

On Call Policy

January 2016

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| Authorship: | Yorkshire and Humber Commissioning Support Unit Workforce Team on behalf NHS Scarborough and Ryedale CCG. |
| Committee Approved: | SRCCG Joint Trade Union Partnership Forum – 28.10.15 |
| Approved date: | January 2016 |
| Review Date: | 4 years |
| Equality Impact Assessment | Attached |
| Sustainability Impact Assessment | Attached |
| Target Audience: | Senior Managers |
| Policy Reference No: | SRCCG P624 |
| Version Number: | Version 1 Approved Policy |

The on-line version is the only version that is maintained. Any printed copies should, therefore, be viewed as ‘uncontrolled’ and as such may not necessarily contain the latest updates and amendments.

POLICY AMENDMENTS

Amendments to the Policy will be issued from time to time. A new amendment history will be issued with each change.

| New Version Number | Issued by | Nature of Amendment | Approved by & Date | Date approved | Date on Intranet |
|---------------------------|------------------|----------------------------|-------------------------------|----------------------|-------------------------|
| DRAFT | SRCCG | Draft policy for CCG | Senior Management Team | August 2015 | |
| DRAFT | SRCCG | | JTUPF | 28.10.15 | |
| Version 1 | SRCCG | Approved Policy | | | |
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1 INTRODUCTION

- 1.1 As part of NHS Scarborough and Ryedale CCG's (the CCG) emergency preparedness plan there will be a requirement for certain groups of staff to provide an on-call service outside of normal working hours.
- 1.2 This policy has been developed in accordance with the Principles for Harmonised On-Call Arrangements in Annex 3 of the NHS Agenda for Change Handbook and the NHS Staff Council Implementation Guidance.
- 1.3 This policy will apply to all employees with Agenda for Change Terms and Conditions who are required to be on-call.
- 1.4 VSM roles do not attract any additional payment for being on-call. However, the principles of this policy will apply to VSMS on-call, excluding any remuneration as set out in section 9.0.

2 ENGAGEMENT

- Joint Trade Union Partnership Forum/Policy Development Group
- SRCCG staff via team meetings/team brief/internet

3 IMPACT ANALYSES

3.1 Equality

In applying this policy, the CCG will have due regard to the need to eliminate unlawful discrimination, promote equality of opportunity, and provide for good relations between people of diverse groups, in particular on the grounds of the following characteristics protected by the Equality Act (2010); age, disability, gender, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, and sexual orientation, in addition to offending background, trade union membership, or any other personal characteristic.

An Equality Impact Assessment is attached at Appendix 1. As a result of performing the analysis, the policy could have an adverse impact on CCG employees with protected characteristics, however a process exists for individuals to apply for exemptions; monitoring of these requests will form part of the review arrangements.

3.2 Sustainability

A Sustainability Impact Assessment has been completed for this policy and is attached at Appendix 2.

3.3 Bribery Act 2010

The Bribery Act is particularly relevant to this policy. Under the Bribery Act it is a criminal offence to:

- Bribe another person by offering, promising or giving a financial or other advantage to induce them to perform improperly a relevant function or activity, or as a reward for already having done so; and
- Be bribed by another person by requesting, agreeing to receive or accepting a financial or other advantage with the intention that a relevant function or activity would then be performed improperly, or as a reward for having already done so.

These offences can be committed directly or by and through a third person and other related policies and documentation (as detailed on the CCG intranet) when considering whether to offer or accept gifts and hospitality and/or other incentives.

Anyone with concerns or reasonably held suspicions about potentially fraudulent activity or practice should refer to the Local Anti-Fraud and Corruption Policy and contact the Local Counter Fraud Specialist

4 SCOPE

4.1 The scheme applies to selected senior managers

5 POLICY PURPOSE & AIMS

5.1 This policy will be communicated to staff via team meetings/team brief and will be available for staff on the intranet.

5.2 Training and support will be available to all managers who are required to be on-call in the implementation and application of this policy.

5.3 Exemptions will be made for individuals with exceptional personal circumstances. Further information on this is detailed in section 10.0.

6. DEFINITIONS

6.1 **On-call:** A member of staff is on-call when, as part of an established arrangement with his/her employer, he/she is available outside his/her normal working hours – either at the workplace, at home or elsewhere – to work as and when required.

