

**Working together to achieve the healthiest  
life possible for everyone in Ayrshire and Arran**



## Candidate Information Pack



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# Pack Contents

To assist you with your application, this pack will provide useful information about the post, about NHS Ayrshire and Arran and about Ayrshire more generally.

## Section 1

|  |    |
|--|----|
| Welcome from the Recruitment Team..... | 03 |
|--|----|

## Section 2

|  |    |
|--|----|
| About NHS Ayrshire & Arran.....          | 04 |
| Our Vision.....                          | 05 |
| Our Values.....                          | 06 |
| NHS Ayrshire & Arran as an employer..... | 08 |

## Section 3

|                                      |    |
|--------------------------------------|----|
| Living and working in Ayrshire ..... | 13 |
|--------------------------------------|----|



## Section One

### Welcome from the Recruitment Team

Welcome to NHS Ayrshire and Arran.

Thank you for the interest you have shown in working for NHS Ayrshire and Arran and we hope you are encouraged to apply for the many excellent employment opportunities we have on offer.

If you are new to making an application to NHS Ayrshire and Arran please take the time to read through this information pack to learn more about us.

NHS Ayrshire and Arran follows fair and consistent recruitment and selection processes to ensure recruitment decisions are based on candidate skills, knowledge, experience and qualifications. To ensure fairness to all applicants, any decisions to shortlist you for interview will be based solely on the information you supply on your application. It is therefore important that you complete all sections of the application form.

If you have a disability or long-term health condition, the Board is committed to offering reasonable adjustments throughout the recruitment process and employment. If you require further information or support please contact the Recruitment Team.

We look forward to hearing from you and wish you success with your application.

Kind regards,

**Recruitment Team**  
**Central Employment Services**

### About NHS Ayrshire and Arran

As one of 14 territorial Health Boards in NHS Scotland, NHS Ayrshire and Arran is responsible for the monitoring, protection and the improvement of the population's health and wellbeing and for the delivery of frontline healthcare services. In doing so the Board works closely with the three Integrated Joint Boards (East Ayrshire, North Ayrshire and South Ayrshire) who, for a range of delegated services, are responsible for planning and resourcing health and care to improve quality and outcomes for their populations.

Ayrshire and Arran covers an area of some 2,500 square miles and serves a population of around 368,000 citizens (approximately 7% of the population of Scotland). Ayrshire and Arran's area is co-terminus with the three local authorities of East, North and South Ayrshire and includes the island community of Arran and Cumbrae. NHS Ayrshire and Arran invests around £750 million annually in health improvement and service delivery on behalf of its population. It employs around 11,000 staff (9,000 wte).

Currently within Ayrshire and Arran there are two University Hospitals at Ayr and Crosshouse (near Kilmarnock) providing a comprehensive range of acute hospital services. Acute Mental Health Services are provided from Woodland View which is located on the Ayrshire Central Hospital site in Irvine which also provides a wider range of community services to the population of North Ayrshire. Elderly Mental Health services for South Ayrshire patients are delivered at Ailsa Hospital, Ayr. Biggart Hospital in Prestwick provides rehabilitation services for the elderly following discharge from acute care or directly from the community. In addition, there are community hospitals in Arran (War Memorial Hospital), Cumbrae (Lady Margaret), Cumnock (East Ayrshire Community Hospital) and Girvan (Girvan Community Hospital).

In addition to services provided in our hospitals, there are 55 General Medical Practices with 290 GPs and their practice teams providing a full range of general medical services across 77 sites, stretching from Ballantrae in the south to Skelmorlie in the North. Around 160 general dental practitioners provide NHS dental services at more than 70 sites, 90 community pharmacies providing a range of pharmaceutical services, including minor ailment services and public health services and around 60 optometry practices provide range of services across Ayrshire and Arran.

2020/21 is the 6<sup>th</sup> year of full integration of our health and social care system. In Ayrshire and Arran the three integrated Joint Boards have delegated responsibility for planning and resourcing of adult social care services, adult primary care and community health services, mental health services, some hospital services and also Children's Services and Justice Services. Each IJB area is divided into a series of localities whose purpose is to provide an organisational mechanism for local leadership of service planning, to be fed upwards in the IJB's strategic commissioning plan.

