



PWYLLGOR DIWYLLIANT, POBL A DATBLYGU SEFYDLIADOL PEOPLE, ORGANISATIONAL DEVELOPMENT & CULTURE COMMITTEE

DYDDIAD Y CYFARFOD: DATE OF MEETING:	20 October 2022
TEITL YR ADRODDIAD: TITLE OF REPORT:	Recruitment Deep Dive Discovery Report (Planning Objective 1F)
CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:	Lisa Gostling, Director of Workforce and Organisational Development (OD)
SWYDDOG ADRODD: REPORTING OFFICER:	Sally Owen, Head of Recruitment and Workforce Equality, Diversity and Inclusion

Pwrpas yr Adroddiad (dewiswch fel yn addas)

Purpose of the Report (select as appropriate)

Er Sicrwydd/For Assurance

ADRODDIAD SCAA SBAR REPORT

Sefyllfa / Situation

This Recruitment Discovery Report is presented to the People, Organisational Development & Culture Committee (PODCC) to provide an update and assurance relating to the work underway to modernise the recruitment pathway.

Cefndir / Background

This recruitment discovery report details the work undertaken to begin our recruitment pathway transformation as set out in Planning Objective 1.F. to include:

- Phase 1: Surveys
- Phase 2: Focus Groups
- Phase 3: JD/PS Task and Finish Groups
- Phase 4: Research
- Phase 5: So.... What's next?

This report provides an evidence based rationale to deliver revised practises to ensure a safe, efficient and world class recruitment service enhanced by improvements in the way the Health Board recruits its new staff.

The revised recruitment pathway will embody our values, be accessible to all and meet the expectations of individuals in the labour market, our candidates and managers.

At the end of this document you will find a table to detail initial recommendations relating to the modernisation of the recruitment pathway.

Asesiad / Assessment

The report (Appendix 1) provides a detailed account of work undertaken to consider the modernisation of the recruitment pathways.

Identifying key moments of truth, the lived experience at each of these “moments which matter” the new recruitment pathway will focus on improvements which can be made to the journey of the candidate and the manager putting them at the heart of any re-design whilst maintaining a focus on safe and efficient practices within in the recruitment function.

The outcomes take into consideration lived experiences ensuring we have listened and learned, feedback and reflections from surveys and engagement with key recruitment stakeholders and from researching best practise from both public and private sector organisations locally, nationally and internationally.

Evidence within the report outlines the need for the modernisation of our recruitment pathway as identified by key stakeholders to include:

- Appointing Managers;
- New Starters within the last 6 months;
- Applicants;
- Harder to reach individuals – those who do not apply to us eg: those with protected characteristics, with social, financial or physical barriers;

As well as a variety of internal teams/functions to include:

✓ Job Evaluation	✓ Digital Information
✓ Organisational Development & Relationship Managers	✓ Information Governance
✓ Engagement	✓ TU Reps
✓ Research, Innovation and Improvement	✓ Welsh Language
✓ Learning and Development	✓ County Workforce
✓ NWSSP Employment and Digital Services	✓ Digital Transformation
✓ Strategic Partnership, Diversity and Inclusion	✓ Communications

Argymhelliad / Recommendation

The People, Organisational Development & Culture Committee is asked to take assurance from the report on the progress of modernising the recruitment pathway.

Amcanion: (rhaid cwblhau)

Objectives: (must be completed)

Committee ToR Reference: Cyfeirnod Cylch Gorchwyl y Pwyllgor:	2.3 To provide assurance to the Board on the organisation's ability to create and manage strong, high performance, organisational culture arrangements.
Cyfeirnod Cofrestr Risg Datix a Sgôr Cyfredol: Datix Risk Register Reference and Score:	Not Applicable.

Safon(au) Gofal ac Iechyd: Health and Care Standard(s):	3.2 Communicating Effectively 7.1 Workforce 6.3 Listening and Learning from Feedback
Amcanion Strategol y BIP: UHB Strategic Objectives:	1. Putting people at the heart of everything we do 3. Striving to deliver and develop excellent services 4. The best health and wellbeing for our individuals, families and communities
Amcanion Cynllunio Planning Objectives	1F HR Offer (induction, policies, employee relations, access to training)
Amcanion Llesiant BIP: UHB Well-being Objectives: Hyperlink to HDdUHB Well-being Objectives Annual Report 2018-2019	2. Develop a skilled and flexible workforce to meet the changing needs of the modern NHS

Gwybodaeth Ychwanegol: Further Information:	
Ar sail tystiolaeth: Evidence Base:	Planning Objectives
Rhestr Termiau: Glossary of Terms:	Contained within the body of the report
Partïon / Pwyllgorau â ymgynhorwyd ymlaen llaw y Pwyllgor Diwylliant, Pobl a Datblygu Sefydliadol: Parties / Committees consulted prior to People, Organisational Development & Culture Committee:	Various engagement as contained within the body of the report. Report presented to Director of Workforce & OD

Effaith: (rhaid cwblhau) Impact: (must be completed)	
Ariannol / Gwerth am Arian: Financial / Service:	Not Applicable.
Ansawdd / Gofal Claf: Quality / Patient Care:	Improved recruitment pathway including customer service levels, positively impacting of patient care.
Gweithlu: Workforce:	All staff have a role to play in recruitment and attraction,

Risg: Risk:	Not applicable
Cyfreithiol: Legal:	Equality Act 2010. Welsh Language Standards.
Enw Da: Reputational:	Improved reputation and attraction.
Gyfrinachedd: Privacy:	Not Applicable
Cydraddoldeb: Equality:	Equality Impact Assessment will be undertaken in next steps.

Hywel Dda Recruitment Modernisation Pathway

Discovery Report

Introduction

This report details the work undertaken to begin our recruitment pathway transformation as set out in Planning Objective 1.f.

- Phase 1: Surveys
- Phase 2: Focus Groups
- Phase 3: JD/PS Task and Finish Groups
- Phase 4: Research
- Phase 5: So.... What's next?

This report provides an evidence based rationale to deliver revised practises to ensure a safe, efficient and world class recruitment service enhanced by improvements in the way the Health Board recruits its new staff.

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At the end of this document you will find a table to detail recommendations relating to the modernisation of the recruitment pathway.

Summary of findings

This discovery phase has presented us with an opportunity to consider how we can make a difference not only to our workforce but within our local national and international community - everyone engaged in or considering engaging in our recruitment process.

To better understand the views of key stakeholders we undertook a phased approach with:

- Appointing Managers;
- New Starters within the last 6 months;
- Applicants;
- Harder to reach individuals – those who don't apply to us eg: those with protected characteristics, with social, financial or physical barriers.

This report will highlight the responses from these key stakeholders regarding their lived experiences (including direct quotes from the surveys), feedback and aspirations relating to the current recruitment pathway as well as findings from the reviews of the best practice.

The recruitment function led this piece of work, which started in Spring 2021 with support from the following teams to scope approaches to the discovery stage and professional views on the current pathway and possible areas of improvement:

✓ Job Evaluation	✓ Digital Information
✓ Organisational Development & Relationship Managers	✓ Information Governance
✓ Engagement	✓ TU Reps
✓ Research, Innovation and Improvement	✓ Welsh Language
✓ Learning and Development	✓ County Workforce
✓ NWSSP Employment and Digital Services	✓ Digital Transformation
✓ Strategic Partnership, Diversity and Inclusion	✓ Communications

Phase 1: Surveys

Surveys were drafted and trialled on small groups of key stakeholders in advance of release to ensure they captured rich data. The communication and engagement strategy was to ensure the surveys were received directly in the inbox of recipients as well as a more generic communications campaign to engage. These measures were a direct attempt to ensure a reliable response rate.

5238 surveys were sent out to:

- Appointing Managers;
- New Starters (within last six months);
- Applicants (unsuccessful).

795 surveys were completed and returned (15.18% response rate);

- 111 Appointing Managers;
- 205 New Starters;
- 479 Applicants.

We were pleased by the number of people who responded with their honest feedback and reflections of their own recruitment experiences. This is a really important message in itself – recruitment is important to them and they want to be listened to, share their experiences to help improve the status quo. Thank you to all that took the time to read and respond to these surveys, which enabled us to capture rich information and then invest the time in the focus groups to share lived experiences and focus on solutions to improve our recruitment pathway.

Due to potential barriers to engage, we sought advice from the Strategic Partnership, Diversity and Inclusion and Engagement teams and reached out to harder to reach groups via different methods including initial direct contact with partnership organisations which will be detailed later in this report.

What did Appointing Managers say and how do they feel?

The feedback from Appointing Managers was clear that the health board recruitment team is helpful, approachable and solutions focused. With 72% rating 4 – 5 stars (out of 5) when asked how they'd rate the overall service from the Health Board recruitment teams.

68.4% of Appointing Managers suggested they actively promote their vacancies (above & beyond advertising on NHS Jobs/Trac). However over 50% said they hadn't used the recruitment campaigns team to aid promotion of their vacancies.

