



**Golden Hello
Pilot Scheme T&Cs
14 June 2024**

Document Control Sheet

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1. Introduction

Under a temporary one-year pilot scheme for specific posts within Orkney Health and Care's Social Care and Community Care sections, this document sets out the terms and conditions associated with the use of Golden Hello payments by outlining the eligibility criteria, incentive details, and the obligations of both the Council and the eligible participating employees.

A "Golden Hello" is defined as a one-off financial incentive of £2,000 and is offered to applicants who are either new to care or are returning to care who successfully join one of the permanent positions identified within the scope section of this document. These eligible posts consist of roles which have been identified as critical to operations and service provision yet face significant recruitment difficulties. Payment of a golden hello can only be made once per person and is not given on a pro-rata basis.

You are invited to read through this document to understand how the "Golden Hello" Pilot scheme may benefit you as a prospective member of our team within Orkney Health and Care.

This document forms a temporary part of the agreed terms and conditions of employment for employees appointed to in scope qualifying post during a period in which agreement to operate Golden Hellos has been approved.

2. Scope

The Golden Hello pilot scheme and relevant supporting procedures and guidance will apply to the following posts within Orkney Island's Council's Social Care and Community Care Sections:

The Council's frontline posts which will qualify for a Golden Hello payment:

1. Care at Home Assistants
2. Care Organisers
3. Mobile Community Responders
4. Social Care Assistants (In Adult Residential Units and Supported Living Accommodation)

The Golden Hello pilot scheme will only apply to these qualifying posts provided they are permanent, or of a temporary duration lasting no less than 12 months contractually. Golden Hello payments will also not apply to posts which have weekly contracted hours of less than 14 hours. The scheme will not apply to relief/casual posts.

This pilot scheme will be effective from the week commencing Monday 17th June 2024, until Sunday 22nd June 2025 and eligibility to Golden Hello payments will only be granted to those who meet the requirements under the terms and conditions of this document within this period.

3. Eligibility

To be eligible for payment, your post must be one of the qualifying roles as specified in the previous section. You must also be classed as one of either of the following:

- An applicant who is new to care, defined as an individual who has not ever worked in the same, comparable or similar role to the qualifying roles identified in this section, within an adult care setting within the Council's OHAC service, or within voluntary or third sectors.
- A returning to care applicant, defined as an individual who has previously worked in a comparable or similar role to one of the qualifying roles as specified in the Scope section, within an adult care setting, but has not done so on either a permanent or temporary / fixed term contract, or on a relief/casual basis for at least three months prior to the launch of this pilot scheme. Limited discretion may be applied in very exceptional circumstances by the Chief Officer or Head of Health and Community Care, in agreement with the Head of HR and OD or their nominated deputy.

An applicant must provide their full employment history during the recruitment process to satisfy all requested pre-employment conditions to evidence that they meet the qualifying criteria for the Golden Hello payment.

4. Payment

The 'Golden Hello' payment may be made to a new to care applicant, or a returning to care applicant as defined in the eligibility section of this scheme.

Provided eligibility is met to receive a Golden Hello payment the payment approval process is as follows (Appendix 1).

- Once the employee has completed a minimum of 3 months in the qualifying post, the golden hello payment approval process can be initiated.
- The employee, will be required to complete and submit the Golden Hello Claim/Payment Authorisation form to their manager.
- The manager of the post can then complete and approve the golden hello payment, by completion and approval of Appendix 1.
- Once complete the manager should submit the form to Payroll and copy this to the employee's personnel file.
- Payroll will make payment of the £2,000, less necessary deduction of Tax and National Insurance in your next pay run. Payment given will not constitute a pensionable earning.
- The Golden Hello payment will not be consolidated into salary.
- If the authorised form is not received before the payroll deadline of the month in which it is submitted, payment will not be made until the following month upon satisfactory receipt of the form within the next required payroll deadline. Claims should normally be submitted no later than three months after they are eligible, payment beyond that date will not normally be made,

5. Repayment

A postholder must remain employed in a qualifying post for a period of at least one year from when they started employment in that post. If they leave the Council's employment or transfer to a non-qualifying post or Service prior to completing one year's service, they will be required to repay the 'Golden Hello'.

