

**NHSBT**

**NATIONAL ON - CALL REMUNERATION  
COLLECTIVE AGREEMENT**

**(Updated September 2024 to detail current  
values)**

**Joint Agreement**

**between**

**NHS Blood and Transplant  
and the NHSBT Staff Partnership Committee**

## **CONTENTS**

- 1. Introduction**
- 2. Collective Agreement**
- 3. Operational Requirements**
- 4. Definitions**
- 5. Application of Definitions**
- 6. Payment Rates**
- 7. Formal Joint Review**

# **NHSBT ON-CALL REMUNERATION COLLECTIVE AGREEMENT**

## **1. Introduction**

- 1.1 NHSBT is required to deliver services around the clock over a 24/7 period, 365 days of the year.
- 1.2 Employees may be required to work in the evenings, at night, over weekends and on public holidays.
- 1.3 Employees required to work such hours in the workplace on a shift arrangement are remunerated under the NHSBT Unsocial Hours Agreement.
- 1.4 Employees who are required to be on-call are remunerated under the NHSBT On-call Remuneration Agreement.

## **2. Collective Agreement**

- 2.1 This agreement has been developed in partnership and applies to all staff employed on national NHS Terms and Conditions of service and is therefore incorporated into staff terms and conditions of employment.
- 2.2 This agreement supersedes all other on-call agreements previously in operation across NHSBT for staff employed under the terms and conditions above.
- 2.3 This agreement is effective from 1 November 2015, however this has been updated to reflect 2024 pay values.
- 2.4 This document includes some NHS terms and conditions, where these NHS terms and conditions are changed at a National Level this agreement will be updated to reflect these changes and without a requirement for further consultation within NHSBT.

## **3. Operational Requirements**

- 3.1 Operational requirements relating to on-call rotas are not defined in this Agreement. Determination of rota requirements are an operational management responsibility and are managed through each Directorate. This information is held at departmental level for each set of rotas within the Directorate.
- 3.2 All employees that participate in on-call must be deemed competent by the manager to perform the work required before being included in the rota.
- 3.3 NHSBT has a responsibility to ensure adherence to the principles of the Working Time Directive, and that the frequency or intensity of on-call activity is not likely to be detrimental to the health and safety of employees or patients.
- 3.4 The start and finish times of the on-call period will be determined by each department in accordance with the demands of the local service. Managers will detail these times to staff within each area identifying when the normal day starts and finishes and, as a result, what the on-call period will cover.

## 4. Definitions

### 4.1 On-call Availability

On-call is being formally available for a defined period of time outside of normal departmental working hours, in order to respond to a call, as a result of which work is undertaken in the workplace or to give professional/technical advice which cannot wait until the commencement of the next normal working period. The work or advice will be of an unexpected/critical nature and/or related to a specific patient/donor need and/or to deal with an incident which may adversely affect product or other safety requirements.

### 4.2 Call-out

Call-out is attendance at a place of work outside of normal working hours in order to perform emergency work or donor facilitation or remotely accessing the NHSBT network to perform the required duties.

### 4.3 Eligible Employees

'Eligible employees' are those who are trained (or in training), qualified and at the right grade to participate in the provision of on-call services according to the arrangements of each of the directorates.

## 5. Application of the Definition

5.1 On-call availability is being at home or elsewhere ready to be called out to undertake work in the work place, at home (where this is deemed suitable), or provide advice over the telephone.

### 5.2 Cumulative or extended Telephone Advice

The availability payment includes payment for advice given over the telephone. Where such advice is prolonged and disruptive, either as a result of a single or multiple calls, an employee may claim a call-out payment. Claims will be subject to agreement and authorisation at departmental level by the line manager, who should give due consideration to the nature of the call(s) and the amount of time spent and the resultant level of disruption to the individual.