6.2 **Work done:** Work done as part of the on-call service will include time spent resolving queries either at the workplace, at home or elsewhere and will include travel time if required. It will include resolving calls over the telephone as well as on site, but will not include referring telephone calls elsewhere or providing advice. See 9.2 Remuneration for more information.

7 ROLES / RESPONSIBILITIES / DUTIES

7.1 On Call Managers will be responsible for:

- Assessing the situation and dealing with this, or escalating this in accordance with On Call Guidance
- Dealing with issues either on the telephone or through site visits
- Completing action log for reporting purposes

7.2 On Call Managers will be required to:

- Be contactable at all times when on call, or make arrangements for a deputy to cover
- Have access to the Manager's On Call Pack
- Carry a pager
- Respond to phone calls and deal with these as appropriate

8.0 KEY POINTS

8.1 The on-call rotas

8.1.1 The out of hours on-call rota will be provided between the hours of 5pm – 8am (Monday to Friday) and 24 hours a day on weekends and bank holidays. The rota will operate Monday to Monday.

- 8.1.2 The on-call rota will rotate once a week and the on-call individual will remain on-call between the hours stipulated above (6.1.1) until rotation of the next weekly on-call shift.
- 8.1.3 There will be a primary 'on-call rota' identifying the employee who is on call during the period. In accordance with the Lone Worker policy and on the rare occasion that they travel to sites outside of normal working hours or in case of sickness the on call manager will contact one of the following: Chief Officer, Chief Finance Officer or Executive Nurse. Failing contact with one of the executive team the on call manager will contact a member of the Senior Management Team.
- 8.1.4 Each manager who participates in the on-call rota will be provided with a personal pager.
- 8.1.5 The on-call rota will be available at least 6 months in advance and usually longer to allow individuals to plan ahead. Swapping on-call shifts is allowed but will be managed by the on-call staff within each rota. Individuals will be responsible for updating the rota accordingly so that management have access to the most up to date record of who will be on each shift
- 8.1.6 For part-time employees, all terms, conditions and rotas will be applied on a pro-rata basis.

8.2 Resolving calls

- 8.2.1 Where possible, on-call issues will be dealt with remotely via telephone in order to avoid the need to travel.
- 8.2.2 Employees on-call will be provided with an 'on call pack' in order to respond to calls remotely wherever possible. It will be the responsibility of each employee to raise any issues with their agile kit or make requests for additional equipment to their line manager.
- 8.2.3 For the safety and security of staff, where it is necessary for an employee to visit a site outside of normal working hours in order to resolve a call, they must telephone one of the executive team or a member of the Senior Management Team, as identified in 8.1.3 to notify them that they are setting off to a site, arrived at a site, and again when leaving the site and upon arrival at home to ensure that a senior colleague is always aware of their whereabouts and movements while working. Should they be at a site for long periods at a time, they may also need to update their colleague at designated intervals.
- 8.2.4 All on-call employees must be aware of and act in accordance with all other CCG Health and Safety policies; particularly, the CCGs Lone Worker policy, including awareness of the escalation process where an employee has concerns about their own or another individual's health and safety.

8.3 Handover

- 8.3.1 On completion of an on-call shift, it will be the responsibility of the finishing employee to fully handover to the next on-call worker. This will include; informing them of the nature of any calls resolved and any unresolved calls, areas of concern or query. Staff will use their own equipment (laptops, pagers, mobiles etc.) as part of the on-call rota.
- 8.3.2 When commencing an on-call shift, it will be the responsibility of the starting employee to learn which other employees, if any, will be on-call that week by checking the most up-to-date rota. They must also ensure they have access to the On-Call Employee documentation.
- 8.3.3 The On-Call Employee Handbook will be continually updated to serve as a reference point for individuals while on-call. The handbook will be version controlled and will be the responsibility of the CCGs Emergency Preparedness Officer, or a delegated representative of the senior management team in their absence. Staff covering the

rota will be responsible for obtaining the latest version of the handbook from the network once notified of any updates. It may include, but is not limited to: names and useful telephone numbers and webpage links; relevant updates.