The employee will be liable to repay a pro-rata amount of the Golden hello payment if they leave their qualifying post before they have completed a year in their post.

The payment will not apply to those changing roles internally, or to those who leave the Council and seek to re-join the Council within this scheme's one year pilot trial period.

A 'Golden Hello' payment will only be paid once per eligible applicant.

Under normal circumstances, if you are subject to any of the following situations before the end of the one year period, then the requirement to repay the 'Golden Hello' will be waived:

- Compulsory Redundancy
- Redeployment to a non-qualifying carer role
- Death in Service
- Dismissal for health-related incapability
- Ill health retirement

Where the employee is dismissed for reasons of misconduct within one year of their appointment, the 'Golden Hello' payment will normally be reclaimed by the Council in full.

Where the Carer is dismissed for reasons of conduct or capability (non-health related) , a proportion of the 'Golden Hello' payment will normally be reclaimed in line with their repayment agreement, though a full repayment could be claimed if determined appropriate by the Chief Officer or Head of Health and Community Care, in agreement with the Head of HR and OD or their nominated deputy.

Failure of an eligible applicant of one of the qualifying posts to become registered with the SSSC as their role requires within three months of taking up their appointment of their qualifying post may invoke non-payment or repayment of the Golden Hello payment.

6. General Terms

The Council will take disciplinary action under its agreed procedures in all cases where the payment of allowances is abused in any way.

7. Appendices

Appendix 1



Golden Hello Payment

Payment Approval Process

- Once you have completed a minimum of 3 months in the post, the golden hello payment approval process can be initiated.
- You, the postholder, will be required to complete and submit the Golden Hello Claim/Payment Authorisation form to your manager.
- The manager of the post can then complete and approve the golden hello payment, by completion and approval of this form.
- Once complete and approved the manager should submit the form to Payroll and copy this to the employee's personnel file.
- Payroll will make payment of the £2,000, less necessary deduction of Tax and National Insurance in your next pay run.
- The Golden Hello payment will not be consolidated into salary.
- If the authorised form is not received before the payroll deadline of the month in which it is submitted, payment will not be made until the following month upon satisfactory receipt of the form within the next required payroll deadline.
- You will be liable to repay a pro-rata amount of the Golden hello payment where you leave your qualifying post before you have completed a year in that post.
- Payroll Deadline Dates for 2024/25 are included below.

Payroll Deadline Dates 2024/25

General Council Payroll (15th of month)	
Pay Month	Deadline 1pm on
April	29 March
May	30 April
June	31 May
July	1 July
August	31 July
September	30 August
October	1 October
November	1 November
December	29 November
January	3 January
February	31 January
March	3 March

Payment authorisation is over the page.

Golden Hello Claim/Payment Authorisation

1. Employee to have Golden Hello Payment Made			
Employee Name			
Home Address			
Employee No		Start Date	
Work Location			
Post Title			
Post Number		Recruitment ORK Ref	

Employee Declaration

I have read and understood the terms and conditions relating to the 'Golden Hello' payment and wish to claim payment. I also accept that this agreement forms part of my contract of employment.

I agree that in consideration of my receiving the 'Golden Hello' payment, I will continue to occupy a qualifying post at Orkney Islands Council for a period of one year. Should this not be the case, I undertake to repay the 'Golden Hello' payment in accordance with the *Terms & Conditions*.

For the purposes of the 'Golden Hello' payment only, no previous employment may be taken into account when calculating the one year period.

Employee Signature: _____ Date: _____

Please now forward to your manager for approval.

Manager Declaration

Recruitment to this post qualified for a golden hello payment	
The employee has been in this post for at least 3 months.	
The employee named has not resigned and is not to my knowledge likely to be leaving employment in this post within the next year.	
I authorise payment of the £2,000 golden hello payment	
Budget Cost Centre for Payment	

Manager Signature _____

(must be signed)

Forward this completed form to Payroll and copy it to Employee Personnel File