## Our Vision – Caring for Ayrshire

“Working together to achieve the healthiest life possible for everyone in Ayrshire and Arran”.

For many years we have been clear about our intention to build a resilient, engaged and valued workforce across our health and social care system. We have made a lot of progress but, as always, there is more to do if we are to be the exemplar employer that we aspire to.

We are deliberate about attracting and retaining the people we need to deliver high quality, sustainable services to our communities. Also, that the experience of working in Ayrshire and Arran is a positive one where we all feel psychologically safe and that our voice is heard and we can contribute to shaping “Caring for Ayrshire”.

By working together we can all contribute to a healthy, vibrant, engaged and participative workplace.

The Board is committed to improving the organisation and taking the necessary steps to improve the culture, achieve the behaviour change and genuinely involve and engage staff, so that staff feel valued and supported while at work and are empowered to make changes and have the freedom to act within the agreed frameworks.

Creating and improving trust, respect involvement and value for our staff, together with developing positive relationships between staff and their line managers, are essential to building a positive workplace culture of wellbeing and performance.

## Our Values

Our values in NHS Ayrshire and Arran have been developed by our staff and are deeply embedded in everything we do.

### Caring

I will show concern for others and care about the health, safety and wellbeing of everyone I come into contact with.

### Safe

I will do my job well, striving to learn and do things better, while taking responsibility for the quality, safety and effectiveness of my actions.

### Respectful

I will see everyone as an individual, be open, approachable and treat everyone with dignity and respect.

### Our Commitment to you, our service users and our communities

We will work with you and your family to:

- ❖ Promote and improve your health
- ❖ Improve your safety, outcomes and quality of experience whilst in our care
- ❖ Live up to customer care commitments

### Our Workforce

We will work together to create an open, fair and just culture where:

- ❖ We are all valued, respected and developed to be our best
- ❖ We are all informed, involved, listened to and treated fairly and consistently
- ❖ We are all safe and supported to improve our health and wellbeing

### Our Partners

We will work together with partners to:

- ❖ Improve health, prevent disease and reduce inequalities
- ❖ Join up our service delivery to improve outcomes
- ❖ Make the best use of our resources

The diagram below represents the agreed organisational Vision, Purpose, Values and Objectives for NHS Ayrshire and Arran.





# NHS Ayrshire & Arran as an employer

NHS Ayrshire & Arran recognises that our staff are vital to delivering our purpose, values and commitments and to achieving our strategic objectives.

Our aim is to create an organisation where people want to work and strive to deliver excellence each day; where staff wellbeing and personal resilience are supported; where careers are interesting and developed; where staff are encouraged to reach their full potential; and where staff feel their contribution is recognised and valued.

To do this we are implementing our People Strategy – People Matter and our Health Safety and Wellbeing Strategy to help us retain, develop, and support our current staff and attract the right staff with the right skills and values going forward and enhance their work experience. This will directly contribute to our aspiration to deliver excellent high quality services to every person, every time.



NHS Ayrshire and Arran has a suite of excellent Workforce Policies, including a number of policies for supporting life work balance, that demonstrate its commitment to being a modern, exemplar employer; showcasing our core values, and promoting consistent employment policy and practice that supports the implementation of the Staff Governance Standard and effective recruitment and retention.

Our staff have told us the unique factors that help to define us as an employer of choice:

- our friendly and supportive environment;
- our commitment to staff engagement and effective team working;
- our track record in creativity and innovation and our ability to successfully implement change and redesign;
- our track record in supporting our staff's learning, development and career aspirations, from our initial comprehensive corporate induction programme to the availability of a wide range of internal training, development and leadership programmes;
- our commitment to supporting flexible working through a wide range of family friendly policies; and
- our commitment to support and improve our staff's health, safety, wellbeing and resilience.





*"I work in a good size hospital, that is not too big and I have really welcomed the opportunity to be involved in service developments."*

*"The people working here are fantastic, and the organisation is so supportive of staff's development. Working here fulfils you professionally and gives great life work balance."*

*"Living in Ayrshire provides a nice lifestyle. I drive to work through lovely countryside and I live close to the sea. There are great schools to choose from and if you want a big city fix, then you can get there in 30 mins. I wouldn't want to live and work anywhere else. "*

## Staff Health and Wellbeing

NHS Ayrshire and Arran is fully committed to supporting and improving the health, safety and wellbeing of its staff. The Board's Staff Health, Safety and Wellbeing Strategy outlines the approach being taken to this and the range of activities and improvements. Key to this is our Occupational Health Service and Staff Care Service who provide a range of support and interventions to our staff.

