Frequently Asked Questions – Unsocial Hours enhancements (USH)

I work part-time hours. How will my USH enhancement be calculated?
This is dependent on the amount of part-time hours worked e.g.

A full time member of staff working 37.5 hours per week will need to work on average more than 21 unsocial hours per week during the reference period in order to gain the full 25% USH enhancement. So, a part-time member of staff working 18.75 hours per week would need to work on average more than 10.5 unsocial hours per week during the reference period in order to gain the full 25% USH enhancement.

The same calculation will be applied depending on the amount of part-time hours worked in comparison to full time hours.

Does overtime count as part of my USH calculations?
No, you do not get any USH enhancement for overtime shifts, as these are already paid at an enhanced rate.

I work part-time hours; if I work additional hours, I get paid this at normal rate until I’ve done 37.5 hours in the week. Does this count towards my unsocial hours enhancement?
As a part-time member of staff you are able to work additional hours up to 37.5 hrs per week. These hours may attract USH enhancement if they are worked during unsocial times. Any hours over 37.5 hours per week will be classed as overtime, so will not attract any USH enhancement.

Can the calculations be made over the life of the rota as per A4C terms and conditions? I believe the 13 week period is designed for people on shorter rota patterns?
Throughout SECAmb, we currently have staff working a multitude of different rota patterns; this is further complicated by staff opting to transfer from one station to another, or to a different rota on their station.

Therefore, in order to ensure fairness and consistency, we will calculate USH enhancements on an individual basis, using a 13 week reference period as shown in the table below:

<table>
<thead>
<tr>
<th>Period</th>
<th>13 Week Reference Period Start</th>
<th>13 Week Reference Period End</th>
<th>Pay Adjustment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q4 - 2010/11</td>
<td>Mon 27/12/10</td>
<td>Sun 27/03/11</td>
<td>April / May / June</td>
</tr>
<tr>
<td>Q1 - 2011/12</td>
<td>Mon 28/03/11</td>
<td>Sun 26/06/11</td>
<td>July / Aug / Sept</td>
</tr>
<tr>
<td>Q2 - 2011/12</td>
<td>Mon 27/06/11</td>
<td>Sun 25/09/11</td>
<td>Oct / Nov / Dec</td>
</tr>
<tr>
<td>Q3 - 2011/12</td>
<td>Mon 26/09/11</td>
<td>Sun 25/12/11</td>
<td>Jan / Feb / March</td>
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<tr>
<td>Q4 - 2011/12</td>
<td>Mon 26/12/11</td>
<td>Sun 25/03/12</td>
<td>April / May / June</td>
</tr>
<tr>
<td>Q1 - 2012/13</td>
<td>Mon 26/03/12</td>
<td>Sun 24/06/12</td>
<td>July / Aug / Sept</td>
</tr>
<tr>
<td>Q2 - 2012/13</td>
<td>Mon 25/06/12</td>
<td>Sun 23/09/12</td>
<td>Oct / Nov / Dec</td>
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<tr>
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If adjustments need to be made, how and when will this happen?
The table above shows the pay periods when adjustments will be made if necessary, depending on the average unsocial hours worked during the preceding reference period.
What information is being used to calculate the USH payments?
The shift information held on GRS will be used to calculate all USH enhancements. It is therefore, important that each staff member reviews their own shift information via GRS web and let the scheduling teams know if there is any incorrect shift information.

We are planning to make the actual USH calculations available to each staff member via GRS web, to enable staff to be aware of what USH payments they will earn within each reference period and make adjustments (i.e. offering to work an unsocial shift instead of a social shift) in order to influence the level of enhancement.

What about annual leave?
Any annual leave booked and taken will attract the same USH enhancement as the shift that would have been worked, if the member of staff were not on leave.

What happens if I am off sick?
For short-term sickness (periods of 28 days or less), as above, the same USH enhancement will be paid, as if the member of staff were at work.

Are “relief shifts” counted as part of my USH calculations?
All shifts that do not have a fixed shift time will not attract any USH enhancement until they have been allocated an actual shift time. These will include relief shifts and un-defined shifts [shifts that do not have a pre-determined shift time] - in GRS these are called User Defined Tours. Once worked, these shifts will then attract the appropriate level of enhancement.

Staff who booked leave during relief weeks before they knew about this and were therefore unable to make an informed decision, are trying to swap. Will this be possible as it is likely to make additional work for Scheduling?
Within SECAmb, ahead of a single, Trust-wide annual leave policy being developed, we currently operate two types of annual leave system in legacy areas:

- Flexible annual leave (i.e. staff can book their leave during any week, in line with agreed levels of leave)
- Rostered annual leave (i.e. where staff have pre-determined weeks within their rota when leave can be taken)

If you are on a rota with flexible annual leave, you may be able to swap your leave to either a week where there is sufficient annual leave hours available, or it may be possible to swap with a colleague.

However, the TCWG have recognised that those staff in the Surrey area who have their annual leave rostered for them, may be financially disadvantaged by the process above as they have little choice currently as to when they can take their annual leave (as it is rostered during relief weeks).

Therefore, it has been agreed that:

- From January to March 2011 all annual leave rostered weeks for Surrey staff who work to this system will be calculated assuming that 50% of the hours during these weeks will be counted as unsocial hours.
- The new, Trust-wide annual leave policy will be developed and in place by 1 April 2011 (this work is being taken forwards separately by the Annual Leave Working Group)
From April to June 2011 and prior to the implementation of the new Trust-wide policy, Surrey staff will be given the opportunity of requesting to change their leave weeks depending on availability and within the agreed annual leave formulas.

What happens if I come off a night shift to attend a training course during the day; will I still be able to claim my USH?
Short periods of leave or training will attract the USH enhancement for the rostered shift affected. This is determined as a period less than one working week (i.e., 37.5hrs, pro-rata for part-time staff). Periods of leave or training greater than one working week will have the actual working hours recorded within GRS and attract the USH enhancement relating to these shifts.

Are Bank Holidays included within the USH percentage?
Yes. All working hours undertaken during a Bank Holiday are part of the calculations. This will include both day and night shifts.

If I am asked to move shifts, will my USH be projected?
The overarching principle is that all staff will be paid the USH enhancements for the hours that we actually work. Therefore, if you move from one shift to another, for whatever reason, you will be paid for the shift you actually did.

If a member of staff swaps an unsocial shift with a colleague whose shift is not unsocial, who gets the unsocial hours enhancement?
The principles outlined in the previous question are the same for this scenario. Each staff member will be paid for the shifts they actually worked.

If staff have already achieved enough unsocial hours during a three month period and are required to do more in a relief week are they entitled to refuse?
No. Relief shifts/weeks are designed to give the Trust the capacity to cover gaps in the rotas, from sickness, training, general abstraction, annual leave and supply additional capacity to meet increased patient demand. It is vital that relief staff undertake the requested shifts, which may or may not be unsocial.

What happens if I am on light duties because I am pregnant or on maternity leave?
We are currently seeking further advice on the process to be utilised for staff on light duties, maternity or paternity leave, although all members of the TCWG remain committed to ensuring these staff are treated fairly.

What happens if I am on alternative duties?
For periods under one working week, there will be no changes to the USH calculation. For periods greater than one working week, USH calculations will be made on the actual hours worked.