

On Call (Enhancements to Pay of Non-Medical Staff) Policy

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1. Introduction

1.1 Arrangements for On Call

Staff who are required by the organisation to be on call as part of their role will receive appropriate remuneration for this responsibility. The payment for this is agreed locally in line with the 12 principles for locally agreed on call arrangements set out in the Agenda for Change handbook.

2. Purpose or aim

The purpose of this policy is to describe the process for the calculation of on-call payments to staff within the NHS pay system. It will describe how these payments are calculated and the process of how changes can be made to the payments of staff, how payments to new staff are calculated and the arrangements to ensure all staff including part-time or bank staff are fairly and equitably treated.

The aim of this policy is to ensure fair and consistent treatment for all staff and enable managers to the application of on-call payments in the NHS pay structure.

3. Scope

This policy applies to all staff directly employed by AWP except Executive Directors and staff within the remit of the Doctors' and Dentists' Review Body.

4. Definitions

4.1 On call

On call is the requirement to provide service cover by being contactable outside standard hours. This may result in the requirement to come into a work place

5. Policy description

The level of pay enhancement will be based on the proportion of on-call periods in the rota when the employee is required to be on call. The on call period in each week should be divided into nine "Specified" sessions of at least 12 hours. For example, where a person usually works office hours this might mean an overnight specified session which begins at 5.00pm and ends at 8.00 or 9.00am. The weekend is divided into four 12 hour sessions starting on a Saturday morning. The enhancement for an individual staff member will be based on the proportion of these periods in which they are required to be on-call. Within a rota the group may agree to covering more than one session sequentially, such as 2 or more sessions during a weekend. In such cases these sessions will count as separate sessions for the purposes of calculating the frequency of on call.

5.1 Payment rates

- An enhancement of 9.5% will be paid to staff who are required to be on-call an average of 1 in 3 of the defined periods or more frequently
- An enhancement of 4.5% will be paid to staff who are required to be on call an average of between 1 in 6 and less than 1 in 3 of the defined periods.
- An enhancement of 3% will be paid to staff who are required to be on call an average of between 1 in 9 and 1 in 6 of the defined periods.
- An enhancement of 2% will be paid to staff who are required to be on call an average of 1 in 12 and 1 in 9 of the defined periods

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5.2 No standard pattern

If there is no standard pattern or full rota period, the average availability may be calculated over a 13 week period.

5.3 Infrequent or variable on call requirements:

Staff required to be on call on an irregular and infrequent basis (which should be less than 1 in 12 of the duties for the rota period) may receive a payment based on the actual or estimated frequency they are required to be on call, i.e. each time a person is on the rota for a specified session they will receive a payment equivalent to one hour's pay. Where staff are required to be on call on a regular but infrequent basis (i.e. they participate in a defined rota, but undertake less than 1 in 12 of the duties for the rota period), the enhancement for on-call will be 1%.

5.4 On call payments for part time staff or other staff working non-standard hours:

For part time staff and other staff working other than 37.5 hours a week, including protected hours under the new pay structure but excluding meal breaks, the percentage added to basic pay on account of on-call availability will be adjusted to ensure that they are paid a fair percentage of salary for on call working. This is done by adjusting the payment in proportion to their part-time salary so that they receive a pro rata payment. This means that the same payment for the same degree of availability on-call is paid to all staff regardless of their contracted hours. For worked examples please see Appendix B.

5.5 Work during on call periods

Staff who are required to make or receive telephone contact during an on-call period as a direct result of being on-call will receive payment if they are called into work.

All staff who are called into work during an on-call period, whether full time or part time are paid including any travel time, regardless of the number of contracted hours. Alternatively staff may choose to take time off in lieu. However if for operational reasons, time off in lieu cannot be taken within three months the hours worked must be paid for.

For people in Bands 1 – 7, payment will be made at time and a half and work on general public holidays will be at double time. For people in Band 8 payment will be made at plain time. Time off in lieu will be at plain time.

The amount of work and travel time can be decided in advance (e.g. for the next three months), based on the average work carried out during the prior reference period (e.g. of three months). The actual work carried out during a given period should be monitored and, if the amount assumed in the calculation of payment is significantly different, the level of payment is adjusted for the next period. There should be no retrospective adjustment to the amount paid in the previous period.

Working time should be recorded on the monthly timesheets (F6) so that payment can be made.

5.6 Process for reviewing on call payments

A review of on-call allowances may be triggered if there is a significant change in on call patterns due to changes in team structure or work process. Variations due to ill health training or other such individual factor should not have an impact on payments.

The percentage uplift may be reviewed according to a re-evaluation of the frequency of on call against the rota periods over a 13 week period. Line managers will keep on-call arrangements under review, monitoring them on an on-going basis so as to ensure that all team members are being correctly rewarded for their involvement in the on-call rota.

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If during this review the line manager finds an anomaly they should either trigger a review or after agreement with the post holder revert back to the previous pattern.

Managers should be mindful of the overall impact on the cost of the on call service and seek advice from their line manager or finance department. The finance department will offer support in costing and calculating the enhancements and the impact of changes where necessary.

Changes to the on-call allowance resulting from a review, whether these have the effect of increasing or decreasing the payment, will take effect from the beginning of the following month.