25.4% of Appointing Managers disagreed that creating a vacancy on Trac was straight forward.

43.2% of respondents said that the time taken to onboard candidates was not what they were expecting (unaware if worse or better than expecting).

There were observations around how the Trac system does not sift applicants who do not meet the essential criteria – therefore wasting time for Appointing Managers having to shortlist individuals who are not eligible to fulfil the position. Also it was recognised that this gives an opportunity for Appointing Managers to appoint applicants who are not eligible to apply for the position which in turn can create risk to the Health Board (eg: capability, employee relations).

49.1% of Appointing Managers said that if an applicant was unsuccessful in their vacancy they consider them for other vacancies across the Health Board.

There is a disparity between what the applicants say relating to feedback and what the Appointing Managers say in these surveys.

65% of respondents have not attended available recruitment training in the last 3 years.

When asked 'What recruitment training do you think you would benefit from?'

"As with all processes in the Health Board I find trying to access an overall picture of a process is difficult. Documents are almost unfindable on the intranet pages, and there is a lot of assumption that you already know who you need to talk to or contact to discuss issues. As someone fairly new to the organisation – 'oh talk to Andrea' isn't particularly helpful"

"A Manager Handbook to Recruitment – I didn't know where to start! Trac was also really difficult to follow"

"It would be helpful to know rough time frames to know how long to tell candidates to wait and when to start chasing. I find the Trac system not especially easy to navigate and so trying to find out where the delay is or who I need to contact to speed things up is challenging"

"If you do not use Trac regularly – it is complicated and not user friendly"

<u>More Details</u>		
●	Trac Training	56
●	Interview Training	36
●	Generic Recruitment Training	34
●	Recruitment Hint and Tips	46
●	Other	8

To view the full Appointing Manager survey results: [Appointing Manager Recruitment Survey](#)

What did New Starters say and how do they feel?

54% of the 205 new starter respondents were external applicants. The key themes and messages relate to communication and information challenges throughout the recruitment process with most emphasis on post conditional offer through to induction.

Similar to the Appointing Managers, the 72% of the new starters rated the recruitment teams service between 4-5 (out of 5).

With regards to the starting experience:

55.9% were satisfied or very satisfied with corporate induction;

67.7% were satisfied or very satisfied with local induction by Appointing Manager;

79.7% were satisfied or very satisfied after one week with their new team;

83% were satisfied or very satisfied after one month with their new team.

When new starters were job searching their top three forms of researching where to work were:

- Internet searches on the organisation;
- Speaking to employees already employed in the organisation;
- Speaking to appointing managers.

74.2% of respondents either agreed or strongly agreed that the Health Board needed a dedicated recruitment internet page to showcase and help inform recruits of what we have to offer.

The application and interview process itself were predominantly positive. However, 90 (44%) of the respondents said that they wanted more regular updates on progress throughout the recruitment process.

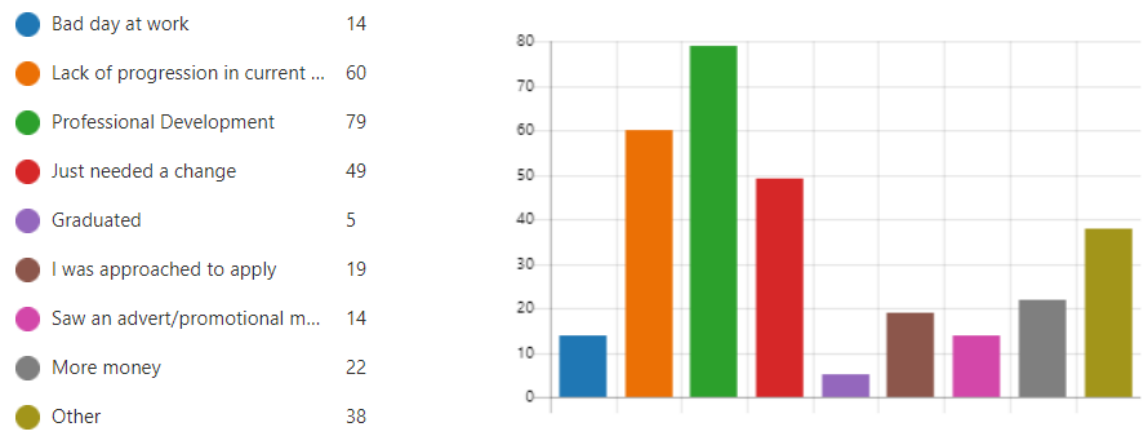
"During a busy and difficult time with COVID restrictions etc I believe my application after my offer was dealt with very quickly. I am most grateful to the team! The whole process was seamless and efficient. I was spoken to and communicated with very professionally and progress was timely and processes always clear to follow."

"Waiting for unconditional offer took ages – cut this time down. The induction is not effective and ESR courses are hard to find and enrol in and certainly cant be completed in a day!"

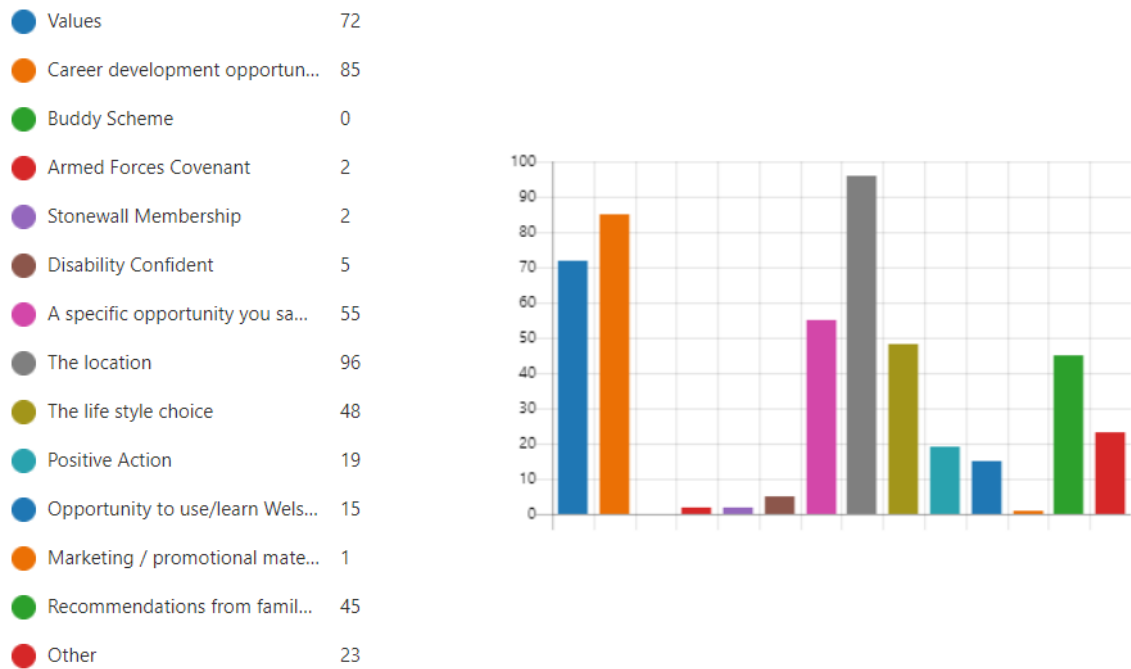
"The JOB DESCRIPTION/PERSONAL SPECIFICATION did not at all reflect the realities of the role and although my line manager and Hywel Dda recruitment were fine, dealing with shared services recruitment was not pleasant"

"The speed. Everything should just be a one stop shop, and all done within a week of being given the job"

The biggest influences for new starters undertaking job searches were:



The attractions to Hywel Dda University were reported as:



“The contact from my line manager has been infrequent and unclear and when I asked they had not read my occupational health report. I still haven’t received my contract. I like the people/job but am frustrated by the lack of clear induction to the roles and responsibility”

To view the full New Starter survey results: [New Starter Recruitment Survey](#)

What did Applicants (not successful) say and how do they feel?

80% of respondents were external to the health board and suggested that the three top search engines for find vacancies within Hywel Dda were:

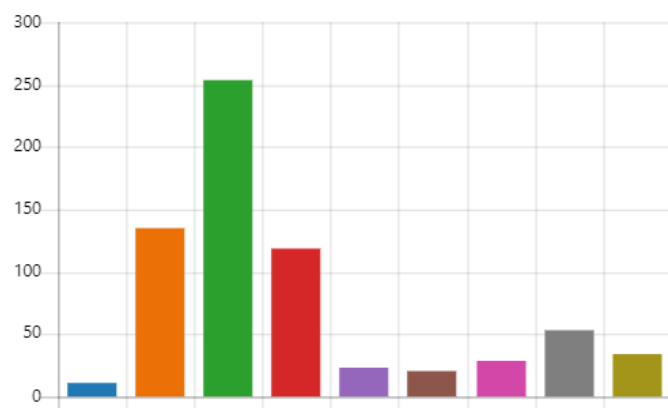
- NHS Jobs;
- Indeed;
- Hywel Dda internet site.