8.4 Availability for work

- 8.4.1 While on an on-call shift employees must be available to resolve calls in a timely manner.
- 8.4.2 If the on-call employee is unable to answer a call, for example if driving, it is normally expected that voicemail messages will be returned within one hour. It will be the responsibility of the on-call employee to ensure that the voicemail tool is enabled.
- 8.4.3 Employees must also ensure that they have access to their agile kit in order to respond to calls within an hour.
- 8.4.4 Where possible, calls will be resolved remotely from the employee's home or other location. If a site visit is required in order to resolve a call, it is anticipated that the individual will be within a reasonable travel time distance based on employee's home and site location.
- 8.4.5 If an on-call employee becomes unavailable to work outside of normal working hours for reasons such as sickness absence, they must inform a member of the executive team or a member of the SMT, in accordance with 8.1.3. The person contacted will be expected to provide cover, or make alternative arrangements with another manager on the rota. The on-call employee must also follow normal sickness reporting arrangements if they are still unable to work the next day.
- 8.4.6 Employees must be available to work while on-call and as such they must ensure that they comply with the CCGs Substance Misuse Policy.

8.5 Recording work done

- 8.5.1 All calls taken during the on-call shift must be recorded, regardless of whether or not these were resolved. These will be used as a record of the work done by employees during an on-call shift. This record will be used for audit purposes together with any payroll documentation.
- 8.5.2 On-call employees who are eligible to claim overtime must complete a HR-8 Overtime Payments form in order to claim payment for any work done during the on-call shift.
- 8.5.3 The on-call pay enhancement will be paid automatically as a pro-rata payment.

8.6 Compensatory Rest

- 8.6.1 In accordance with Section 27 of Agenda for Change, on-call employees may not always have a daily rest period of 11 uninterrupted hours. However, where the employee's rest period has been interrupted to cause a total rest period of less than 11 hours, the employee will be able to take a compensatory rest period the following morning equivalent to the rest missed.
- 8.6.2 We will allow employees to take time back the following day when they have taken a call after midnight that lasts more than one hour.
- 8.6.3 In both circumstances the employee will be responsible for contacting their line manager to advise the time that they will be in work the following morning.

9.0 REMUNERATION

9.1 On-call pay enhancement

- 9.1.1 Employees on the on-call rota will receive an on-call pay enhancement exclusive of payments made to reimburse on-call employees for work done. This enhancement recognises their availability to provide cover.
- 9.1.2 The on-call pay enhancement will be paid as a percentage of employee's basic salary, in accordance with the NHS Agenda for Change terms and conditions of employment in place at the date of issue of this policy. If changes are made to these rates, the CCG will consider revising the on call rates. Pay enhancement will be dependent on the frequency that employees are expected to be on-call, as follows:

| Frequency of on-call | Value of enhancements as percentage of basic pay |
|--------------------------------------|---|
| 1 in 3 or more frequent | 9.5% |
| 1 in 7 or more but less than 1 in 3 | 4.5% |
| 1 in 9 or more but less than 1 in 7 | 3.0% |
| 1 in 12 or more but less than 1 in 9 | 2.0% |
| Less frequent than 1 in 12 | By local agreement - 2.0% |

Table 1: On-call pay enhancements by frequency

- 9.1.3 In accordance with Agenda for Change, on-call payments are calculated on basic pay only (plus any long-term recruitment/ retention premium where in place) and therefore will not include any pay protection arrangement.

9.2 Remuneration for work done

- 9.2.1 For those eligible employees, payment for work done (see 6.0 Definitions) Monday to Sunday will be paid at time and a half, with the exception of work on contracted Public Holidays which will be paid at double time (in accordance with section 2.45 & 3.1 of Agenda for Change Terms & Conditions).
- 9.2.2 A minimum payment of 1 hour at the appropriate rate will be paid for the first call taken in each 24-hour period, with actual time to be paid for work undertaken beyond the first hour. Thereafter, work done will be paid in 15 minute blocks at a time, with employees rounding up or down appropriately as follows:

| Round to 0 minutes | Round to 15 minutes | Round to 30 minutes | Round to 45 minutes | Round to 1 hour |
|---------------------------|----------------------------|----------------------------|----------------------------|------------------------|
| 0 – 7 minutes | 8 – 22 minutes | 23 – 37 minutes | 38 – 52 minutes | 53 – 67 minutes |

- 9.2.3 Staff have the option to take Time Off in Lieu (TOIL) at plain time rather than payment for work done, but this can only be with the agreement of the member of staff. It must be agreed in advance of the on-call shift with their line manager and must be taken in line with paragraph 3.5 of the NHS Terms and Conditions of Service Handbook. This cannot be taken as part of a session; either TOIL or payment will apply but not a mix.