Outside of this monthly monitoring process a review can be triggered by either a member of staff or their manager, who should notify the other party in writing setting out the reasons for the request.

The percentage applicable for payment is calculated on the basis of the proportion of time on call during working weeks only and is not affected by sickness.

In the event of maternity or long term sick leave (4 weeks or more), the 13 week reference period immediately prior to the leave will be taken as the reference period for calculating payment as long as it reflects an individual's usual working pattern. When it does not, then a longer reference period may be agreed.

6. Roles and responsibilities

6.1 Managers

Managers will:

- Establish on-call rotas in line with this policy
- Review these rotas and the percentage enhancements paid to staff monthly or as organisational requirements change and complete the Trust documentation to process changes

6.2 Payroll team

Payroll will make payments in line with this policy on receipt of the documentation.

7. Training

There is no specific training provision, but advice on on-call is available on [Ourspace](#) and from the ER team.

8. Monitoring or audit

On call rotas and payments will be reviewed by managers to ensure compliance with this policy and ensure that we are using our resources wisely

Representatives from trades unions formally recognised by the Trust and management representatives have drawn up this policy. Management as part of the review will provide meaningful statistics.

This policy will be reviewed after 3 years or earlier at the request of either party.

9. References

<http://www.nhsemployers.org/your-workforce/pay-and-reward/pay/agenda-for-change-pay>

This policy has been drawn up with reference to current UK and European employment legislation and relevant national terms and conditions

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10. Appendices

10.1 Appendix A – On Call Enhancements.

Frequency of On-Call	Value of Enhancement as a percentage of Basic Pay
1 in 3 or more frequent	9.5%
1 in 6 or less but more than 1 in 3	4.5%
1 in 9 or less but more than 1 in 6	3.0%
1 in 12 or less but more than 1 in 9	2.0%
Less frequent than 1 in 12	1.0% where on-call is part of a regular roster OR Payment equivalent to one hour's pay for each specified session on-call. 9 sessions available in a week, where on-call is undertaken as an 'ad hoc' arrangement.

10.2 Appendix B – Examples of Payments to Part Time Staff or Those Working Non-Standard Hours

Example 1

A person works half time, 18.75 hours per week, and covers one in six of the periods of on-call in the rota. Relative to the hours that they work this is as if they were covering on a rota of one in three. They should therefore receive an on-call allowance of 9.5%.

Example 2

Someone works three days a week of 7.5 hours (total 22.5 hours). They are on-call once in twelve on-call periods. If they worked full time they would receive an allowance of 2% for being on a one in twelve rota. However, because they work three days out of five and three fifths of the full time hours the relative rate of on-call is higher. For this person it is as if they worked a one in seven rota and they should therefore receive a 3% on-call allowance. This is based on the following calculation:

1 in 12 multiplied by three fifths or $12 \times 3 / 5 = 7.2$ or 1 in 7

Example 3

A person works 20 hours a week over four days and takes part in a one in nine on-call rota. Proportionate to the hours that they work this is a greater commitment than their colleagues who work full time. In this case it is as they had a one in five on-call commitment, thereby attracting an enhancement of 4.5%, based on the following calculation:

1 in 9 multiplied by hours worked divided by full time hours, or $9 \times 20 / 37.5 = 4.8$ or 1 in 5

Example 4

As part of a management on-call rota someone is on call every 20 days between 5.00pm and 8.30am the following morning. Their post is on Band 7 and they are at the top of the pay band. They receive payment at the rate of one hours pay each time they are on call for a specified session. At 2015/16 rates this is calculated as follows:

Full time salary divided by full time hours divided by the number of weeks in a year, or
 $£40,964.00 / 37.5 / 52.143 = £20.95$

Example 5

A person takes part in a rota of 1 in 5 frequency. They are entitled to a percentage enhancement of 4.5% of basic pay for this. If they were on the top of Band 6 at 2015/16 rates this enhancement would be calculated as follows:

$£34,876.00 \times 0.045 = £1569.42$ per year or $£130.79$ gross per month

Version History				
Version	Date	Revision description	Editor	Status
1.0	01 Aug 2005	Version approved by the Board on 2005-08-01	LN	Ratified
2.0	06 July 2010	Q&HGC approved policy for 3 years	CS	Approved
2.1	01 Mar 2011	Amendments to policy approved by Quality and Healthcare Governance on 01.03.11 with no change in review date (05.07.2013).	TW	Approved
2.2	12 July 2013	ESEC approved request to extend review date until 30 November 2013.	TW	Approved
2.3	1 June 2014	Administrative updates made to reflect Trust structures whilst review is ongoing	SJ	Approved
2.4	April 2015	New policy template, removal of statement regarding national review as no longer relevant	TN	Approved
3.0	1 September 2015	Approved by Quality and Standards Committee	TN	Approved
3.1	17 December 2015	Correction to review date in footer. Amended from 01/09/2015 to 01/09/2018 to reflect 3 year review cycle.	HD	Approved
3.2	19 June 2018	GNG agreed to extend the policy by 6 months to allow for a trust project/review to be completed	SS	Approved
3.3	22 July 2019	Extended until March 2020	HRD - JF	Approved