The most used Swyddi Hywel Dda Jobs social media account is Facebook, with LinkedIn the second most used.



Influences to undertake job search:

● Bad day at work	11
● Lack of progression in current ...	135
● Professional Development	254
● Just needed a change	119
● Graduated	23
● I was approached to apply	20
● Saw an advert/promotional m...	29
● Currently unemployed	53
● Other	34

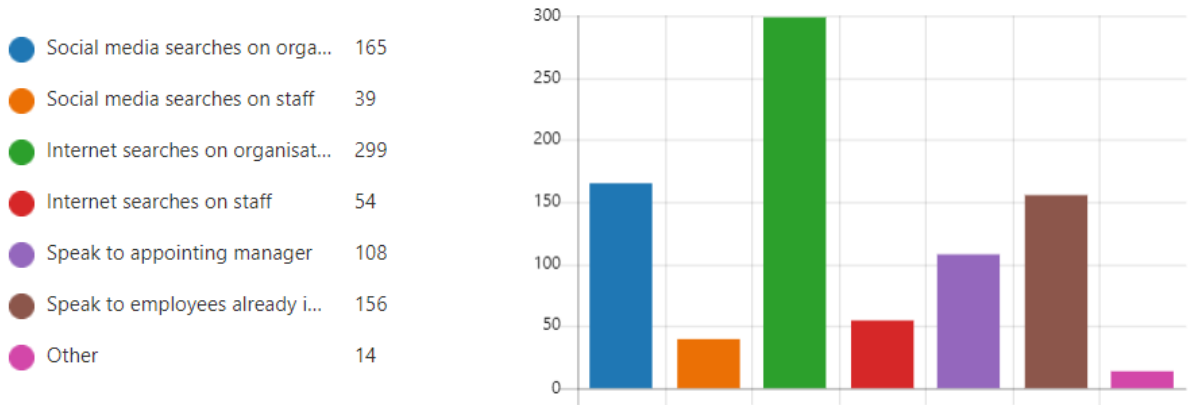


Similar to new starters, the biggest attractions to Hywel Dda are:

- Career development opportunities;
- Values;
- Location

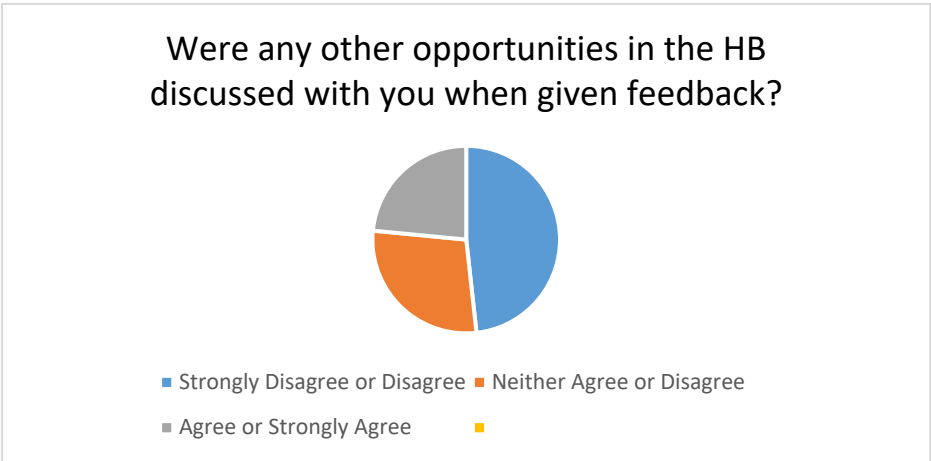
Internet searches on the organisation are the most popular tool for researching when job searching. This is followed by social media searches and speaking to current employees.

We asked: When job searching, apart from reading the advert and job description what other research do you undertake:



87.2% of job searchers read through the full job description and 91% complete their application using the personal specification to ensure they meet the criteria. Internet searches on the organisation was the key research tool used.

When asked where other opportunities within the Health Board were discussed with applicants when being given feedback (that they were unsuccessful), 48.3% either disagreed or strongly disagreed. 61.2% of applicants were however encouraged to apply for other vacancies either now or in the future. This shows a disparity to the Appointing Manager survey.



There is a disparity between what the applicants say relating to feedback and what the Appointing Managers say regarding constructive feedback:

“Don’t like being told I was 2nd best”

“I do not think it is worth applying if your experience is outside Hywel Dda. I do not feel my excellent relevant commercial experience was recognised”

"I can honestly say the recruitment for Hwyl Dda are brilliant, always informing you if every step. Thank you"

"Feedback is extremely important for international medical graduates who will adapt to a new system with new requirements. So they can improve their application and CV".

"I would have preferred a phone call to let me know I was unsuccessful. An email late at night isn't ideal"

"It can be intimidating as an applicant applying for a job with Hwyl Dda Health Board feeling that current NHS employees will be treated favourably".

"As part of my preparation I contacted one of the other staff members who would be shortlisting/interviewing only to be told 'I don't want someone at such a low level doing this job' - this was a very unpleasant upsetting experience. I did apply for the role but wasn't shortlisted, when I contacted the appointing manager for feedback I repeated what I had been told, she apologised. For me this is an example of what not to say/do, I would never discourage anyone from applying for a role where they met the criteria"

"I have applied for seven positions at HDUHB. Not one interviewer has provided accommodations for the disability that I have to disclose at application stage. One interviewer told me that my eye contact wasn't good and I thought too long before I answered. Ableism at its worst. It is no good HDUHB having disability policy if it doesn't translate into disability practice."

"Feedback should be constructive and clear to define the deficiency in the application when it is unsuccessful. "

"The recruitment process is easy to access and follow, and provides a good over all experience."

To view the full Applicant survey results: [Applicant Recruitment Survey](#)

Harder to Reach Members of our Community

The harder to reach groups were identified following evaluation of the Annual Workforce Equality Report 2020 – 2021 and were sent a shorter Easy Read survey relating to barriers to applying to the Health Board for employment. The organisations contacted include:

Homelessness and Refugee

Syrian refugee resettlement programme contact Ceredigion
Syrian refugee resettlement programme contact Carmar (Housing Needs Lead)
Pembrokeshire Homelessness lead
Ceredigion Council homelessness lead
Carmarthenshire County Council Homelessness Lead
Syria Sir Gar

Disability

Hafal
MENCAP
Wales Council for the Deaf
BSL Interpreter
Disabled People Together Forum
Carmarthenshire Disability Forum
MS Support Group
Ceredigion MS Group
Ataxia South Wales
Pembrokeshire Access Group
Gwendraeth Amman Blind Social Group
Aberystwyth and District Visually Impaired Club
Llanelli Deaf Club - Centre for the Deaf
Narberth Deaf Club
Sign and Share Club
Carmarthenshire People First
Pembrokeshire People First
Wales Learning Disability Helpline
Llanelli Blind Society
Access Wales
Disability Wales
Learning Disability Wales

In addition and in a bid to gain an understanding of what matters to members of our community who are aged under 24 and over 50 (underrepresented age groups within our organisation) we have also reached out to (across our 3 counties):

Young Farmer Clubs (YFCs)
Youth Council/Youth Services
All FE colleges
All secondary schools
Older Peoples Commissioner for Wales
Dyfed Dinners

Ammanford Pensioners Club
Red Roses Luncheon Club
Saron Cuppa Club
50+ Carmarthenshire
Pembrokeshire 50+
Ceredigion 50+

Where applicable we also sought permission to contact clients/individuals via 3rd party (eg: Asylum Contacts, Dream Team, Remploy, SEN courses at Further Education Establishments, Job Centre Plus, Careers Wales);

The response rate from this cohort of individuals was lower with 161 responses received in total.

Under 24's stated that the three most important things to them when considering their career were:

1. Salary;
2. Career Development;
3. Flexible hours.

Over 50's stated that the three most important things to them when considering their career were:

1. Salary;
2. Location;
3. Flexible Hours/Hours.

Over 50's survey responses can be seen here: [Over 50's Recruitment Survey](#)

Under 24's survey responses can be seen here: [Under 24's Recruitment Survey](#)

Inclusive Recruitment survey responses can be seen here: [Inclusive Recruitment Survey](#)

Phase 2: Focus Groups

The initial surveys each asked respondents if they would like to further engage in recruitment focus groups which were held in August 2021 in which we had the following number of attendees:

- Appointing Managers: 38
- New Starters: 32
- Applicants: 38

The three focus groups were informed of the survey results and were given a further platform to discuss their ideas for improvements around the key moments that matter following their lived experiences of the recruitment process:

Appointing Manager	New Starters	Applicants
Attraction Strategies	Attraction Strategies	Attraction Strategies
Interviews and Feedback	Feedback/Communication	Feedback/Communication
Job Description/Personal Specification	Job Description/Personal Specification	Job Description/Personal Specification
Pastoral Care	Pastoral Care	Why Hywel Dda?
Internal Only Recruitment	Barriers	Barriers

Key themes and ideas from these discussions were around improving communication and information sharing methods/platforms – particularly when it comes to attraction (internet/intranet), adverts and Job Descriptions/Personal Specifications, feedback on applications and interviews and during onboarding.

