

08 July 2026

## Corporate Welcome Programme

Under the Freedom of Information Act 2000, I request the following recorded information relating to the Belfast Health and Social Care Trust's Corporate Welcome programme.

Please provide:

**1. Any policy, procedure, standard operating procedure, guidance or other documented process governing the administration of the Corporate Welcome programme, including the booking, waiting list management and invitation process.**

The Belfast Health and Social Care Trust's current Induction Policy is attached. This policy is currently being reviewed in line with the Trust's policy review process, with a scheduled review date of August 2026. The information provided therefore reflects the current policy position as it stands at the time of response; however, amendments may be introduced following completion of the review and implementation of any revised policy after August 2026.

There is also a guide for managers to the onboarding process available on the Trust's internal intranet system, known as The Loop. A copy of this page is also attached and describes the onboarding process followed within the Trust.

A copy of the invitation issued to new starters to attend the Corporate Welcome event is also attached.

**2. Any documented process used to identify staff who have not attended a Corporate Welcome within the expected timescale, including any monitoring, reporting, reconciliation, audit or other oversight process designed to identify staff who have been missed or overlooked.**

BHSCT has an internal administrative process, administered by the People and Organisational Development Team (POD) to monitor attendance at the Corporate Welcome event and identify staff who have not attended within the expected timescale. This process is not separately documented but can be summarised as follows;

- Staff who are required to attend Corporate Welcome are identified through the onboarding process.
- Attendance is recorded on arrival and reconciled against the invited list.
- Where an expected attendee does not attend, a follow-up notification is issued to their line manager to establish the reason for non-attendance and determine the appropriate next steps.
- Where it is confirmed that the individual has commenced in post, the non-attendance is recorded and monitored through an internal tracker to support

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follow-up and reporting. They are scheduled to attend the next available Corporate Welcome event and prioritised for attendance.

**3. Any documents identifying the roles or departments responsible for ensuring that all eligible staff are invited to attend a Corporate Welcome and for following up where staff have not attended.**

Please refer to the Trust's Induction policy attached for roles and responsibilities. In addition to those outlined in this policy the information below reflects the operational responsibilities undertaken by the POD Team as part of the Corporate Welcome process.

The POD Team is responsible for administering the Corporate Welcome process, including identifying eligible attendees from information submitted by hiring managers through the onboarding portal, issuing invitations, maintaining attendance records and monitoring attendance.

Where an individual who was scheduled to attend does not attend, the POD Team issues a follow-up email to the individual's line manager advising that the staff member did not attend and outlining the next steps. A follow-up email is also sent to the individual using the personal email address provided during onboarding, inviting them to advise of the reason for their non-attendance.

**4. The number of staff whom the Trust has identified, recorded or acknowledged as having been missed, overlooked or not invited to attend a Corporate Welcome after commencing employment, for the period 1 January 2021 to the 31 December 2025.**

The Corporate Welcome event was suspended during the COVID-19 pandemic in March 2020 and reintroduced in October 2024.

A recent audit of the period October 2024 to 31 December 2025 identified that all staff who were required to be invited to the corporate welcome were issued with their invitation as expected.

**5. Where recorded information is held, the actions or processes followed once it has been identified that a member of staff has been missed or overlooked for Corporate Welcome.**

If it were identified that a member of staff has been missed or overlooked for Corporate Welcome, they would be scheduled to attend the next available event and prioritised for attendance.