Welcome from the conference chair

Welcome to Reward in the NHS. We are delighted you can join us for what promises to be a valuable day of networking, sharing good practice and meeting like-minded colleagues outside of your normal working day.

Today’s programme has been designed to meet your needs as we look to the future of reward. The event will focus on the strategic context for reward: how reward can be used to aid recruitment and retention, how reward can be delivered within financial constraints, and how reward can make you the employer of choice.

NHS organisations provide some of the most comprehensive and attractive employment packages available in the UK. With the continued workforce supply challenges currently facing the NHS, it is more important than ever to ensure that employees understand and value their overall reward offer. We believe that this event will be a useful part of the jigsaw in helping to address these challenges, as it provides colleagues with a great opportunity to meet and learn from one another.

We hope you have an interesting and useful day hearing from our range of expert speakers and panel members. This is a great opportunity to network with colleagues from across the NHS, connecting and sharing ideas and exploring the range of products and services offered by the exhibitors. We will also be available throughout the day to discuss further ways that we could support you.

We will be tweeting throughout the day from @NHSE_Reward using the hashtag #RewardintheNHS. Please join in the conversation. I hope you will also bring your questions for our panel on the future of reward or submit them in advance via Slido.

I look forward to meeting you all throughout the day.

Paul Wallace
Director of Employment Relations and Reward
NHS Employers
Useful information

Wi-Fi
Network: etcvenues
Password: wifi3059

Twitter
We will be tweeting throughout the day from @NHSE_Reward using #RewardintheNHS.
Join in the conversation.

sli.do
Today, we want to hear from you. To capture your views throughout the day, we’ll be using Slido – an online survey tool. Slido allows you to respond to polls and ask questions, either publicly or anonymously, at the touch of a button.

Join in at https://www.sli.do/ on your laptop, phone or tablet.

Enter the event code #RewardintheNHS

FINANCIAL WELLBEING
FOR YOUR EMPLOYEES

We can help improve staff retention and productivity by helping NHS employees:

BORROW RESPONSIBLY
SAVE SIMPLY
ADVANCE EARNED PAY
LEARN POSITIVE FINANCIAL HABITS

For more information visit us at Stand 3.

www.salaryfinance.com
## Programme

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<tr>
<th>Time</th>
<th>Session</th>
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<tbody>
<tr>
<td>09:00</td>
<td>Networking</td>
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<tr>
<td>10:00</td>
<td>Welcome from the conference chair&lt;br&gt;Paul Wallace, Director of Employment Relations and Reward, NHS Employers</td>
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<tr>
<td>10:10</td>
<td>The magic of Morecambe Bay&lt;br&gt;Liesje Turner, Assistant Director of HR, University Hospitals of Morecambe Bay NHS Foundation Trust&lt;br&gt;Morecambe Bay Hospitals Trust recently won Personnel Today’s employee engagement award for its improvement in staff morale. Liesje shares some of the secrets of the trust’s success and sets the scene for the day by exploring the impact reward can have.</td>
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<tr>
<td>10:25</td>
<td>Being the employer of choice&lt;br&gt;Sheena Cumiskey, Chief Executive, Cheshire and Wirral Partnership NHS Foundation Trust&lt;br&gt;Innovation has driven the development of reward in the NHS, inspired by changing operational circumstances and the needs and emphasis of staff. In this session we look forward to the new challenges of designing appropriate and motivational reward in the context of local integrated, community-owned, health care systems.</td>
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<tr>
<td>10:50</td>
<td>Promoting the value of the NHS Pension Scheme&lt;br&gt;Hilary Salt and Dale Walmsley, First Actuarial&lt;br&gt;Hilary and Dale discuss the business case for promoting the NHS Pension Scheme as a central part of your reward offer for staff at all stages of life. We reflect on the latest scheme development and how the scheme can be used to aid retention.</td>
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<tr>
<td>11:15</td>
<td>Refreshments, networking and exhibition</td>
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<tr>
<td>11:35</td>
<td>Breaking the taboo around financial health&lt;br&gt;Alison Balson, Director of Workforce, Wrightington, Wigan and Leigh NHS Foundation Trust, and Dhiren Master, CMO and Insights Director, Salary Finance&lt;br&gt;Hear how and why Wrightington, Wigan and Leigh implemented a financial wellbeing initiative to boost staff engagement and mental health, while also helping to break the taboo of talking openly about financial health in the workplace.</td>
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<tr>
<td>11:55</td>
<td>Using technology to communicate reward&lt;br&gt;Raffaela Goodby, Director of People and Organisational Development, Sandwell and West Birmingham Hospitals NHS Trust&lt;br&gt;Is your communication strategy future-proofed? Consider how to target reward communications to a multi-generational workforce after hearing how Sandwell and West Birmingham used technology to engage with staff.</td>
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## Afternoon