Some of the recommendations included:

- Streamlined and efficient internal recruitment process;
- A dedicated recruitment page /easy to navigate to attract;
- Make Day One count – ensure there's a warm welcome/orientation;
- More diverse marketing material/posters;
- Bitesize /accessible training;
- Support with longlisting;
- Support or training for interviews/shortlisting/feedback;
- Information packs (online and in print if needed);
- Updated Job Description/Personal Specification template which actually reflect the position/requirements;
- Regular updates on what's happening.

Evaluation forms were sent out to all focus group attendees to give them an opportunity to:

- Evaluate;
- Identify any immediate improvements they could make in their own recruitment practice;
- Contribute anything they felt they couldn't during the focus group;
- Extend a further invitation to any future potential workshops relating to this strategic objective.

Of the respondents, 100% of appointing managers, 100% of new starters and 100% applicants found their focus group sessions to be insightful.

Phase 3: Job Description / Personal Specification Transformation Task & Finish Group

91% of applicants stated that they use the Job Description / Personal Specification to apply / complete their application form. Following the Surveys and Focus Groups, a Task and Finish Group was established and comprised of members of staff from:

- Recruitment;

- The purpose of the Task and Finish group was to further research best practice across the public and private sectors in relation to the format of Job Descriptions and Personal Specifications. Companies which demonstrated best practice include:



- ❖ Reasonable adjustment guidance for AMs;
- ❖ Guidance for potential applicants/candidates regarding employment and education – signposting of partner organisations;
- ❖ Drop in sessions with the resourcing teams.

A reminder of why education is so critical:

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Phase 4: Researching Best Practice

In addition to working in collaboration with a variety of stakeholders, identifying the key moments of truth, learning from the lived experiences at each of these “moments which matter” all of which are key to a successful transformation.

Reviewing best practice in the field of recruitment (public and private sector) is key and just some of the organisations we have researched and engaged with during the discovery phase is detailed in the table below:

Some examples of good onboarding and information sharing practice include:



Yes to Desk – share all (75) onboarding steps from conditional offer through to start date with the candidate at the time of offer – so candidates aware of what to expect and when.



Ernst & Young share virtual tours of the workplace with candidates during their onboarding also ensuring all candidates onboarding aware of how the onboarding process will take place.



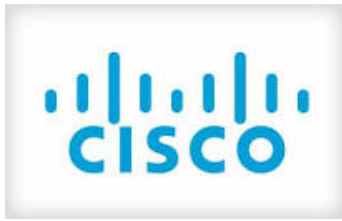
The Thrive Tribe have created a culture handbook which is shared with candidates during the onboarding process to give candidates a real but softer flavour of what to expect from the organisations culture and policies.



Google send nudge reminders/whisper emails to Appointing Managers 24 hours prior to their new starter joining. Reminding them to ensure they've arranged local induction even if it's minimal eg: social connections, peer to peer mentor or buddy or a one to one welcome conversation.



Microsoft report that new employees are three and a half times more likely to report a positive experience in the Appointing Manager is engaged with the candidate during the onboarding process.

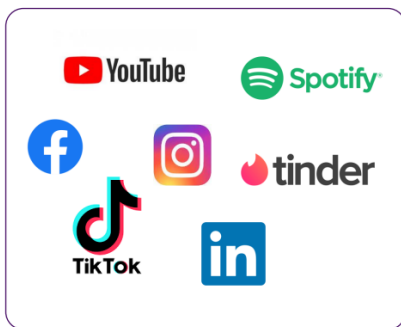


Appointing Managers at Cisco start actively engaging with candidates a minimum of 21 days prior to the start date to ensure connectivity prior to day one.



bazaarvoice

Bazaar Voice provides accessible information centrally and places emphasis on the candidate to research themselves – as this caters for all staff / levels rather than pushing information which may not be relevant.



Brands such as P&G, Lever, Spotify, Glitch all reach out to talent (as a 'talent magnet') rather than relying on the talent just to come to them. Variations in platforms is key to ensure breadth/reach.



Brands such as T Mobile say that their people are the drivers of the attraction strategies. Who better to promote their working day than those working their days in T Mobile. The staff are the employment brand.



Diverse referrals are how Intel encourage further inclusivity during the honeymoon phase of welcoming (onboarding and inducting) new starters.



This organisation are ensuring their recruitment process is transparent. They clearly share timeline expectations and 'what to expect' information on their website – to ensure no surprises and expectations are managed.

Evidence & research source log to date, which will impact all stages of the recruitment pathway:

Source	Type of Evidence
Conference & Webinar Attendance	Achieving Racial Equality in Wales, EHRC – Equality and Human Rights, Diversity Champions Autumn catch up, NHS Workforce Conference 2022: Looking after our People, Disability Confident Scheme Leaders Programme, Looking COVID in the Eye, Agile Working, New Approaches to D&I Workshop, Stonewall, Diverse Cymru, -Unconscious Bias, Capitalising on Military Family Talent incl case studies and best practice, NHS Employers Inclusive Recruitment, Leading Positive Change, HR Disrupted – fresh approaches to engagement
Extensive engagement via HR Disrupted club	Chatrooms, toolkits, 5 minute Mondays, fresh approaches to engagement, Toolkits reviewed (eg: creative inclusive workplaces), nudges, EDI, Future Workforce Discussion Group, Looking COVID in the Eye session, Agile Working session, New Approaches to D&I Workshop
Surveys	PRIDE events, Jobs Fairs, Over 50s, Under 24s, BAME Buddy Reviews, Appointing Managers, Applicants (not appointed), New Starters, and Harder to reach. Candidate evaluation following centralised RN recruitment trial
Engagement & Research	Macquarie, Cheshire Fire and Rescue, Clifford Chance, Cardiff University, Sky UK, Eversheds, Swansea University, Cardiff & Vale UHB, FTSE 100, Stonewall WEI, Dream Team, Local Authorities, Barod, CLES, Xpert HR, HR Disrupted, Welsh Water, Diverse Cymru, Careers Wales, HEIW, NHS Employers, NHS England, Welsh Government, Job Centre, Remploy, BAME Advisory Group, Enfys, Armed Forces, Syrian refugee resettlement programme contact Ceredigion, Syrian refugee resettlement programme contact Carmarthen (Housing Needs Lead), Pembrokeshire Homelessness lead, Ceredigion Council homelessness lead, Carmarthenshire County Council Homelessness Lead, Syria Sir Gar, Hafal, MENCAP Wales, Council for the Deaf, BSL Interpreter, Disabled People Together Forum, Carmarthenshire Disability Forum, MS Support Group, Ceredigion MS Group, Ataxia South Wales, Pembrokeshire Access Group, Gwendraeth Amman Blind Social Group, Aberystwyth and District Visually, Impaired Club, Llanelli Deaf Club - Centre for the Deaf, Narberth Deaf Club, Sign and Share Club, Carmarthenshire People First, Pembrokeshire People First, Wales Learning Disability Helpline, Llanelli Blind Society, Access Wales, Disability Wales, Learning Disability Wales, Young Farmer Clubs (YFCs), Youth Council/Youth Services, All FE colleges, All secondary schools, Older Peoples Commissioner for Wales, Dyfed Dinners, Ammanford Pensioners Club, Red Roses Luncheon Club, Saron Cuppa Club, 50+ Carmarthenshire, Pembrokeshire 50+, Ceredigion 50+, Bluestone, Sodexo, Redbull, Cloud, Johnson & Johnson, Cloud, Galileo, Kayak, Zappos
Complaints/Concerns learning and actions	Ongoing listening and learning from events and follow up actions – including one to one specific training for Appointing Managers where required. Case studies developed for training purposes.
Internal collaboration	Learning & Development, Medical Education, Organisational development, OD Relationship Managers, Digital Information, Digital Transformation, Information Governance, Job evaluation, Engagement, Trade Union Reps, Research, innovation and improvement, Welsh language, County Workforce, NWSSP employment, Trac, Strategic partnership, diversity and inclusion. communications, digital transformation, Senior Nurse Management Team, Strategic Operations Board

What our research has already enabled us to achieve via ‘quick wins’ (which does not require approval to implement):

