

Guide to Submitting and Approving Unsocial Hours Claims relating to COVID-19 via the Workforce System

Introduction

This guide outlines all the essential information and steps that staff and managers should follow in order to submit and approve a claim for working unsocial hours for COVID-19 related work via the Workforce System.

This guide should be read in conjunction with the HR Factsheet on Unsocial Hours Working and Payment Arrangements.

Summary of Unsocial Hours

Unsocial hours are defined as working arrangements that require NHS staff to work during the following times and days:

- 8pm - 6am weekdays
- Any hours worked on Saturdays and Sundays
- Any hours worked on a public holiday

Where a Line Manager/Director and member of staff have agreed to alter their working pattern to support COVID-19, the unsocial hours payment will apply to the working patterns outlined above. This change in their working pattern should be carried out in accordance with their normal standard hours of 37.5 per week, which may therefore require a day being taken off during the week to compensate for the day worked at the weekend.

For example:

- Bob is a Primary Care Manager, band 8a
- Bob's usual working pattern is Monday-Friday (9am-5.30pm)
- Given the need to work to a 7-day working pattern, Bob has agreed to work 7.5 hours on the following days:
 - Monday – 7.5 hours
 - Tuesday – 7.5 hours
 - Wednesday – 7.5 hours
 - Friday – 7.5 hours
 - Saturday – 7.5 hours (unsocial hours payment)

Therefore, Bob has worked 37.5 hours per week and his two days off during the week will be Thursday and Sunday.

Summary of Payments for Unsocial Hours

Section 2 (Maintaining Round the Clock Services) of the NHS Agenda for Change handbook sets out the following pay provisions relating to unsocial hours:

- Unsocial hours payments are calculated using the basic salary.
- Unsocial hours payments are worked out using basic salary and therefore excludes payments regarding high cost area supplements, short term recruitment and retention premiums, and any additional responsibility allowances.

The following table sets out the payment that will be made to staff working unsocial hours:

Unsocial hours payments – 01/04/2020 – 31/03/2021		
Column 1	Column 2	Column 3
Pay band	All time on Saturday (midnight to midnight) and any week day after 8 pm and before 6 am	All time on Sundays and Public Holidays (midnight to midnight)
1	Time plus 47%	Time plus 94%
2	Time plus 41%	Time plus 83%
3	Time plus 35%	Time plus 69%
4 – 9	Time plus 30%	Time plus 60%

Where an employee is required, due to an exceptional management requirement, to work during unsocial hours, discussion will take place between the individual member of staff and line manager to seek their agreement to change their working pattern and days for an agreed period.

Submitting and Approving Claims for Unsocial Hours (COVID-19) via the Workforce System

All staff must obtain approval and agreement to work on COVID-19 work activities during a weekend/public holiday prior to undertaking work during these periods.