9.3 Travel and Expenses

- 9.3.1 As referred to under 6.0 'Definitions' travel time required to resolve telephone queries while on-call will be counted towards work done and will be paid in accordance with section 9.2 of this policy.
- 9.3.2 Travel expenses accrued on such journeys will be paid in line with Section 17 of the NHS Terms and Conditions of Service Handbook and by following the CCG's normal payroll procedures. The only exception to the principles of Section 17 is that on-call employees will be paid for the full journey from home to site where site visits are required during the on-call shift. Additional mileage will not be paid if the on-call employee must travel further than this because they were away from home at the time. See Section 17 of the NHS Terms and Conditions of Service Handbook for more information.

- 9.3.3 Employees should note that travel expenses incurred whilst on call may be taxable. Lease car users should read the Lease Car Policy for additional information, and may wish to obtain additional tax advice

9.4 Public Holidays

- 9.4.1 Staff required to work or to be on-call on a general public holiday are entitled to equivalent time to be taken off in lieu at plain time rates, in addition to the appropriate payment for the duties undertaken (see Section 2 (a) (England) and Annex A3 of NHS Terms and Conditions of Service Handbook).

9.5 Pension

- 9.5.1 All on-call payments will be pensionable in accordance with the NHS Pensions Agency regulations. This means that regular on-call pay enhancements made in recognition of being available for on-call work where there is a specific rota commitment are pensionable for both whole-time and part-time members. To be eligible for this, the member of staff must have a definite commitment to the rota for which they are paid on a regular basis i.e. weekly, monthly or annually. For whole-time members payments for work done whilst on-call are non-pensionable. For part-time members payments for work done whilst on-call are pensionable at plain time rates, up to the whole time weekly hours. Hours up to whole time should be credited for pension purposes.

10.0 OPT-OUT PROCESS

- 10.1 Where employees feel that they are unable to provide an on-call service due to exceptional personal circumstances, they can make a request in writing to the Chief Officer, stating the reason(s) why. The Chief Officer will review the request with a representative from the Workforce team. In some cases, a meeting may be set up so that further questions and suggestions could be discussed with the employee prior to making a decision. The Chief Officer will then confirm in writing their decision to the employee stating whether the employee's request warrants exception from the on-call rota.
- 10.2 Should an individual feel that the decision is unfair, they can appeal by submitting a grievance in accordance with the CCGs Grievance policy and procedure.
- 10.3 Employees' personal exceptional circumstances will be reviewed periodically to ensure consistency and fairness in the application of this policy.
- 10.4 Unless an individual has a request approved due to exceptional personal circumstances, there will be no other opt-out process.

11 IMPLEMENTATION

- 11.1 This policy will be communicated to staff via team meetings/team brief and will be available for staff on the intranet.
- 11.2 Breaches of this policy may be investigated and may result in the matter being treated as a disciplinary offence under the CCG's disciplinary procedure.

12 TRAINING & AWARENESS

- 12.1 A copy of the policy will be available on the CCG intranet. Training needs will be identified via the appraisal process and training needs analysis.

13 MONITORING & AUDIT

- 13.1 The implementation of this policy will be audited on an annual basis by the CCG and reported to CCG Governing Body.

14 POLICY REVIEW

- 14.1 The policy and procedure will be reviewed after 3 years for the CCG Governing Body in conjunction with Trade Union representatives. Where review is necessary due to legislative change, this will happen immediately.

15 REFERENCES

- 15.1 For further information please refer to the following reference sources:

NHS Terms and Conditions of Service

<http://www.nhsemployers.org/your-workforce/pay-and-reward/nhs-terms-and-conditions/nhs-terms-and-conditions-of-service-handbook>

16 ASSOCIATED DOCUMENTATION

- Grievance Policy
- Lone Worker Policy
- Substance Misuse Policy

17 APPENDICES

- Appendix 1 Equality Impact Assessment
Appendix 2 Sustainability Impact Assessment