A payment of one call period (1 hour) may be claimed for any telephone advice which:

- lasts longer than 30 minutes for a single or aggregate of calls. If the call or aggregate of calls exceeds 1 hr, then payment will be made for actual time worked for the total duration of the call(s) i.e. first to last contact

**or**

- involves 3 or more short work calls in a weekday on-call period (before 23:00)

**or**

- involves 6 or more short work calls in a 24 hour weekend or public holiday on-call period

**or**

- is given between 23:00 and 06:00. Additional interruptions will only attract another call period if they prevent 4 hours of unbroken rest between 23.00 and 0600

Suitable records of the call must be provided to support any claim.

### 5.3 Designated workers provided with facility to undertake urgent/critical call-out duties from home

There are some areas of the organisation where employees on-call may be provided with the facility to carry out call-out duties from home when responding to an urgent/critical call-out request. This is often in areas such as DDTS or ODT where the work can be actioned remotely without the need to travel to an NHSBT centre or base. In this situation employees may claim the call-out rate for the duration of the call-out duties undertaken. The call-out duties must exceed provision of telephone advice and include technical work/action undertaken to respond to the urgent/critical on-call request.

## **6. Payment Rates**

### 6.1 On-call rate

The on-call rate recognises both the availability to provide cover and short telephone advice provided during periods of on-call availability. For cumulative or extended telephone advice please see Para 5.2.

Employees who are required to make themselves available outside of their normal working hours through providing on-call cover are entitled to claim a pay enhancement for each complete hour and minute they are available.

The on-call rate is £2.11 per hour (April 2024 value) for weekday, weekends and public holidays. The on-call payment is pensionable.

### 6.2 Call-out rate

The minimum call-out payment will be for one hour and will include Travel Time for journeys to and from home to the workplace.

The call-out payments are not pensionable.

Payment for work undertaken during a call-out is paid at time and half of an individual's hourly rate, with the exception of work on general public holidays which will be at double time.

#### **DTS**

Certain staff in DTS are paid on the band 7 payscale for any call-out work regardless of their substantive payscale, new staff joining NHSBT after 1 November 2015 will receive call-out payments at 1.5 of the minimum of the band 7 payscale or actual pay point if higher.

## **Plymouth Hospital Services**

The call-out rate for Plymouth Hospital Services employees is based on time and a half of the maximum of pay band 4 which is £22.34 per hour (2024 value). For Public Holidays the call-out rate is £29.78 per hour (2024 value).

### **6.3 Travel time**

Employees who are called into work during a period of on-call can claim for the period they are required to attend including travel time to and from the workplace. They will receive a payment at time and half or double time based on current pay point. Staff in departments where specific pay rates for On-Call activity have been agreed by the SPC, will receive travel time based on the agreed rates.

Paragraph 17.17 of the NHS Terms and Conditions also applies in that, where staff incur an excess travel expense as a result of returning to their place of work as a result of being on-call, the excess shall be reimbursed.

NHSBT will reimburse telephone call charges made from landlines or personal mobile phones and undertaken in pursuance of their on-call commitments. However, NHSBT will not reimburse landline or personal mobile phone rental charges.

Regulations relating to travel and expenses claims are covered in the Travel and Expenses Policy/Guidance

### **6.4 Time Off in Lieu (TOIL)**

Staff will be given TOIL after a period of on call where the calls or activity cause considerable disruption to the individual undertaking the on-call period and owing to work commitments/rota patterns they are unable to take the appropriate amount of rest the following day. TOIL is taken at plain time rate.

Provision of TOIL is subject to the requirements of the service and, where granted, must be taken within 3 months. If, for operational reasons, time off in lieu cannot be taken within 3 months, the hours worked must be paid for.

If you are required to be on-call on a public holiday you will be awarded TOIL at plain time rate up to a standard day of 7.5 hours.

### **Formal Joint Review**

Changes to the terms and condition sections of this agreement will be automatically updated as changes take place to NHS Terms and Conditions.

Should any amendments or additions be required in the meantime then this can be done if jointly agreed by the staff and management sides of the relevant function partnership committee or nominated joint sub-group of the Staff Partnership Committee.