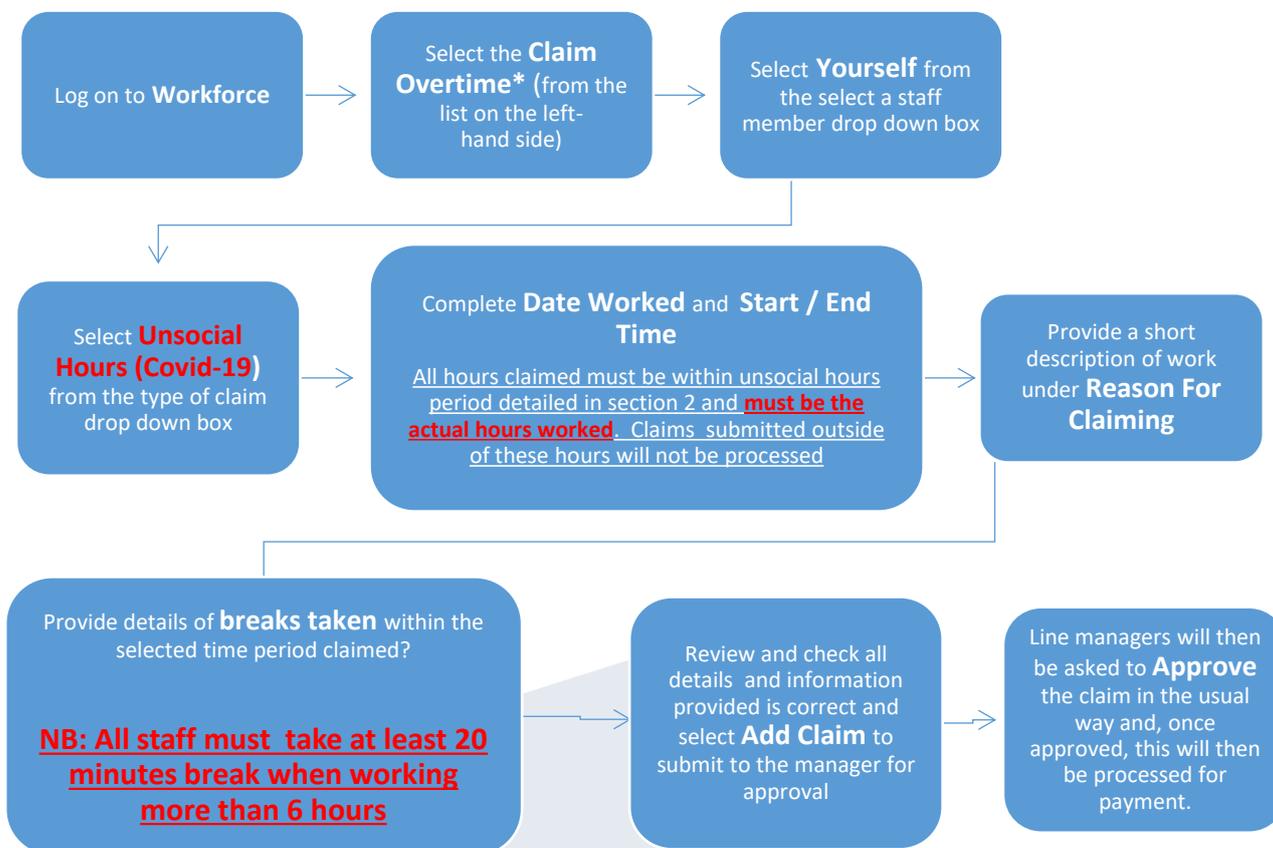
All claims must be submitted and approved by the manager by 5th of each month in order to receive payment during that particular month. Any claims that are submitted and approved after the 5th of the month will be processed and paid the following month. Line managers are responsible for checking that all claims they approve match the unsocial dates and hours agreed with the member of staff.

Following the submissions and approvals of all claims for unsocial hours each month, HR will generate a report with this information and send to the relevant Director/Director of Finance for information and payroll will action all authorised the claims.

The following flow chart summarises how staff can claim payments for working unsocial hours.

When completing the documentation for claiming unsocial hours payments please note staff must take at least 20 minutes break when working more than 6 hours in accordance with the working time regulations. The 20 minutes break is unpaid and therefore this has been highlighted within the flowchart below.

Flow chart summarising how staff can claim payments for working unsocial hours



Please note that ‘Claim Overtime’ is a standardised functionality on the Workforce System dashboard and under the ‘Type of Claim’ section (as detailed in the screenshot below). Staff must select **Unsocial Hours (COVID-19) because any pay enhancements for working unsocial hours will be in accordance with section 2 of the agenda for change handbook.*

It is important for both staff and managers to understand that by submitting and approving claims, they are confirming that the information provided with regard to their claim is complete, accurate and validated.

In addition to the above flow chart a copy of the page within the Workforce System has been provided below for ease of reference. Staff should follow the process set out in the Workforce Screen Shot below in respect of submitting claims for unsocial hours worked.

The screenshot shows the 'Overtime Claim' form in the Workforce System. The form is titled 'Overtime Claim' and includes a navigation menu on the left. The main content area contains the following fields and sections:

- Welcome, [redacted]**
- 20th May 2020**
- Dashboard** (Navigation menu)
- Report Coronavirus**
- Report Absence**
- Request Leave**
- Claim Expenses**
- Claim Overtime** (Selected)
- Return To Work Forms**
- Your Summary**
- PeopleFinder**
- Learning and Development**
- Appraisals**
- ePayslips**
- My Calendar**
- Team Calendar**
- Manage My Account**
- Help**
- Logout**

The main content area includes the following fields and sections:

- Yoursell** (Dropdown menu)
- Overtime claims must be for NCL CCGs Workforce related work** (Information banner)
- Type Of Claim** (Dropdown menu, selected: **Unsocial Hours (COVID-19)**)
- Date Worked** (Text input field)
- Start / End Time** (Text input field, format: HH:MM)
- To** (Text input field)
- Reason For claiming** (Text input field, visible to manager only)
- Were there any breaks taken within the selected time period?** (Text input field, please complete if applicable, format: HH:MM)
- 00:00** (Text input field)
- Add Claim** (Button)

Further Information and Support

Staff and managers can also contact their HR Business Partner or the HR COVID inbox nlccg.hrcovid19@nhs.net for any queries, advice or further information.