| 1. Equality Impact Analysis | | | | | | | | | |
|--|--|-----------|---|---------------|--------------------------|-----------------------|--------------------------|--------------------|--------------------------|
| Policy / Project / Function: | On Call Policy | | | | | | | | |
| Date of Analysis: | 10.1.15 | | | | | | | | |
| This Equality Impact Analysis was completed by: (Name and Department) | YHCS Workforce Team | | | | | | | | |
| What are the aims and intended effects of this policy, project or function? | As part of NHS Scarborough and Ryedale CCG's (the CCG) emergency preparedness plan there will be a requirement for certain groups of staff to provide an on-call service outside of normal working hours | | | | | | | | |
| Please list any other policies that are related to or referred to as part of this analysis? | <ul style="list-style-type: none"> • Grievance Policy • Lone Worker Policy • Substance Misuse Policy | | | | | | | | |
| Who does the policy, project or function affect ? Please Tick ✓ | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 5px;">Employees</td> <td style="text-align: right; padding: 5px;">X</td> </tr> <tr> <td style="padding: 5px;">Service Users</td> <td style="text-align: right; padding: 5px;"><input type="checkbox"/></td> </tr> <tr> <td style="padding: 5px;">Members of the Public</td> <td style="text-align: right; padding: 5px;"><input type="checkbox"/></td> </tr> <tr> <td style="padding: 5px;">Other (List Below)</td> <td style="text-align: right; padding: 5px;"><input type="checkbox"/></td> </tr> </table> | Employees | X | Service Users | <input type="checkbox"/> | Members of the Public | <input type="checkbox"/> | Other (List Below) | <input type="checkbox"/> |
| Employees | X | | | | | | | | |
| Service Users | <input type="checkbox"/> | | | | | | | | |
| Members of the Public | <input type="checkbox"/> | | | | | | | | |
| Other (List Below) | <input type="checkbox"/> | | | | | | | | |

2. Equality Impact Analysis: Screening

| | Could this policy have a positive impact on... | | Could this policy have a negative impact on... | | Is there any evidence which already exists from previous (e.g. from previous engagement) to evidence this impact |
|--------------------------------|--|-------------------------------------|--|-------------------------------------|---|
| | Yes | No | Yes | No | |
| Race | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | Considered, neutral impact. |
| Age | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | Considered, neutral impact |
| Sexual Orientation | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | Considered, neutral impact |
| Disabled People | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | Considered, neutral impact. On-call arrangements might have an adverse impact on those with disabilities as they may find they cannot meet on-call obligations however the policy provides for opting out in certain circumstances by application and agreement and the facility exists in the policy to swap shifts with colleagues. |
| Gender | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Potential greater impact on females given they often in practice have greater burden of responsibility for child care/other care responsibilities. On-call arrangements might have an adverse impact on employees based on their gender as they may find they cannot meet on-call obligations however the policy provides for opting out in certain circumstances by application and agreement and the facility exists in the policy to swap shifts with colleagues |
| Transgender People | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | Considered, neutral impact |
| Pregnancy and Maternity | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | Considered, neutral impact. On-call arrangements might have an adverse impact on those employees who are pregnant, however the facility exists in the policy to swap shifts with colleagues which would support the employee or apply for an exemption due |

| | | | | | |
|--|--------------------------|---|--------------------------|---|--|
| | | | | | to exceptional personal circumstances. |
| Marital Status | <input type="checkbox"/> | ✓ | <input type="checkbox"/> | ✓ | Considered, neutral impact |
| Religion and Belief | <input type="checkbox"/> | ✓ | <input type="checkbox"/> | ✓ | Considered, neutral impact. On-call arrangements might have an adverse impact on those with religious beliefs however this is mitigated by the facility in the policy to swap shifts with colleagues which would support the employee. |
| Reasoning | | | | | |
| If there is no positive or negative impact on any of the Nine Protected Characteristics go to Section 7 | | | | | |

3. Equality Impact Analysis: Local Profile Data

| Local Profile/Demography of the Groups affected at Jan 2015 | |
|---|---|
| General | Total number of employees in the CCG is 121 |
| Age | 61.98% of staff are aged 30-55 15.7% of staff employed are under 30 22.32% of staff are over 55 |
| Race | 90.90% of staff employed in the CCG declared themselves White 7.44% of staff are not stated/undefined 0.83% of staff declared themselves Black 0.83% of staff declared themselves Other |
| Sex | 80.99% of staff employed are female 19.01% of staff employed are male |
| Gender reassignment | No information |
| Disability | 81.82% of staff employed declared themselves as having no disability 17.35% of staff did not declare /undefined 0.83% of staff declared a disability |
| Sexual Orientation | 70.25% of staff described themselves as heterosexual 28.92% did not wish to respond /undefined 0.83% described themselves as bisexual |
| Religion, faith and belief | Christianity is the largest religious group declared by staff in the CCG (52.07%) 31.4% were undefined or did not wish to declare 8.26% of staff declared other faith or religious beliefs 7.44% declared themselves Atheist 0.83.% of staff declared their faith Islam |
| Marriage and civil partnership | 58.67% of employees are married. 37.2% are single/divorced/legally separated/widowed 2.48% are undefined 1.65% of employees are in a civil partnership |
| Pregnancy and maternity | No information yet as the CCG has not been established long enough to build meaningful data |