Given the importance that being active has to improving health and wellbeing, the Board has a very intentional, focussed and well publicised physical activity approach – Work on Wellness WOW, which has both general and season specific branding, and provides a visible framework for communicating and promoting staff wellbeing activities, including Step Count Challenges, Forest Fit Runs, Dog Walks, Cycling Challenges.



The Board has achieved and maintained the Healthy Working Lives Gold Award.



Our three main hospital sites – University Hospital Crosshouse, University Hospital Ayr and Ayrshire Central Hospital have Cycle Friendly Employer Status awarded by Cycling Scotland; which is a national recognition programme that provides an award scheme and funding to help employers make it easier for staff to cycle. The Board supports the Cycle to Work Employment Benefit Scheme, which provides support to staff to purchase a bicycle to allow them to cycle to work.



## Recognising Achievement and Celebrating Success

Recognising staff achievement and celebrating success is very important to NHS Ayrshire and Arran and Ayrshire Achieves provides a route throughout the year to recognise staff contributions and achievements and say thank you. Our annual Ayrshire Achieves Award Ceremony, funded by the Charity Fund, is a wonderful opportunity to applaud excellence, innovation and continuous improvement in the quality of care and services we provide and celebrate and thank those staff who demonstrate exceptional achievements during the year.

## Board Accreditation and Awards

The range of Board accreditation/recognition awards help to describe what is important to NHS Ayrshire and Arran and reinforce what staff can expect from their employer when they join NHS Ayrshire and Arran:

### Sustainability

NHS Ayrshire and Arran has been awarded a Silver Accreditation for our sustainability work – environmental, economic and social, and are the only Health Board in Scotland to have reached this standard. We want our staff to be active participants in this work to enable further improvements and work with us in making little changes that can make a big difference.

Some of our key successes have been:

- Energy – installing a combined heating and power plant to reduce utility costs and cutting CO2 emissions by 245 tonnes each year; installing a new renewable biomass plant, to reduce fossil fuel consumption and CO2 emissions by around 1,400 tonnes each year.
- Single Use Plastics – reducing single use plastic in a number of setting, e.g. stopping use of plastic cutlery in our staff dining rooms.
- Transport – procuring four new electric vehicles with Energy Saving Trust funding, and are working toward installing electric vehicle charging points, using Scottish Government funding; upgrading cycle paths at our sites to help those choosing to cycle to and from work.
- Greening Our Estate – developing a number of woodland walks and green spaces for staff, patients and visitors to use; developing a green gym and have an outdoor teaching & meeting centre. 30 hectares of underutilised woodland and meadowland have been used to create new pathways and green spaces; we have planted new trees and installed bat and bird boxes and bug hotels across our sites; and we have upgraded our cycle paths.



### Equality for All

NHS Ayrshire and Arran is committed to creating an open, inclusive working culture where all staff are at ease being themselves at work. We work to improve and embed this by raising awareness of the protected characteristics covered by the Equality Act; sharing the steps being taken by NHS Ayrshire and Arran to support staff; promoting equality in the workplace and making sure that everyone has access to the same opportunities and the same fair treatment.

### Disability Confident

NHS Ayrshire and Arran has achieved recognition as a Disability Confident Employer which confirms our employer commitment to be part of a movement of change, thinking differently about



disability and taking action to improve how we recruit, retain and develop disabled employees.

## LGBT

We are proud to have achieved the LGBT Charter Award and remain committed to the Stonewall Diversity Champions Programme. LGBT employees and service users will feel safe, supported and included.

In 2018, NHS Ayrshire and Arran received a Special Recognition Stonewall Diversity Champions Award



## Carer Positive

NHS Ayrshire and Arran has been recognised as a Carer Positive Engaged employer by Carers Scotland, in recognition of its commitment to supporting its working carers through workplace policies, working practices and the provision of access to support and information, Work is underway to progress to acquiring the next level of recognition with a long term goal of achieving Exemplary status.