- Welsh Language toggles on Trac now completed for all Appointing Managers by resourcing;
- Buddy System process reviewed over Winter '21/'22 for M&D overseas arrivals and rolled out with [new poster](#) sent out to sites for them to promote;
- [Local area leaflets](#) created for each county (English and Welsh);
- Redeployment process being reviewed to make more efficient;
- Regular housekeeping on Trac to remove dormant vacancies/reduce KPIs;
- Information relating to [education and employment](#) for spouses created and shared;
- Regular reporting to ensure WTE not sat on RN vacancies;
- Welsh Language Skills now added onto Job Description/Personal Specification so that can always be used for shortlisting;
- Equivalent experience being added to Job Description/Personal Specification where possible;
- New process implemented to ensure resourcing team can check welsh language skill requirements with Appointing Manager;
- All vacancy approval administration and Trac actions repatriated into Medical Recruitment, with just one form for Appointing Managers to submit;
- Shortlisting criteria from Job Description/Personal Specification placed onto Trac for AMs by resourcing;
- Trac user guides and links to recruitment training on recruitment team signature blocks;
- ID Badges Pronouns now included on ID Badge application form he/him, she/her, they/them;
- GOLD accreditation for Armed Forces Covenant;
- [Accommodation poster](#) created for Pembrokeshire, Carmarthenshire, Llanelli and Ceredigion (in English and Welsh) and shared to support candidates, recruitment teams and Appointing Managers;
- Generic emails set up for all recruitment teams to ensure easy access and succession planning;
- Dream Team participated in inclusive recruitment virtual training film;
- Students targeted via new rolling adverts and links with HE/FE institutions;
- Silver Award – Stonewall WEI;
- Survey of underrepresented groups (over 50s and under 24s) to understand how we can improve our recruitment/retention (what is important to them). Over 30 organisations engaged with to reach out to our communities;
- Currently evaluating BAME Buddy process – linking in with SPD&I and OD;
- 55,000 households identified with social value project team – to directly mail ‘we are recruiting’ leaflets;
- 3 year advertising contract with BMJ to enhance opportunities for online and print advertising in addition to statutory obligations;

- Process drafted and agreed for AACs with WG dispensation;
- Organise and chair monthly ED&I Positive Action meetings for Workforce & OD teams and Strategic Partnerships, Diversity and Inclusion – to share best practice, challenges and avoid duplication;
- Information leaflets ‘education and employment guidance’ for prospective applicants and candidates onboarding – to support families/dependants;
- Diverse attraction strategies including all school holiday advertising pre-booked to ensure we take every opportunity to capture visitors into our three counties via online and offline methods (eg: trains, buses, petrol pumps, paid for advertising, radio, Spotify, posters etc)

In addition to recruitment training in formal settings etc (Medical Leaders, Consultant Development, STAR Programme) and recruitment training delivered on a one to one basis following a concern raised and learning identified, a variety of recruitment training and guidance has been developed and is available to book via Learning and Development including:

- ❖ [Ten Top Tips](#) (including: preparing to recruit, promoting your vacancy, vacancy approval, shortlisting, interviewing, interview feedback, welcoming your new recruit);
- ❖ Five Simple Suggestions;
- ❖ [Inclusive Recruitment](#);
- ❖ [Welsh Language: Manager Responsibilities](#);
- ❖ Trac Training;
- ❖ Application advice to applicants;

Phase 5: So..... What's next?

Having undertaken the discovery phase of the strategic objective 1f the journey of research and engagement continues. The key phases of Planning Objective 1f to deliver revised / recommended practices and policies for a modernised recruitment pathway as listed in the table below will be completed by the end of March 2023.

Attraction Methods

Internet: New Working for Us internet recruitment platform to be created to support recruitment/attraction strategies. Will be easy to find, navigate and understand to cater for those harder to reach and those overseas. Will need to be informative/visually attractive and accessible – promoting Hywel Dda as an inclusive employer of choice #Trainworklive branding and to ensure promotion of Location, Career Development and Values (as per survey responses) as well as all other benefits (hard and soft).

Social Media: Content where possible to be shared on internal (staff only) social media platforms to ensure our staff are fully sighted – as they are our recruiters. Areas to be zoned with links for staff back to the intranet.

LinkedIn and Glassdoor corporate platform to be updated and staff are being encouraged to use as part of their recruitment campaign engagement.

Accessibility: Partnership working internally and externally and continue with variety of accessible attraction tools/positive actions to reach those harder to reach.

Job Description / Personal Specification

Best practice research and full review of Job Description/Personal Specification template to ensure efficient and effective recruitment, which will be easier to use for all stakeholders throughout the recruitment pathway.

Training and education for appointing managers to ensure they realise the importance of the Job Description/Personal Specification and how they are instrumental in successful appointments as well as protecting all stakeholders and services.

Easy Read Job Description/Personal Specifications to be made available.

Vacancy approval
<p>As much of the vacancy approval Trac admin to be repatriated into the recruitment function to ensure KPIs continue to be exceeded and compliance in relation to ED&I and Welsh Language.</p> <p>Review of what vacancies can be centralised to reduce duplication and effort for all stakeholders during the recruitment pathway.</p> <p>Review and update current internal recruitment pathway including 'expressions of interest'.</p>
Application methods
<p>Ensure accessibility to all by ensuring variety of applications methods available through partnership working and Trac/NHS modernisation.</p> <p>Review and update current internal recruitment pathway including 'expressions of interest'.</p>
Shortlisting
<p>Centralised shortlisting process for the Band 5 RN vacancies (which is the highest proportion c50% of vacancies within the HB). This will omit any registrants not being invited for interview and 'noone is left behind'.</p> <p>Review of what vacancies can be centralised to reduce duplication and effort for all stakeholders during the recruitment pathway.</p> <p>Shortlisting timelines compliant for AfC positions but not medical recruitment therefore education key around accountability as well as actions from the Medical Recruitment audit 2021.</p> <p>Consider options for robotic longlisting and shortlisting via Trac/NHS modernisation.</p>

Managing unsuccessful applicants at shortlisting stage
<p>Due to the disparity between what the appointing manager and the applicant/new starter is experiencing. A review of pathway and communication at this stage in the recruitment pathway with a view of making improvements to satisfy the needs of the applicant.</p> <p>Develop a suite of training available for appointing managers to support them at this stage. Consider whether recruitment training is essential for all Appointing Managers in a bid to mitigate risks around recruitment.</p>
Assessment process
<p>Assessment processes will need to be structured in a way to ensure selection is around the Job Description/Personal Specification (the ask) and values of the HB.</p> <p>This should mitigate risks, increase opportunity and support and protect all stakeholders and should support the structure of the feedback conversation ensuring there is learning for the stakeholders.</p> <p>Develop a suite of training available for appointing managers to support them at this stage. Consider whether recruitment training is essential for all Appointing Managers in a bid to mitigate risks around recruitment.</p> <p>Develop guidance for applicants to ensure they are supported/we get the best from them during the recruitment and selection process.</p>
Managing unsuccessful candidates post assessment process
<p>Deliver education/training for Appointing Managers so there is a clear understanding of what constructive feedback looks like. Consider whether recruitment training is essential for all Appointing Managers in a bid to mitigate risks around recruitment.</p>

The key to this will be the structure of the job description/personal specification and the assessment / indicator documentation, which should wholly support the content of the feedback given to successful and unsuccessful applicants.

Review and update of assessment documentation for use within the recruitment pathway.

Pre-Employment checks / onboarding (to include processing and set up on payroll and any pre-day 1 induction content e.g. ID badges, uniform, email set up, buddies etc)

Review of touchpoints through this part of the recruitment pathway to ensure clarity and convenience for all stakeholders, and that the experience is personal and engaged from start to Day One.

Review of BAME Buddy scheme for overseas M&D.

Review and update where necessary of pre-employment check process for internal to HDUHB, internal to NHS Wales and external to ensure fast track options with agreed risk via NHS/Trac modernisation. Consideration for the use of Robotic Processing where applicable.

Electronic starter forms being scoped to ensure new starters not being paid is a 'never event'.

Termination forms being scoped to support planning/reporting.

Due to disparity between responses – training/education needs to improve around accountability and what world class onboarding looks like (eg: cultural competence, emotional hooks, introducing the team values/culture pre-day 1 in a bid to reduce any attrition in a candidate lead market). Consider whether recruitment training is essential for all Appointing Managers in a bid to mitigate risks around recruitment.

Review and update current internal recruitment pathway processes including 'expressions of interest'.

Working for us Internet page launch

Bilingual congratulations card to be sent to all successful applicants onboarding via Trac.

Customer satisfaction

Pulse survey(s) and/or evaluations to be established and sent at key moments that matter during the recruitment pathway (up to but not including day one). These could be used to measure satisfaction as well as be used for the purposes of future recruitment/attraction.

Review and disrupt policies linked to recruitment eg: relocation, re-deployment, starting salaries and DBS.

Recruitment Training

A 'menu' of bilingual recruitment training and guidance to be created (eg: drop in sessions, bitesized animations, virtual, face to face, formal training sessions, Trac, inclusive, interview, shortlisting, values based). To ensure accessible to all.

This will include a guidance for potential applicants, candidates onboarding as well as families (eg: job search and education signposting). Guidance will be available and accessible to all.

Actions to deliver social value strategic objectives (6H) now in progress.

Consideration to be given around whether regular recruitment training should be essential/mandatory for all Appointing Managers.