4. Equality Impact Analysis: Equality Data Available

| | |
|--|---|
| <p>Is any Equality Data available relating to the use or implementation of this policy, project or function?</p> <p>Equality data is internal or external information that may indicate how the activity being analysed can affect different groups of people who share the nine <i>Protected Characteristics</i> – referred to hereafter as '<i>Equality Groups</i>'.</p> <p>Examples of <i>Equality Data</i> include: (this list is not definitive)</p> <ol style="list-style-type: none"> 1. Application success rates <i>Equality Groups</i> 2. Complaints by <i>Equality Groups</i> 3. Service usage and withdrawal of services by <i>Equality Groups</i> 4. Grievances or decisions upheld and dismissed by <i>Equality Groups</i> 5. <i>Previous EIAs</i> | <p>Yes <input checked="" type="checkbox"/></p> <p>Employee data has been used to support the development and monitoring of the impact of this policy in the future. The employee data is not included due to the low number of CCG employees and concern around anonymity.</p> <p>No <input type="checkbox"/></p> |
| <p>List any Consultation e.g. with employees, service users, Unions or members of the public that has taken place in the development or implementation of this policy, project or function</p> | <p>Consultation has taken place locally with Trade Unions and staff</p> <ul style="list-style-type: none"> • Senior Management Team • CCG Employees • JTUPF Policy Group • JTUPF • SRCCG Governing Body (approval) |
| <p>Promoting Inclusivity How does the project, service or function contribute towards our aims of eliminating discrimination and promoting equality and diversity within our organisation</p> | <p>This Policy does not directly promote inclusivity, but provides a framework to meet on-call requirements for the organisation</p> |

5. Equality Impact Analysis: Assessment Test

What impact will the implementation of this policy, project or function have on employees, service users or other people who share characteristics protected by *The Equality Act 2010* ?

| Protected Characteristic: | No Impact: | Positive Impact: | Negative Impact: | Evidence of impact and if applicable, justification where a <i>Genuine Determining Reason</i> exists |
|--|------------|------------------|------------------|--|
| Gender (Men and Women) | | | ✓ | Potential greater impact on females given they often in practice have greater burden of responsibility for child care/other care responsibilities. On-call arrangements might have an adverse impact on employees based on their gender as they may find they cannot meet on-call obligations however the policy provides for opting out in certain circumstances by application and agreement and the facility exists in the policy to swap shifts with colleagues. |
| Race (All Racial Groups) | ✓ | | | As the policy is written in English there is a potential impact on employees whose first language is not English and therefore may struggle reading the policy. However this potential impact is minimised due to the development of the 'portal' facilities detailed in the action plan and an expectation that employees should be able to comprehend all policy documents. |
| Disability (Mental and Physical) | ✓ | | | Considered – neutral impact On-call arrangements might have an adverse impact on those with disabilities as they may find they cannot meet on-call obligations however the policy provides for opting out in certain circumstances by application and agreement and the facility exists in the policy to swap shifts with colleagues. |
| Religion or Belief | ✓ | | | Considered – neutral impact On-call arrangements might have an adverse impact on those with religious beliefs however this is mitigated by the facility in the policy to swap shifts with colleagues which would support the employee. |
| Sexual Orientation (Heterosexual, Homosexual and Bisexual) | ✓ | | | Considered – neutral impact |

What impact will the implementation of this policy, project or function have on employees, service users or other people who share characteristics protected by *The Equality Act 2010* ?

| Protected Characteristic: | No Impact: | Positive Impact: | Negative Impact: | Evidence of impact and if applicable, justification where a <i>Genuine Determining Reason</i> exists |
|----------------------------------|-------------------|-------------------------|-------------------------|---|
| Pregnancy and Maternity | ✓ | | | On-call arrangements might have an adverse impact on those employees who are pregnant, however the facility exists in the policy to swap shifts with colleagues which would support the employee or apply for an exemption due to exceptional personal circumstances. |
| Transgender | ✓ | | | Considered – neutral impact |
| Marital Status | ✓ | | | Considered – neutral impact |
| Age | ✓ | | | Considered – neutral impact |