<table>
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<tr>
<th>Time</th>
<th>Session</th>
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| 12:20 | **Lunch, networking and exhibition**  
Seasonal mezze lunch provided.                                                                                           |
| 13:20 | **Workshop: using reward strategically**  
Time to reflect on the reward issues you are currently facing and discuss potential solutions with colleagues.                     |
| 14:20 | **Reward outside the NHS**  
Ian Hodson, Head of Reward, and Rosie Damarell, Reward Officer, University of Lincoln
This session will discuss a case study from the education sector and how the reward package has been diversified to meet the challenges of attracting, retaining and motivating the required skill set to the sector. |
| 15:00 | **Refreshments, networking and exhibition viewing**                                                                                      |
| 15:20 | **Panel session: the future of reward**  
Discussion and Q&A session led by conference chair, Paul Wallace
The expert panel will include:
- Duncan Brown PhD, Head of HR Consultancy, Institute for Employment Studies
- Claire Sullivan, Director of Employment Relations, Chartered Society of Physiotherapy
- Sheena Cumiskey, Chief Executive, Cheshire and Wirral Partnership NHS Foundation Trust
- Raffaela Goodby, Director of People and Organisational Development, Sandwell and West Birmingham Hospitals NHS Trust |
| 16:00 | **Delivering reward within financial constraints**  
Tanya Whitehead, HR Business Partner, Great Ormond Street Hospital Charity
Hear how GOSH Charity addressed the challenge of motivating and retaining staff on a limited budget. Tanya shares the details of its reward strategy and how it improved engagement results by building a culture of recognition and encouragement, showcasing how a small budget can go a very long way. |
| 16:25 | **Conference finale**  
Paul Wallace, Director of Employment Relations and Reward, NHS Employers                                                                 |
| 16:30 | **Close**                                                                                                                                  |
Speakers

ALISON BALSON
Director of Workforce, Wrightington, Wigan and Leigh NHS Foundation Trust (WWL)
@AlisonBalson

Alison is passionate about improving the working lives of staff who work in the NHS. WWL has had some of the highest staff engagement and NHS Staff Survey scores in the country for many years and is recognised to be at the forefront of people management practices in the NHS. Staff wellbeing is very close to Alison’s heart, including financial wellbeing, which she recognises to be a significant factor for the mental health of our most valuable resource: our people.

CLAIRE SULLIVAN
Director of Employment Relations and Union Services, Chartered Society of Physiotherapy (CSP)
@CSullivanCSP

Claire trained as a physiotherapist at Addenbrooke’s Hospital in Cambridge and worked in the NHS in London for 10 years before joining the CSP as a member of staff in 1995. Claire took up the role of director of the trade union side of the CSP in 2014. Claire sits on the NHS Social Partnership Forum and its strategic group and is a member of the Trades Union Congress (TUC) General Council.

DHIREN MASTER
Insights Director and Chief Marketing Officer, Salary Finance
@salaryfin

Dhiren has held a number of CEO and marketing director positions in different industries globally. He is an award-winning marketing director, has a patent pending on a new type of charcoal oven, and has written a book to help people ‘to think about what they think’. He started life as telecoms research engineer and has an engineering degree from Cambridge and an MBA from INSEAD.
Supported by

Speakers

**DUNCAN BROWN**
Head of HR Consultancy, Institute for Employment Studies (IES)

Duncan Brown leads the HR and rewards consultancy work at IES. He has more than 25 years’ experience in HR consulting and research. He also spent five years as assistant director general at the Chartered Institute of Personnel and Development (CIPD). Duncan is a prolific writer and speaker, with regular articles and blogs in the HR press. Human Resources magazine placed him in its listing of the top five most influential thinkers in UK HR in the past three years.