Sally Owen, Head of Recruitment and Workforce Equality Diversity and Inclusion

July 2022



Would you like support settling into your new community?

If so, contact us on:
medical.recruitment.hdd@wales.nhs.uk



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Hywel Dda
University Health Board

Welcome to Haverfordwest and

Withybush General Hospital



Fishguard Road
Haverfordwest
SA61 2PZ
01437 764545



Getting settled...

Get registered

It's important to get registered with a GP and dentist once you arrive. It's also important to be aware of the pharmacy and optician services should you need to check.

Click the links to find your nearest:

GP Surgeries

Pharmacies

Dental practices

Opticians

NHS 111 Wales Services



Child Care Services

Hywel Dda are proud to have a creche on each of our acute hospital sites. Sign up to the government scheme: www.gov.uk/tax-free-childcare

Visit the local council website - Pembrokeshire County Council for further information regarding childcare and school registration or visit www.daynurseries.co.uk



Transport

Bus - Visit council website

Riverside Quay, Haverfordwest, SA61 2LJ

From outside Withybush on Fishguard Road...

- 302 First Cymru

- T5 Richards Bros

- 301 Edwards Bros



Train

Haverfordwest Railway Station, Cartlett Road,
Haverfordwest SA61 1TY

We have excellent links to Carmarthen, Swansea, Cardiff and London.e.

Visit Transport For Wales

Taxi Services

Haverfordwest Taxis - 01437 764050

Rockys Taxis - 01437 890891

Double 8 Cabs - 01437 768888

Hughes Taxis - 07944 279571



Food shopping

TESCO

Fenton Trading Estate, Portfield,
Haverfordwest SA61 1BU

6:00-midnight Monday - Saturday

10:00-16:00 - Sunday



Morrisons

Brg Mdw Ln, Haverfordwest SA61 2EX

6:00-22:00 Monday - Saturday

10:00-16:00 Sunday



Aldi

Salutation Square, Haverfordwest, SA61 2LG

8:00-22:00 Monday - Saturday

10:00-16:00 - Sunday



Lidl

2 Perrot's Road, Haverfordwest SA61 2HD

8:00-22:00 Monday - Saturday

10:00-16:00 - Sunday



Iceland

6-10 Picton Place, Haverfordwest SA61 2LX

7:00-22:00 Monday - Saturday

10:00-16:00 Sunday



Banking

Bank Account

You will need to make an appointment with a bank of your choice to set up an account for your wages to be paid into. You will need your Passport and a letter confirming your employment. You may also need your BRP Card but please double check with your chosen bank for their requirements.

Nationwide Building Society

6 Victoria Place, Haverfordwest SA61 2LQ

Barclays Bank Plc

32, High Street, Haverfordwest SA61 2DA

HSBC

41 High Street, Haverfordwest SA61 2BU

Lloyds Bank

Victoria Place, Haverfordwest SA61 2JX

Santander

37 Bridge Street, Haverfordwest SA61 2AD



Worship

Withybush have facilities available for worship as well as around the area of Haverfordwest. Here are a few:

Hill Park Baptist Church

Prendergast Old Bridge, Haverfordwest SA61 2ET

The Catholic Church

9 Fountain Row, Barn St, Haverfordwest SA61 1SX

Haverfordwest Central Mosque

2 Albert Street, Haverfordwest SA61 1TB

Albany Church, Haverfordwest

Hi St, Haverfordwest SA61 1QE

Ebenezer Presbyterian Church Haverfordwest

Swansquare, Haverfordwest SA61 2HD

[Visit more Chapels and Churches here](#)



Things to do

Haverfordwest is the county town for Pembrokeshire. It has great travel links to and from, as well as around the county. The castle is situated in the centre, and dominates the town. There are a number of restaurants and shops around the town for you to enjoy.

Pembrokeshire is well known for its seascape. There are an abundance of beaches and harbours that you can visit whilst walking the coastal path. We have some of the best beaches in the world. Many tv and film productions have taken place on our beaches, such as Harry Potter.

We also have a number of beautiful towns within our county, such as, Tenby and St. Davids.

For days out as a family, Folly Farm, Heatherton or Pembroke Castle are great ways to learn and see new things.



Find more to do in and around Haverfordwest, click to:

- [Visit Pembrokeshire](#)
- [National Trust](#)
- [Visit Wales - Pembrokeshire](#)

Sport

If you are feeling sporty, there are many sporting clubs in and around Haverfordwest that you can join. Click through the headings and teams to find out more...

Rugby

Haverfordwest RFC, Llangwm RFC, Haverfordwest Ladies RFC

Football

Haverfordwest County AFC, Prendergast Villa AFC, Merlins Bridge

Haverfordwest Cricket Club (men & women)

Pembrokeshire Hockey Club

Crossfit Pembrokeshire

Pembrokeshire Triathlon Club



Haverfordwest Leisure Centre

St Thomas Green SA61 1QX

The leisure centre is home to a well equipped gym, sport classes, swimming pool, sauna and steam room.

Further information [here](#).

Buddy scheme

The health board has created a 'Buddy Scheme' that allows for new members of staff joining us from overseas, to 'Buddy' up with an existing staff member in order to help them settle into their new surroundings.

If you wish to gain a buddy contact -

RecruitmentCampaigns.hdd@wales.nhs.uk



Health Board Networks

- ENFYS

Safe, supportive space for LGBTQ+ staff and allies.

Contact - **Enfys.lgbt@wales.nhs.uk**



- Black, Asian and Minority Ethnic Network

This group involves the opportunity to explore methods of support and improvement for staff and service users.

- Armed Forces Network

- Carers Network

Contact on - **Inclusion.hdd@wales.nhs.uk**



Need more info?

We hope you settle in well within our community, but should you need any more information, do let us know.

We have brochures for accommodation and local estate agents should you need any assistance. We offer a relocation package of up to £8,000 subject to T&C's.

Contact our Recruitment Campaigns Team via email on:

RecruitmentCampaigns.hdd@wales.nhs.uk

Follow us on social media:



[Hywel Dda University Health Board](#)



[@SwyddiHywelDdaJobs](#)



[@SwyddiHDdaJobs](#)



Croeso i Hwlfordd, ac i

Ysbyty Cyffredinol Llwynhelyg



Fishguard Road

Hwlfordd

SA61 2PZ

01437 764545



Ymgartrefu

Cofrestri

Mae'n bwysig cofrestru gyda meddyg teulu a deintydd ar ôl i chi gyrraedd. Mae hefyd yn bwysig bod yn ymwybodol o'r fferyllfa a'r gwasanaethau optegydd os bydd angen i chi wirio.

Cliciwch ar y dolenni i ddod o hyd i'ch un agosaf:

[Meddygfeydd meddygon teulu](#)

[Fferyllfa](#)

[Deintyddfa](#)

[Optegwyr](#)

[GIG 111 Cymru](#)



Gwasanaethau Gofal Plant

Mae Hywel Dda yn falch o gael creche ar bob un o'n safleoedd ysbytai aciwt. Cofrestrwch ar gyfer cynllun y llywodraeth: www.gov.uk/tax-free-childcare

Ewch i wefan y cyngor lleol -

www.carmarthenshire.gov.uk for further information regarding childcare and school registration or visit www.daynurseries.co.uk



Trafnidiaeth

Bws - Ymweld â safle'r cyngor

Riverside Quay, Hwlfordd, SA61 2LJ

O du allan yr ysbyty ar Fishguard Road...

- 302 First Cymru

- T5 Richards Bros

- 301 Edwards Bros



Trên

Haverfordwest Railway Station, Cartlett Road, Hwlfordd SA61 1TY

Mae gennym gysylltiadau rhagorol â Chaerfyrddin, Abertawe, Caerdydd a Llundain.

Ymweld â Thrafnidiaeth Cymru

Gwasanaeth Tacsî

Haverfordwest Taxis - 01437 764050

Rockys Taxis - 01437 890891

Double 8 Cabs - 01437 768888

Hughes Taxis - 07944 279571



Siopa Bwyd

TESCO

Fenton Trading Estate, Portfield,
Hwlfordd SA61 1BU

6:00-hanner nos Dydd Llun - Sadwrn

10:00-16:00 - Dydd Sul



Morrisons

Bridge Meadow Ln, Hwlfordd SA61 2EX

6:00-22:00 Dydd Llun - Sadwrn

10:00-16:00 Dydd Sul



Aldi

Salutation Square, Hwlfordd, SA61 2LG

8:00-22:00 Dydd Llun - Sadwrn

10:00-16:00 - Dydd Sul



Lidl

2 Perrot's Road, Hwlfordd, SA61 2HD

8:00-22:00 Dydd Llun - Sadwrn

10:00-16:00 - Dydd Sul



Iceland

6-10 Picton Place, Hwlfordd, SA61 2LX

7:00-22:00 Dydd Llun - Sadwrn

10:00-16:00 Dydd Sul



Banking

Cyfrif banc

Bydd angen i chi wneud apwyntiad gyda banc o'ch dewis i sefydlu cyfrif er mwyn i'ch cyflog gael ei dalu iddo. Bydd angen eich Pasbort arnoch a llythyr gan gadarnhau eich cyflogaeth. Mae'n bosibl y bydd angen eich Cerdyn BRP arnoch hefyd ond gwiriwch â'r banc o'ch dewis am eu gofynion.

