

Information note

On-call: national data collection

1. This note provides information about the partnership approach to data collection adopted by the on-call sub-group. It is important that locally, available data about on-call is shared with trades unions and others involved in local negotiations, from the outset.
2. Working in partnership and In line with the terms of reference members made plans to collect sufficient data to enable them to produce an estimate of the national cost of on-call. Members decided that to obtain a representative sample of data, capturing variations in on-call commitments, it would be necessary to collect data over a period of at least three months at the level of individual employees. In line with the sub-group's terms of reference the group needed to collect information on all of the on-call arrangements applying to Agenda for Change staff, including out of hours arrangements for pathology staff and on-call arrangements agreed locally. This produced an extended list which may exceed the needs of many local partnerships.
3. The data items the sub-group considered essential are in Annex 1. This long list reflects the sub-group's need, in line with its terms of reference, to capture information on every type of scheme being used in the NHS. It would not be necessary for local lists to include items which were not relevant to on-call schemes in the organisation.
4. Testing of this first data set revealed that many of the pay data items were not recorded separately on the Electronic Staff Record (ESR). Local systems of recording information about the hours staff commit to on-call rotas varied. It would not be easy to obtain this information from local records.
5. The group concluded that the plan for data collection could be modified so long as two tranches of information, on a person by person basis, were collected:
 - the time spent on any aspect of on-call activity, including time spent "standing by" at home or at the place of work; and
 - the monthly payment for the whole of the on-call activity.
6. This information would enable the sub-group to estimate:
 - the national cost of on-call in England; and
 - whether payments proposed for a new system delivered more or less pay/reward than current arrangements.
7. It would not matter if proposed new payments had different elements or the same elements or if retained elements had different values so long as the values of the old and new payments could be compared.

8. As existing on-call records did not hold information in sufficient detail the sub-group decided to design a data collection exercise which would require staff to complete a record of their daily on-call activity – a daily on-call diary. This information would be linked to the corresponding information held on payroll. On-call payments were made in arrears. This meant that the pay information would lag one month behind the diary information.
9. The information which the daily diaries were designed to collect is in Annex 2.
10. Local partnerships are reminded that principle number one in the national agreement says that all employing organisations will need to undertake an Equality Impact Assessment (EqIA) of their proposals. This means that sufficient information on gender and other relevant subjects will need to be collected and discussed.
11. Examples of the data collection tools, in Excel format, designed by the sub-group in partnership are available from Max Liversuch email:
max.liversuch@nhsemployers.org
Tel: 0113 306 3082
NHS Employers, Pay and Contracts Team, 2 Brewery Wharf, Kendell Street,
Leeds. LS10 1JR

Secretariat

January 2011

Annex 1

On-call

Essential data items; all data to be entered at the level of individual staff records

Data Item	Note
Identifiers	
1. NHS Identifier	
2. Gender	
3. Ethnic origin	
4. Organisation	
5. Detailed 3 digit occupation code	E.g. G1A
Hours of work and basic pay	
6. Full time equivalent number of hours	The total full-time or whole-time equivalent figure for the employee, calculated by dividing contracted hours by conditioned hours.
7. Contracted hours	The number of hours per week that an individual is contracted to work - includes part-time staff
8. Conditioned hours	The number of hours per week that a full-time equivalent person would be contracted to work. For most AforC staff this is 37½ hours. For staff who were working more or less than 37½ before their assimilation to AforC their standard full-time hours will be in Tables 9 and 10 in the NHS Terms and Conditions of Service Handbook.
9. Agenda for Change pay band	
10. Agenda for Change pay point	
11. Total Agenda for Change basic pay	Basic annual salary
12. Basic pay for full time equivalent hours	The full-time equivalent basic annual salary
On-call rotas	
13. Number of hours the on-call rota covers in one week - Monday to Friday	
14. Number of hours covered by the on-call rota on Saturday	
15. Number of hours covered by the on-call rota on Sunday	
On-call availability payments	
16. Number of hours, Monday to Friday, to which the payment relates	
17. Availability payment – Monday to Friday	
18. Number of hours on Saturday to which the payment relates	
19. Payment for on-call availability on	

Saturday	
20. Number of hours on Sunday to which the payment relates	
21. Payment for on-call availability on Sunday	
22. Number of hours on a public holiday to which the payment relates	
23. Payment for on-call availability on a public holiday	
24. Commitment fee for committing to the rota in one week	
25. On-call availability payment per annum	
On-call work done payments	
26. Number of hours worked Monday to Friday	
27. Payments for on-call work done Monday to Friday	
28. Number of hours worked on Saturday	
29. Payments for on-call work done on Saturday	
30. Number of hours worked on Sunday	
31. Payments for on-call work done on Sunday	
32. Number of hours worked on a public holiday	
33. Payments for work done on a public holiday	
34. Minimum payment for work done on-call per week regardless of the number of hours worked	
35. Number of hours this payment relates to in one week	
Travel time and expenses	
36. Hourly rate paid for travel time in one week	
37. Total payment for travel time in one week	
38. Payments for travel expenses in one week	
39. Total payment for travel expenses in one week	
Time off in lieu (TOIL)	
40. Number of hours of TOIL awarded in a week	
41. Total cost of TOIL in a week	If staff time is not replaced the cost is zero. If agency staff were used to fill the lost time the cost would be the amount

	paid to agency staff.
Compensatory rest	
42. Number of hours of compensatory rest in a week	
43. Total cost of compensatory rest in a week	If staff time is not replaced the cost is zero. If agency staff were used to fill the lost time the cost would be the amount paid to agency staff.
Payments per procedure	
44. Number of procedures in a week	
45. Total of payments for procedures in a week	
Advice by telephone and/or computer	
46. Rate of payments for telephone calls or use of a computer in a week	How does this calculation work?
47. Rate paid e.g. per hour, per call - in a week	
48. Total paid for telephone calls/use of computer in a week	
Sleeping in or resident	
49. Details of payments - weekly	
Sickness absence and annual leave	
50. On-call payments during annual leave in a week	
51. On-call payments during sickness in a week	
Total and protected pay	
52. Total gross pay	
53. Protected pay - level	The protected level of Whitley/local salary before assimilation to AforC

Annex 2
Individual daily diary for on-call activity

Data item	Note
Identifiers	
1. NHS identifier	
2. Gender	
3. Ethnic origin	
4. Organisation	
5. Detailed 3 digit occupation code	
Activity summary	
6. Total basic hours worked	
7. Total additional hours worked	Not on-call
8. Total time available to be called out	Not including time spent working
9. Total time on-call work done	
10. Total time spent travelling	As a result of being called out
11. Total on-call time-off-in-lieu accrued	
12. Total time compensatory rest taken	
Diary details – daily record	
13. Basic hours start	
14. Basic hours finish	
15. Basic hours paid	
16. Additional hours start	
17. Additional hours finish	
18. Additional hours paid	
19. On-call availability start	
20. On-call availability finish	
21. Standby activity description	
22. On-call work done location:- home, not at home.	Specify where the work is done
23. On-call work done hours paid	
24. Payment method – for work done by phone calls or procedures	
25. On-call travel hours paid	
26. On-call TOIL accrued	
27. Compensatory rest taken	