**HILARY SALT DALE WALMSLEY**
Founder, First Actuarial

Dale and Hilary have deep knowledge of the NHS Pension Scheme through their work advising the NHSPS Scheme Advisory Board. In addition, Dale’s recent work running guidance sessions for NHSPS members has given him first-hand experience of the way in which members and their employers have been affected by annual and lifetime allowance issues.

**IAN HODSON**
Head of Reward, University of Lincoln

Ian oversees all aspects of reward including payroll, pensions, employee benefits, HR systems and executive remuneration at the University of Lincoln. Having started his career in finance, Ian has worked in both the public and private sector. A firm believer and champion in the importance of reward strategy as a driver for change and in supporting organisational success, Ian has previously overseen teams that have been acknowledged for their achievements including winning the 2018 Best Voluntary Benefits.
Speakers

**LIESJE TURNER**  
Assistant Director of HR,  
University of Morecambe Bay NHS Foundation Trust  
@Harelawblag

Liesje Turner is an HR professional with 21 years of experience in the public and private sector, spanning national and international industries including engineering, oil and gas and health, police and local authority. She joined University Hospitals of Morecambe Bay NHS Foundation Trust in May 2017 as Assistant Director of Workforce to enhance professional and leadership development. Initially on a two-year secondment Liesje made the decision to join the organization on a permanent basis due to her fit with the Trust’s positive ambitious culture and values based ethos. Creative thinking and a positive culture which empowers staff to be the best they can be is what makes UHMBT such a rewarding place to work. Liesje is proud to share the UHMBT story.

**RAFFAELA GOODBY**  
Director of People and OD,  
Sandwell and West Birmingham Hospitals NHS Trust (SWBH)  
@BrummieHR

Raffaela is a relative newcomer to the NHS, joining SWBH just over four years ago from a background of local government OD and HR. She passionately believes that the role of her team is to create a working environment where everyone can flourish, and to amplify the humanity in each and every one of the trust’s 6,800 employees. Raffaela was a finalist for Healthcare People Management Association’s 2018 HRD of the Year and has been an Employee Benefits Professional of the Year nominee.

**SHEENA CUMISKEY**  
Chief Executive, Cheshire and Wirral Partnership NHS Foundation Trust (CWP)  
@CWPChiefExec

Sheena has been chief executive at CWP since 2010. She has 35 years’ experience in the NHS, 23 of which have been at chief executive level. In 2015, she was recognised as the Health Service Journal’s Chief Executive of the Year. Sheena has recently worked alongside Claire Murdoch (NHS England’s national mental health director) and Paul Farmer (chief executive of Mind) on the mental health submission to the NHS Long Term Plan.
TANYA WHITEHEAD
HR Business Partner,
Great Ormond Street Hospital Charity

@TanyaTarns

Tanya joined the charity sector in 2016 following experience in the creative/media sector. While at advertising agency Saatchi and Saatchi she was involved in projects ranging from learning and development activities to commercial-led organisational design. She has previously spoken at the CIPD HR Business Partner Conference in March 2018 and Employee Benefits Live in October 2018. Tanya has a real passion for finding creative and effective ways to recruit, reward, and engage talent within a cost-conscious environment.
NHS Pensions

The NHS Pension Scheme is a useful tool for retaining staff and provides your workforce with security in retirement.

The NHS Scheme offers your members of staff:

- A secure and guaranteed pension
- Flexible retirement options
- The option to increase their benefits voluntarily
- Life assurance and family benefits
- Provisions for early retirement due to ill health
- Tax free contributions, which lowers the cost of membership
- Employer contributions

For more information about the NHS Pension Scheme and to find out more about the benefits available, please go to www.nhsbsa.nhs.uk/nhs-pensions

Exhibition and supporter guide A-Z

CPC DRIVE IN PARTNERSHIP WITH TUSKER

Hello. We’re CPC Drive and in partnership with Tusker, The Car Benefit People, we’re on a mission to make employees happier through cars. We do this by offering our ground-breaking Car Benefit Scheme. It means employees get a brand-new car, save money and don’t have to worry about the hassles and extra expenses of running a car (from servicing to insurance). As a result, you get happier employees and it doesn’t cost you a penny to set up and run. The scheme is also completely carbon-neutral, so it supports your green agenda too!
Exhibition and supporter guide A-Z

