the annual cost of your share of using the system?

The service is provided as part of a Service Level Agreement (SLA). Please see response to question 13.

15. Do you require signed paper copies for any of the following?

- a. Employee contract**
- b. Handbook**
- c. Any policies or procedures**
- d. Application forms**

Yes, Cwm Taf Morgannwg University Health Board do require applicants to provide signed paper copies for their Employee Contract, any relevant Policies or Procedures, as well as the Application Form.