Nationwide Building Society

6 Victoria Place, Haverfordwest SA61 2LQ

Barclays Bank Plc

32, High Street, Haverfordwest SA61 2DA

HSBC

41 High Street, Haverfordwest SA61 2BU

Lloyds Bank

Victoria Place, Haverfordwest SA61 2JX

Santander

37 Bridge Street, Haverfordwest SA61 2AD



Addoli

Mae cyfleusterau addoli ar gael yn Llwynhelyg yn ogystal ag o amgylch ardal Hwlfordd. Dyma ychydig:

Hill Park Baptist Church

Prendergast Old Bridge, Haverfordwest SA61 2ET

The Catholic Church

9 Fountain Row, Barn St, Haverfordwest SA61 1SX

Haverfordwest Central Mosque

2 Albert Street, Haverfordwest SA61 1TB

Albany Church, Haverfordwest

Hi St, Haverfordwest SA61 1QE

Ebenezer Presbyterian Church Haverfordwest

Swansquare, Haverfordwest SA61 2HD

Ymweld â mwy o Eglwysi a Chapeli yma



Pethau i'w wneud

Hwlfordd yw tref sirol Sir Benfro. Mae ganddi gysylltiadau teithio gwych yn ôl ac ymlaen, yn ogystal ag o gwmpas y sir. Mae'r castell wedi'i leoli yn y canol, ac mae'n dominyddu'r dref. Mae yna nifer o fwytai a siopau o gwmpas y dref i chi eu mwynhau.

Mae Sir Benfro yn adnabyddus am ei morlun. Mae yna ddigonedd o draethau a harbyrau y gallwch chi ymweld â nhw wrth gerdded llwybr yr arfordir. Mae gennym rai o'r traethau gorau yn y byd. Mae llawer o gynyrchiadau teledu a ffilm wedi digwydd ar ein traethau, fel Harry Potter.

Mae gennym hefyd nifer o drefi hardd o fewn ein sir, megis Dinbych-y-pysgod a Thyddewi. Am ddiwrnodau allan fel teulu, mae Folly Farm, Heatherton neu Gastell Penfro yn ffyrdd gwych o ddysgu a gweld pethau newydd.



I ddarganfod mwy i'w wneud yn Hwlfordd a'r cyffiniau, cliciwch i:

- [Visit Pembrokeshire - Sir Benfro](#)
- [National Trust](#)
- [Visit Wales - Sir Benfro](#)

Chwaraeon

Os oes awydd gwneud chwaraeon arnoch chi, mae yna lawer o glybiau chwaraeon yng Nghaerfyrddin a'r cyffiniau y gallwch chi ymuno â nhw. Cliciwch drwy'r penawdau a'r timau i ddarganfod mwy...

Rygbi

Haverfordwest RFC, Llangwm RFC, Haverfordwest Ladies RFC

Pel-Droed

Haverfordwest County AFC, Prendergast Villa AFC, Merlins Bridge

Haverfordwest Cricket Club (dynion a menywod)

Pembrokeshire Hockey Club

Crossfit Sir Benfro

Pembrokeshire Triathlon Club

Canolfan Hamdden Sir Benfro

St Thomas Green SA61 1QX

Mae'r ganolfan hamdden yn gartref i gampfa â chyfarpar da, dosbarthiadau chwaraeon, pwll nofio, sawna ac ystafell stêm. Mwy o wybodaeth yma.



Cynllun Cyfaill (Buddy Scheme)

Mae'r bwrdd iechyd wedi creu 'Cynllun Cyfaill' sy'n caniatáu i aelodau newydd o staff ymuno â ni o dramor, i 'Gyfaill' gydag aelod o staff presennol er mwyn eu helpu i ymgartrefu yn eu hamgylchedd newydd.

Os hoffech ennill cyfaill cysylltwch -

RecruitmentCampaigns.hdd@wales.nhs.uk



Rhwydweithiau'r Bwrdd Iechyd

- ENFYS

Man diogel, cefnogol i staff a chynghreiriaid LGBTQ+.

Cysyllta - **Enfys.lgbt@wales.nhs.uk**



- Rhwydwaith Du, Asiaidd a Lleiafrifoedd Ethnig

Mae'r grŵp hwn yn cynnwys y cyfle i archwilio dulliau o gefnogi a gwella ar gyfer staff a defnyddwyr gwasanaeth.

-Rhwydwaith y Lluoedd Arfog

- Rhwydwaith Gofalwyr

Cysyllta - **Inclusion.hdd@wales.nhs.uk**



Angen mwy o wybodaeth?

Gobeithiwn y byddwch yn ymgartrefu'n dda yn ein cymuned, ond os oes angen rhagor o wybodaeth arnoch, rhowch wybod i ni

.Os ydych yn chwilio am lety, gweler y daflen llety atodol. Rydym hefyd yn cynnig pecyn adleoli o hyd at £8,000 yn amodol ar T&C.

Cysylltwch â'n Tîm Ymgyrchoedd Recriwtio drwy e-bost ar:

RecruitmentCampaigns.hdd@wales.nhs.uk

Dilynwch ni ar gyfryngau cymdeithasol:



[Hywel Dda University Health Board](#)



[@SwyddiHywelDdaJobs](#)



[@SwyddiHDdaJobs](#)



Education and Employment Support

Ceredigion



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Hywel Dda
University Health Board

So, you have recently moved to Ceredigion. To help you and your family to settle in, we have created a guide for you about the area.

Job Searching

Careers Wales

Careers Wales can help you to plan your career, prepare to get a job, find and apply for the right apprenticeships, courses and training.

They have a number of offices around Ceredigion, which can be found [here](#).

Jobcentre Plus

This is a government-funded employment agency and social security office. They can provide resources to help you find work through computers, telephone and their website. They are also able to offer information on training opportunities.

Jobcentre can also administer [claims for benefits](#) such as Income Support, Incapacity Benefit, and Jobseeker's Allowance (currently being phased out in favour of Universal Credit). Jobcentre offices can be found in most towns in Pembrokeshire, including [Aberystwyth](#), and [Cardigan](#).

Indeed

A huge variety of vacancies can be found [here](#).

Council

Ceredigion County Council

The council is a good source for anything within our communities.

They have dedicated advisers who can help you [claim support](#) on various things. You can also find useful information for things like bin collections, councillors, child and family services and travel, roads and parking.

Education

You can also discover what educational opportunities there are through the council website. Adult learning is possible, where you can learn something new or gain a formal qualification with numerous education centres around the county. Find out more [here](#).

There are a number of schools within the county. See information [here](#) regarding school admissions, transport, catchment areas and further information/application forms.

College and University

Aberystwyth University

The university is located in the seaside town of Aberystwyth. It's a research-led university committed to providing an excellent educational experience for our students. The university has also just started offering Nursing Degrees!

Coleg Ceredigion College

This college is a lively, vibrant and caring college that puts learners' achievement and wellbeing at the top of its agenda. It has two campuses, one in Cardigan and one in Aberystwyth. There is a wide range of courses from A-levels and apprenticeships, evening classes and degrees. Full and part-time learning is possible at the college if you are currently in employment.

The college has a huge variety of courses at different levels from GCSE to access to higher education with a number of courses available online. Part time study is also available at the college if you are currently in employment. There are also opportunities to undertake apprenticeships.



Gyrfa Cymru
Careers Wales



Need more info?

We hope you settle in well within our community, but should you need any more information, do let us know.

We have brochures for accommodation, estate agents and local services/shops should you need any assistance. We offer a relocation package of up to £8,000 subject to T&C's.

If you'd like further information on your new wage and tax, check out the [Salary Calculator](#).

Contact our Recruitment Campaigns Team via email on:
RecruitmentCampaigns.hdd@wales.nhs.uk

Follow us on social media:



[Hywel Dda University Health Board](#)



[@SwyddiHywelDdaJobs](#)



[@SwyddiHDdaJobs](#)

Cefnogaeth Addysg a Chyflogaeth

Ceredigion



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Hywel Dda
University Health Board

Felly, rydych wedi symud i Geredigion yn ddiweddar. I'ch helpu chi a'ch teulu i ymgartrefu, rydym wedi creu canllaw i chi am yr ardal.

Chwilio Swydd

Gyrfa Cymru

Gall Gyrfa Cymru eich helpu i gynllunio'ch gyrfa, paratoi i gael swydd, dod o hyd i'r prentisiaethau, y cyrsiau a'r hyfforddiant cywir a gwneud cais amdanynt.