CSSC SPORT AND LEISURE

At CSSC Sports & Leisure, we want to help you and your employees have fun, get active and try out new activities. We provide a huge range of sports and discounted leisure activities to our 150,000 members, plus taster days, savings on shopping and eating out plus free entry into participating historic sites. We are a not-for-profit membership organisation established in 1921 and our main aim is to promote individual health and wellbeing to the entire public sector... at no cost to employers!

Benefits to the employer:

• easy to administer, develop and deliver to your employees
• support your employees to stay active and strike a good work/life balance
• support retention and recruitment of staff with this enhanced reward package
• provide opportunities for networking and teambuilding amongst colleagues
• improved workplace morale and performance.

Membership is only £4.25 a month and is paid by employees directly to CSSC.

INCOME FOR THE THIRD AGE

Income for the Third Age Ltd

Pensions tax giving you a headache? Are your staff (and you) worried about the pension tax allowance? Maybe they are thinking of leaving the scheme, or the NHS, or reducing the hours they work. Is that the right decision?

We can help your staff understand how the tax rules operate for the Annual and Lifetime Allowances, how pension growth is calculated and what actions may be taken.

We have direct experience of delivering guidance seminars and individual sessions to NHS executives, doctors, nurses and other professionals. Having worked with NHS Pensions since 2003 in a variety of roles we understand the schemes and pay structures of the NHS; and we have 12 years of experience of helping explain the tax rules. That’s a rare combination.

We are at Stand 11 in the exhibition hall so come and see us. Or call or email Mark on 07428 542143 or mark.belchamber@i3aguidance.co.uk.
Let’s Connect specialise in providing technology employee benefit schemes – offering employees the latest technology from leading manufacturers such as Apple, Amazon, HP, LG, Microsoft, Samsung, Sonos and Sony, saving on National Insurance and spreading the cost through convenient salary sacrifice, or alternatively, a net pay arrangement.

Employees can choose from a wide range of technology including the latest iPad, tablets, computers, smart TVs, smartphones, games consoles, digital audio, fitness wearables, smart home devices and much more – all ordered through a convenient online portal and delivered direct to their homes.

Our scheme is widely adopted across both public and private sectors UK-wide and our service is fully-managed at zero cost to the employer. This includes branded marketing collateral, a secure ordering platform that’s SSO-enabled, reporting and management information and a UK-based helpdesk to support employees for the duration of the scheme.

Love2shop Business Services provide rewards, incentives, prizes and travel for thousands of companies, including the NHS. NHS departments rely on us for gifts that celebrate their employees’ performance and long service, and our multi-choice rewards offer enough choice to delight absolutely anyone.

Our products have also been used for health-boosting schemes. Our vouchers are offered during the flu season to incentive NHS staff to get their flu jabs. NHS trusts and universities use our rewards to incentivise pregnant smokers to quit. Also, our pre-paid gift cards have been used as a cash-free way to supply disadvantaged young women with access to sanitary products.

We’re home to market-leading products like the Love2shop Gift Card, Love2shop Gift Voucher, and a selection of digital platforms that boost employee performance, engagement and loyalty. We meet and exceed even the most demanding clients’ needs with exciting rewards, platforms, specialist dispatch department and exceptional account management.
Neyber are the leading financial wellbeing provider to the NHS. Our mission is to give hard-working people access to practical online tools, education and fairer finance, when they want to borrow and save money.

We partner with employers to support their workforce’s financial wellbeing with access to financial education, debt consolidation, affordable, salary-deducted borrowing and savings – at no cost or risk to the employer. Staff also access online content in the form of videos, podcasts and blogs to help improve their financial resilience.

Research led, Neyber believe financial wellbeing is a vital component of any wellbeing strategy to drive staff engagement, increase productivity and reduce stress.

NHS Fleet Solutions (part of Northumbria Healthcare NHS FT) is a leading supplier of salary sacrifice schemes, exclusively for the public sector.

