

Claiming Expenses/Overtime FAQs

1. How can I can claim expenses?

- This can be done via the Workforce System
- Begin by logging in to Workforce at <https://nclccgs.nhsworkforce.org/login>
- Once you have logged in, click on the “Claim Expenses” tab on the left-hand side of the screen
- Once you are in the “Claim Expenses” page, select the item you are claiming expenses for, e.g. public transport
- Once you have selected the category you are claiming expenses for, you will need to provide the details of the claim, such as dates you are claiming and the value of the claim
- Once you have completed details of the claim, you will be asked to upload evidence of the claim such as a receipt or travel ticket
- Once you have uploaded your evidence, select “Submit Expense”
- The expense will then be sent to your manager for approval
- Please note that all claims need to be made within 3 months of the expense taking place
- The deadline to submit expenses is normally the 5th of every month

2. How can I claim expenses for eye tests and glasses?

Under DSE legislation, users can also request an annual eyesight test that NCL CCG will pay for (maximum £20). If the test shows glasses are needed specifically for VDU work (only), NCL CCG will pay for a basic part of frames and lenses and/or contact lenses (maximum £50). If users’ normal glasses for other work are suitable for VDU work, the NCL CCG does not need to pay.

Staff will need to claim any eye test costs and contributions to frames / lenses (submitting all proof of purchase and relevant paperwork) via the normal expense claim procedures.

You can claim prescriptions for eye tests, glasses and contact lenses via the Workforce System as described in the answer above.

3. What is Time Off In Lieu (TOIL)?

TOIL is time off which employees are authorised to take in lieu of overtime pay for time worked in addition to contracted hours by advance agreement with their line manager and director.

TOIL should not be used as an alternative to flexible working but used occasionally to deal with fluctuations in workload on an occasional or ad-hoc basis.

Staff must receive prior permission from their line manager before they work additional hours

Any TOIL accrued must be taken within three months of it being worked.

Any TOIL accrued must be recorded locally and only entered on the Workforce system when those hours are being taken. This is to ensure that TOIL hours are not deducted from annual leave entitlement on the system.

There are times when TOIL should not be accrued including:

- Where an employee has chosen not to take a rest break
- As a result of poor time management due to poor performance
- As a means of accruing extra leave

Employees will not be paid in lieu of TOIL which has not been taken by the final day of employment. Any such accrued TOIL will be lost.

4. What is Overtime (OT)?

Overtime is defined as hours, in excess of the standard full time hours (37.5 per week) which have been worked with the agreement of the employee and their line manager and director to meet particular service requirements.

Overtime can be authorised only where it is essential and the finance is available. In general it will be resorted to only in periods of exceptional pressure of work and to avoid the need to recruit additional staff for seasonal and other extraordinary peaks in workload. For those working standard office hours, overtime will be authorised during the Monday to Friday period.

Part-time workers are entitled to request/volunteer for overtime in the same way as full-time workers. Part-time workers will not be entitled to enhanced pay (but will be paid at their normal hourly rate) until they exceed the weekly hours of a full-time worker, i.e. 37.5 hours under NHS terms and conditions of pay. Part time employees may also be granted TOIL in the same way as full time employees.

Employees must ensure that they receive prior agreement from their line manager before they work additional hours and make any claim for TOIL or overtime.

In accordance with Section 3 of the Agenda for Change Terms and Conditions, all staff in pay bands 1 – 7 will be eligible for overtime payments. Senior staff paid in Bands 8 or 9 will not be eligible for overtime payments.

5. How do I claim overtime?

It is important to note that payment of overtime is **exceptional** and where possible, TOIL should be considered in the first instance. If overtime is extraordinarily agreed, the authorisation must be signed off by (in accordance with the CCG's SFIs):

- Line Manager and/or Budget Holder
- Executive Director
- Finance Director
- Accountable Officer and Chief Finance Officer (where overtime exceeds the SFI limits for the above three)

The additional hours/overtime worked must be recorded on a timesheet and submitted to the payroll team (nelcsu.ccgforms.north1@nhs.net) on or before the second working day of each month. The timesheet is available from the HR by emailing nclccg.nclworkforce@nhs.net