Mae ganddyn nhw nifer o swyddfeydd o gwmpas Sir Gaerfyrddin, sydd i'w gweld yma.

Canolfan Byd Gwaith

Asiantaeth gyflogaeth a swyddfa nawdd cymdeithasol a ariennir gan y llywodraeth yw hon. Gallant ddarparu adnoddau i'ch helpu i ddod o hyd i waith trwy gyfrifiaduron, ffôn a'u gwefan. Maent hefyd yn gallu cynnig gwybodaeth am gyfleoedd hyfforddi.

Gall y Ganolfan Gwaith hefyd weinyddu hawliadau am fudd-daliadau fel Cymhorthdal Incwm, Budd-dal Analluogrwydd, a Lwfans Ceisio Gwaith (sy'n cael eu diddymu'n raddol o blaid Credyd Cynhwysol ar hyn o bryd).

Mae swyddfeydd Canolfan Gwaith i'w cael yn y rhan fwyaf o drefi yn Sir Gaerfyrddin, gan gynnwys Rhydaman, Caerfyrddin a Llanelli

Indeed

Gellir dod o hyd i amrywiaeth enfawr o swyddi gwag yma.

Cyngor Sir

Cyngor Sir Ceredigion

Mae'r cyngor yn ffynhonnell dda ar gyfer unrhyw beth o fewn ein cymunedau.

Mae ganddyn nhw gynghorwyr penodedig a all eich helpu i hawlio cymorth ar wahanol bethau. Gallwch hefyd ddod o hyd i wybodaeth ddefnyddiol ar gyfer pethau fel casglu biniau, cynghorwyr, gwasanaethau plant a theuluoedd a theithio, ffyrdd a pharcio.

Addysg

Gallwch hefyd ddarganfod pa gyfleoedd addysgol sydd ar gael trwy wefan y cyngor. Mae dysgu oedolion yn bosibl, lle gallwch ddysgu rhywbeth newydd neu ennill cymhwyster ffurfiol gyda nifer o ganolfannau addysg o gwmpas y sir. Darganfyddwch fwy yma.

Mae nifer o ysgolion yn y sir. Gweler gwybodaeth yma am dderbyniadau i ysgolion, cludiant, dalgylchoedd a gwybodaeth bellach/ffurflenni cais.

Coleg a Phrifysgol

Prifysgol Aberystwyth

Lleolir y brifysgol yn nhref glan môr Aberystwyth. Mae'n brifysgol a arweinir gan ymchwil sydd wedi ymrwymo i ddarparu profiad addysgol rhagorol i'n myfyrwyr. Mae'r brifysgol hefyd newydd ddechrau cynnig Graddau Nyrsio!

Coleg Ceredigion

Mae'r coleg hwn yn goleg bywiog a gofalgwr sy'n rhoi cyflawniad a lles dysgwyr ar frig ei agenda. Mae ganddi ddau gampws, un yn Aberteifi ac un yn Aberystwyth. Mae ystod eang o gyrsiau o Safon Uwch a phrentisiaethau, dosbarthiadau nos a graddau. Mae dysgu amser llawn a rhan-amser yn bosibl yn y coleg os ydych mewn cyflogaeth ar hyn o bryd.

Mae gan y coleg amrywiaeth enfawr o gyrsiau ar wahanol lefelau o TGAU i fynediad i addysg uwch gyda nifer o gyrsiau ar gael ar-lein. Mae astudio rhan amser hefyd ar gael yn y coleg os ydych mewn cyflogaeth ar hyn o bryd. Mae cyfleoedd hefyd i ymgymryd â phrentisiaethau.

Angen mwy o wybodaeth?

Gobeithiwn y byddwch yn ymgartrefu'n dda yn ein cymuned, ond os oes angen rhagor o wybodaeth arnoch, rhwch wybod i ni.

Mae gennym bamffledi ar gyfer llety, gwerthwyr tai a gwasanaethau/siopau lleol pe bai angen unrhyw gymorth arnoch. Rydym yn cynnig pecyn adleoli o hyd at £8,000 yn amodol ar T&C.Os hoffech ragor o wybodaeth am eich cyflog a threth newydd, edrychwch ar y Gyfrifiannell Gyflog.

Cysylltwch â'n Tîm Ymgyrchoedd Recriwtio drwy e-bost ar: RecruitmentCampaigns.hdd@wales.nhs.uk

Dilynwch ni ar gyfryngau cymdeithasol:



[Hywel Dda University Health Board](#)



[@SwyddiHywelDdaJobs](#)



[@SwyddiHDdaJobs](#)



colegceredigion



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David



Cyngor Sir
Ceredigion
County Council

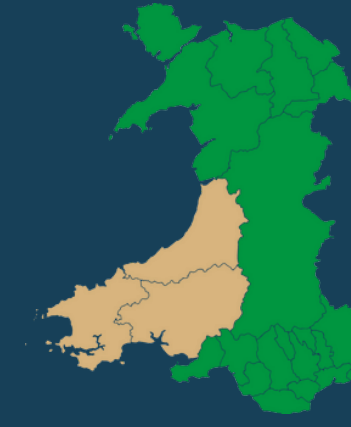


Gyrfa Cymru
Careers Wales



Need accommodation when you arrive in west Wales?

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Bwrdd Iechyd Prifysgol
Hywel Dda
University Health Board



Bronglais General Hospital accommodation cost & information (per month)

- Cost for single room accommodation (shared facilities): £367.16
- Cost for 1 bedroom flat: £708.39 / £719.76
- Cost for 2 bedroom flat: £785.95
- Cost for 3 bedroom flat: n/a
- Bond details (if applicable): equivalent to monthly rent

Location for key pick up: Porters lodge

Times for picking up keys: afternoon

Bronglais General Hospital accommodation contact details:

Sandra Gbel & Carina James-Moffat
01970 635913 / 723

BronglaisAccommodation.HDD@wales.nhs.uk



Withybush General Hospital accommodation cost & information (per month)

- Cost for single accommodation (shared facilities): £300.22
- Cost for 1 bedroom flat: £585.89
- Cost for 2 bedroom accommodation: N/A
- Cost for 3 bedroom accommodation: N/A
- Bond details: one month's rent

Location for key pick up: porters lodge, lower ground floor, by dining room

Times for picking up keys: anytime as porters here 24\7

Withybush General Hospital accommodation contact details:

Helen Harries

01437 773435,

helen.harries@wales.nhs.uk

Glangwili General Hospital accommodation cost & information (per month)

- Cost for single accommodation (shared facilities): £193.00
- Cost of single room with en-suite (shared kitchen): £275.00
- Cost of double room (shared facilities): £275.00
- Cost for 1 bedroom flat: n/a
- Cost for 2 bedroom flat: £832.00
- Cost for 3 bedroom flat: n/a
- Bond details: one month rent

Location for key pick up: Front desk or after hours switchboard to bleep porters to issue key

Times for picking up keys: week days ready after 3.30pm, weekends any time

Glangwili General Hospital accommodation contact details:

01267 227855 - Ext 2855.
Anne.Rice@wales.nhs.uk
caryl.davies7@wales.nhs.uk
bernadine.davies@wales.nhs.uk



Prince Philip Hospital accommodation cost & information (per month)

- Cost for single accommodation (shared facilities): £534.00
- Bedsit: £617.00
- Cost for 1 bedroom flat: £736.00
- Cost for 2 bedroom flat: £859.00
- Cost for 3 bedroom flat: £988.00
- Bond details: cost of a month's accommodation

Location for key pick up: Switchboard situated at the Main Entrance (operating 24hours)

Times for picking up keys: 3pm onwards

Prince Philip Hospital
accommodation contact details:
James Whitehead / Susan Davies
01554 783576 Ext 3576,
susan.davies16af2e@wales.nhs.uk

Angen llety pan gyrhaeddwch orllewin Cymru?

Gadewch i ni helpu...



Ysbyty Cyffredinol Bronglais Gwybodaeth a chost llety (y mis)



Ysbyty Cyffredinol Llwynhelyg Costau llety a gwybodaeth (y mis)



Manylion cysylltu llety Ysbyty Cyffradinol Bronglais:

Sandra Gbel/ Carina James-Moffat
01970 635913/723

BronglaisAccommodation.HDD@wales.nhs.uk

Manylion cysylltu llety Ysbyty Cyffredinol Llwynhelyg:

Helen Harries
01437 773435
helen.harries@wales.nhs.uk

Ysbyty Cyffredinol Glangwili Costau llety a gwybodaeth (y mis)



Ysbyty'r Tywysog Philip Gwybodaeth a chost (y mis)



Ysbyty Cyffredinol Glangwili manylion cyswllt llety:

01267 227855 - Ext 2855.
Anne.Rice@wales.nhs.uk
caryl.davies7@wales.nhs.uk
bernadine.davies@wales.nhs.uk



Manylion cysylltu llety

Ysbyty'r Tywysog Philip:

Susan Davies

01554 783576 Ext 3576

susan.davies16af2e@wales.nhs.uk