6. Action Planning

As a result of performing this analysis, what actions are proposed to remove or reduce any risks of adverse outcomes identified on employees, service users or other people who share characteristics protected by *The Equality Act 2010*?

| Identified Risk: | Recommended Actions: | Responsible Lead: | Completion Date: | Review Date: |
|--|---|--------------------|------------------|--------------------|
| The policy could have an adverse impact on CCG employees with protected characteristics, however a process exists for individuals to apply for exemptions; monitoring of these requests will form part of the review arrangements. | Monitor the application / approval of exceptions against the protected characteristics | CCG/YHCS HR | April 2016 | Next policy review |
| As the policy is written in English there is a potential impact on employees whose first language is not English and therefore may struggle reading the policy. | The CCGs Communication Team has developed the 'portal' to signpost individuals to alternative formats. As of January 15 there have been no requests for information in alternative formats, however this will be monitored. | CCG Communications | April 2016 | Next policy review |
| | | | | |
| | | | | |
| | | | | |

7. Equality Impact Analysis Findings

| | | | | |
|-------------------------|------------------------------|------------------------------------|--------------------------------|--------------------------------|
| Analysis Rating: | <input type="checkbox"/> Red | <input type="checkbox"/> Red/Amber | <input type="checkbox"/> Amber | <input type="checkbox"/> Green |
|-------------------------|------------------------------|------------------------------------|--------------------------------|--------------------------------|

| | | Actions | Wording for Policy / Project / Function |
|--|---|---|---|
| <p>Red</p> <p>Stop and remove the policy</p> | <p>Red: As a result of performing the analysis, it is evident that a risk of discrimination exists (direct, indirect, unintentional or otherwise) to one or more of the nine groups of people who share <i>Protected Characteristics</i>. It is recommended that the use of the policy be suspended until further work or analysis is performed.</p> | <p>Remove the policy</p> <p>Complete the action plan above to identify the areas of discrimination and the work or actions which needs to be carried out to minimise the risk of discrimination.</p> | <p>No wording needed as policy is being removed</p> |
| <p>Red Amber</p> <p>Continue the policy</p> | <p>As a result of performing the analysis, it is evident that a risk of discrimination exists (direct, indirect, unintentional or otherwise) to one or more of the nine groups of people who share <i>Protected Characteristics</i>. However, a genuine determining reason may exist that could legitimise or justify the use of this policy and further professional advice should be taken.</p> | <p>The policy can be published with the EIA</p> <p>List the justification of the discrimination and source the evidence (i.e. clinical need as advised by NICE).</p> <p>Consider if there are any potential actions which would reduce the risk of discrimination.</p> <p>Another EIA must be completed if the policy is changed, reviewed or if further discrimination is identified at a later date.</p> | <p>As a result of performing the analysis, it is evident that a risk of discrimination exists (direct, indirect, unintentional or otherwise) to one or more of the nine groups of people who share <i>Protected Characteristics</i>. However, a genuine determining reason exists which justifies the use of this policy and further professional advice.</p> <p><i>[Insert what the discrimination is and the justification of the discrimination plus any actions which could help what reduce the risk]</i></p> |

Equality Impact Findings (continued):

| | | Actions | Wording for Policy / Project / Function |
|---|---|--|---|
| <p>Amber</p> <p>Adjust the Policy</p> | <p>As a result of performing the analysis, it is evident that a risk of discrimination (as described above) exists and this risk may be removed or reduced by implementing the actions detailed within the <i>Action Planning</i> section of this document.</p> | <p>The policy can be published with the EIA</p> <p>The policy can still be published but the Action Plan must be monitored to ensure that work is being carried out to remove or reduce the discrimination.</p> <p>Any changes identified and made to the service/policy/ strategy etc. should be included in the policy.</p> <p>Another EIA must be completed if the policy is changed, reviewed or if further discrimination is identified at a later date.</p> | <p>As a result of performing the analysis, it is evident that a risk of discrimination (as described above) exists and this risk may be removed or reduced by implementing the actions detailed within the <i>Action Planning</i> section of this document.</p> <p><i>[Insert what the discrimination is and what work will be carried out to reduce/eliminate the risk]</i></p> |
| <p>Green</p> <p>No major change</p> | <p>As a result of performing the analysis, the policy, project or function does not appear to have any adverse effects on people who share <i>Protected Characteristics</i> and no further actions are recommended at this stage.</p> | <p>The policy can be published with the EIA</p> <p>Another EIA must be completed if the policy is changed, reviewed or if any discrimination is identified at a later date</p> | <p>As a result of performing the analysis, the policy, project or function does not appear to have any adverse effects on people who share <i>Protected Characteristics</i> and no further actions are recommended at this stage.</p> |

| | |
|---------------------------------------|---|
| Brief Summary/Further comments | <p>As a result of performing the analysis, the policy could have an adverse impact on CCG employees with protected characteristics, however a process exists for individuals to apply for exemptions; monitoring of these requests will form part of the review arrangements.</p> |
|---------------------------------------|---|

| Approved By | | |
|--------------------|--------------|--------------|
| Job Title: | Name: | Date: |
| | | |