## Investing In Volunteers

In achieving this standard NHS Ayrshire and Arran demonstrates to our volunteers – and potential volunteers – how much they are valued and gives them confidence in our ability to provide an outstanding volunteer experience.



## Global Citizenship

NHS Ayrshire and Arran is fully supportive of the NHSScotland Global Citizenship Programme and supports staff who want to make a personal and professional contribution to global health work in low and middle income countries. This valuable work not only helps to reduce common challenges such as disease epidemics, but provides mutual learning opportunities and brings proven benefits for our NHS staff and healthcare system.



## Reservists

NHS Ayrshire and Arran recognises the value that serving personnel, reservists, veterans and military families bring to our organisation and the Board's commitment to support the armed forces community was recognised in 2016 when the organisation received the Defence Employer Recognising Scheme Silver award.



## **Scottish Living Wage (Real Living Wage)**

NHS Ayrshire and Arran has initiated the process of becoming an accredited employer, with the minimum hourly rate requirement already being exceeded for directly employed staff and data from third party contractors being collated.

## **NHS Staff Benefits**

NHS Ayrshire & Arran works in partnership with NHS Staff Benefits to give staff access to a wide range of exclusive discounts and benefits. As a member of NHS staff, you can use [www.nhsstaffbenefits.co.uk](http://www.nhsstaffbenefits.co.uk) to save on holidays, home improvements, leisure, days out, wellbeing, weddings, motoring and online shopping.



### Living and Working in Ayrshire

Situated in South-west of Scotland on the Firth of Clyde, Ayrshire is a unique and exceptional place to live providing a wonderful quality of life with the best of all options – picturesque and interesting large (Ayr, Irvine and Kilmarnock) and small towns, beautiful villages and hamlets, expansive countryside, island life, rolling green hills, 80 miles of varied coastline with stunning beaches and sandy shores, history, heritage with city life within a short and easy journey when you need it, using excellent network of road, rail and bus transport links throughout Scotland.

Ayrshire offers everything - all the benefits of living in a semi-rural area, with its own UK and International Airport, Glasgow Prestwick Airport and with Glasgow city centre life only a 30 minute drive away - so why would you want to live anywhere else?

The housing market has many and varied options to choose from – old castles to modern new builds at more affordable prices than in other parts of the UK.

There is always something happening in Ayrshire whether you are interested in music, history and heritage, outdoor pursuits, events and festivals, or simply food and drink, there is something for everyone. There is a wide range of excellent recreational activities, including hill climbing, horse riding, sailing and golf - Ayrshire boasts more than 40 quality golf courses, including two Open Championship courses at Turnberry and Royal Troon.

There are too many Ayrshire attractions to list but here are some:

**Dumfries House**   **Robert Burns Birthplace Museum**  
**Scottish Dark Sky Observatory**   **GOAT FELL, ARRAN**  
**Brodict Castle Garden and Country Park**  
**Heads of Ayr Farm Park**   **West Kilbride Craft Town**  
**Dean Castle & Country Park**   **Arran Distillery**  
**Vikingar**   **Culzean Castle and Country Park**  
**Millport's Cathedral of the Isle**  
**Ayr Racecourse**   **Machrie Moor Stone Circles**  
**DUNDONALD CASTLE**   **Rozelle Park**  
**Royal Troon Golf Course**   **Ayr seafront & play park**  
**Scottish Maritime Museum**   **Troon Beach**

Local educational standards are very high at primary and secondary level. However, private education is also available in the area.

See the links below for more information on local authority services:

### **East Ayrshire Council**

[www.east-ayrshire.gov.uk](http://www.east-ayrshire.gov.uk)



### **North Ayrshire Council**

[www.north-ayrshire.gov.uk](http://www.north-ayrshire.gov.uk)



### **South Ayrshire Council**

[www.south-ayrshire.gov.uk](http://www.south-ayrshire.gov.uk)



For further information on things to do and places to explore in Ayrshire, use the following link:  
<https://www.visitscotland.com/destinations-maps/ayrshire-arran/>



## Further Information

For further information on any aspect of the recruitment process contact:

**NHS Ayrshire and Arran  
Central Employment Services – Recruitment**

**Tel: +44 (0)1563 825725**

**Email: [NHSAARecruitment@aapct.scot.nhs.uk](mailto:NHSAARecruitment@aapct.scot.nhs.uk)**