My New Car is a comprehensive and highly-competitive car leasing scheme, available via salary sacrifice and net deduction. Home Electronics, in conjunction with Currys PC World, provides access to thousands of technology and white good products, without your staff relying on expensive pay-day loans or overdrafts.

Staff schemes like this provide a host of benefits to the workforce by supporting recruitment and retention, whilst generating significant income for you as an employer. The schemes are cleared with HMRC in conjunction with EY; and are administered through secure online portals. There are many further benefits and a comprehensive suite of marketing materials to help you promote the schemes.

Please come and meet our account management team, Jason and Jilly, at Reward in the NHS for further information.
NHS PENSIONS

Business Services Authority

NHS Pensions

NHS Business Services Authority is responsible for administering the NHS Pension Scheme in England and Wales. We look after the NHS Pensions Scheme for over 9,000 employers and over 3 million members.

The NHS Scheme offers members:
1. A secure and guaranteed pension.
2. Flexible retirement options.
3. The option to increase their benefits voluntarily.
4. Life assurance and family benefits.
5. Provisions for early retirement due to ill health.
6. Tax free contributions, which lowers the cost of membership.
7. Employer contributions.

For more information about the NHS Pension Scheme and to find out more about the benefits available, please go to www.nhsbsa.nhs.uk/nhs-pensions

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SALARY FINANCE

At Salary Finance, we understand the impact finances have on our health, our happiness, our home life, and our work life. By partnering with employers, we offer an employee benefit, which allows hardworking individuals to improve their lives by improving their finances. More specifically, our financial wellbeing solutions help employees save regularly, advance their earned pay, borrow responsibly, and learn positive financial habits.

We are a company underpinned by a social mission: through technology and innovation, and with the support of employers, we strive to make the lives of millions of people less stressful, more productive and much happier.

To learn more about our financial wellbeing solutions as well as watch testimonials from the employees whose lives we’ve changed themselves, please visit: www.SalaryFinance.com
Exhibition and supporter guide A-Z

SIMPLY HEALTH

At Simplyhealth, we believe no-one should go without the healthcare support they need, and this includes your NHS staff. Whether they’re on their feet all day or sitting at desks, keeping them engaged depends heavily on their health and wellbeing.

Our health plans already support more than 25,000 NHS staff, with rewarding benefits which help you recruit as well as retain your staff. These include 24/7 GP and counselling telephone helplines which are even open on bank holidays, and money back on treatments from dentists, opticians, having your feet looked after and more. There’s the option to add a partner, and children can be covered under the Simply Cash Plan for free.

With easier access to healthcare as soon as they need it, your staff have the best chance of staying fit for work while feeling valued and rewarded. Looking after your team’s health starts with a Simplyhealth plan!

Tel number: 01264 343552
Website: www.simplyhealth.co.uk
Contact Name: Sarah Pragnell
Email: Sarah.Pragnell@simplyhealth.co.uk
@SimplyhealthUK

VIVUP

Vivup is a UK leading employee benefits provider specialising in health and wellbeing, with the added value of an in-house market leading Employee Assistance Provision (EAP). We take a new approach to employee benefits by helping clients create a culture of physical, financial and mental health wellbeing in the workplace. Achieving this will help to increase productivity levels, reduce absenteeism, attract and retain talent and create a more positive atmosphere at work.

With us, employers can provide support through schemes and initiatives that give their employees the means and encouragement to take care of themselves.

In partnership with our brand-new and exclusive rewards partner epoints, we can provide your employees with access to a huge range of discounts across the UK’s major retailers as part of the core Vivup platform. Look out for Vivup and epoints on the day and speak to us to find out more!

Tel number: 01252 784541
Website: www.vivup.co.uk
Contact Name: Simon Moyle
Email: sales@vivup.co.uk
@wearevivup
Pension resources to support you with…

- Promoting the value of the NHS Pension scheme
- Flexible retirement
- Local administration
- Annual and lifetime allowance

Visit our website to view and download resources to support the delivery of the NHS Pension Scheme locally.

www.nhsemployers.org/pensionresources

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REWARD RESOURCES TO SUPPORT YOU

Try our range of case studies, guides and toolkits to help you plan, communicate and evaluate your reward offer.

www.nhsemployers.org/rewardresources