Sustainability Impact Assessment

Staff preparing a policy, Governing Body (or Sub-Committee) report, service development or project are required to complete a Sustainability Impact Assessment (SIA). The purpose of this SIA is to record any positive or negative impacts that this is likely to have on sustainability.

| | |
|---|--|
| Title of the document | On Call Policy |
| What is the main purpose of the document | As part of NHS Scarborough and Ryedale CCG's (the CCG) emergency preparedness plan there will be a requirement for certain groups of staff to provide an on-call service outside of normal working hours |
| Date completed | March 2015 |
| Completed by | Val Burgess, HR Manager |

| Domain | Objectives | Impact of activity Negative = -1 Neutral = 0 Positive = 1 Unknown = ? Not applicable = n/a | Brief description of impact | If negative, how can it be mitigated? If positive, how can it be enhanced? |
|--------------------|--|--|------------------------------------|---|
| Travel | Will it provide / improve / promote alternatives to car based transport? Will it support more efficient use of cars (car sharing, low emission vehicles, environmentally friendly fuels and technologies)? Will it reduce 'care miles' (telecare, care closer) to home? Will it promote active travel (cycling, walking)? Will it improve access to opportunities and facilities for all groups? | n/a | | |
| Procurement | Will it specify social, economic and environmental outcomes to be accounted for in procurement and delivery? Will it stimulate innovation among providers of services related to the delivery of the | n/a | | |

| | | | | |
|------------------------------|---|-----|--|--|
| | <p>organisations' social, economic and environmental objectives?</p> <p>Will it promote ethical purchasing of goods or services?</p> <p>Will it promote greater efficiency of resource use?</p> <p>Will it obtain maximum value from pharmaceuticals and technologies (medicines management, prescribing, and supply chain)?</p> <p>Will it support local or regional supply chains?</p> <p>Will it promote access to local services (care closer to home)?</p> <p>Will it make current activities more efficient or alter service delivery models?</p> | | | |
| Facilities Management | <p>Will it reduce the amount of waste produced or increase the amount of waste recycled?</p> <p>Will it reduce water consumption?</p> | n/a | | |
| Workforce | <p>Will it provide employment opportunities for local people?</p> <p>Will it promote or support equal employment opportunities?</p> <p>Will it promote healthy working lives (including health and safety at work, work-life/home-life balance and family friendly policies)?</p> <p>Will it offer employment opportunities to disadvantaged groups?</p> | n/a | | |
| Community Engagement | <p>Will it promote health and sustainable development?</p> <p>Have you sought the views of our communities in relation to the impact on sustainable development for this activity?</p> | n/a | | |
| Buildings | <p>Will it improve the resource efficiency of new or refurbished buildings (water, energy, density, use of existing buildings, designing for a longer lifespan)?</p> <p>Will it increase safety and security in new buildings and developments?</p> <p>Will it reduce greenhouse gas emissions from transport (choice of mode of transport, reducing</p> | n/a | | |

| | | | | |
|-------------------------------------|---|-----|--|--|
| | <p>need to travel)?</p> <p>Will it provide sympathetic and appropriate landscaping around new development?</p> <p>Will it improve access to the built environment?</p> | | | |
| Adaptation to Climate Change | <p>Will it support the plan for the likely effects of climate change (e.g. identifying vulnerable groups; contingency planning for flood, heat wave and other weather extremes)?</p> | n/a | | |
| Models of Care | <p>Will it minimising 'care miles' making better use of new technologies such as telecare and telehealth, delivering care in settings closer to people's homes?</p> <p>Will it promote prevention and self-management?</p> <p>Will it provide evidence-based, personalised care that achieves the best possible outcomes with the resources available?</p> <p>Will it deliver integrated care, that co-ordinate different elements of care more effectively and remove duplication and redundancy from care pathways?</p> | n/a | | |