

**Payments during annual leave and sickness – changes to AfC payments for work done outside normal hours – answers to frequently asked questions.**

**Version 1 – May 2010**

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**1. Implementation (on 1<sup>st</sup> April 2010)**

1.1. Q When is this starting from?

The new AfC Terms and Conditions apply from 1<sup>st</sup> April 2010.

1.2. Q Do we need to backdate the annual leave recording?

All annual leave taken on or after 1<sup>st</sup> April 2010 should be recorded.

1.3. Q What about a period of leave which started in March 2010 but continues into April 2010?

Record the leave from 1<sup>st</sup> April only with a start date of 1<sup>st</sup> April 2010. In subsequent years these periods which span leave years should be entered in full and not split.

1.4. Q Will payments be backdated?

Payments due from 1<sup>st</sup> April 2010 will be paid when they are recorded on the system via **expenses**. This is expected to be available during the last week of May 2010.

1.5. Q When will we be able to enter A/L to the system?

The system is expected to be available during the last week of May 2010.

1.6. Q When entered monthly is it 28 days or 4/5 weeks?

Record annual leave taken according to its start date for each calendar month. Eg. Annual leave starting in May should be recorded for payment in June. Please do not split periods of annual leave.

Eg. 10 days starting on 30 May 2010 should be recorded as one period at the end of May.

1.7. Q How long do we have to record annual leave for the average payment to be made in June 2010?

The final date for payment in June 2010 is 4<sup>th</sup> June 2010 (by 2pm). Anything recorded after this time will be paid in July, these deadlines have been incorporated into the Employee Services timetable.

1.8. Q What happens to leave recorded late?

Anything recorded late will be paid in the next month's salary.

1.9. Q What happens when a manager is on long term sick or annual leave?

Annual leave may be recorded by anyone with supervisor access to **expenses**, so this may be done by whoever is covering the other managerial duties.

- 1.10. Q Will something be going out to staff informing them of these changes?

Not specifically to each person individually. Information has been widely published via CONNECT briefs, as NHSBT intranet news items and on the Employee Services intranet pages.

- 1.11. Q Will we see a list of the staff in the system?

Not at first. Once the initial system is established we hope to be able to enhance the functionality to allow each manager/supervisor to see a list of their staff. There is no timescale for this as yet.

- 1.12. Q Why do we have to record annual leave for everyone if they do not get enhancements?

Primarily to ensure that all staff receive any payments during annual leave which they are due. If leave is not recorded for everyone there is a risk that some will not receive payments they are due. This is particularly important in departments where there are mixed groups of staff, with some on AfC enhancements and some on local shift payments.

- 1.13. Q What is the process around special leave etc?

The recording of special leave is not affected.

Applications for special leave are dealt with under the "Time of Work Policy".

[http://nhsbtweb/group\\_services/human\\_resources/hr\\_operations/policies\\_procedures/time\\_off\\_work.pdf](http://nhsbtweb/group_services/human_resources/hr_operations/policies_procedures/time_off_work.pdf)

The application form is appended to this policy. Special leave, when taken, should be reported to Employee Services under the guidance published for authorised paid leave, unauthorised unpaid leave and authorised unpaid leave, which may be accessed using the following link:-

[http://nhsbtweb/group\\_services/finance/employee\\_services/absence\\_notification/index.asp](http://nhsbtweb/group_services/finance/employee_services/absence_notification/index.asp)

- 1.14. What about staff who do not have access to **expenses**?

If s/he has forgotten his/her password/user ID please contact the Employee Services helpline.

- **Email:** [Click here](#) to email the Employee Services Helpline.
- **Telephone:** 0191 202 (5) 4455

If a line manager or supervisor does not have access to **expenses** s/he should complete an access request form.

[http://nhsbtweb/document\\_store/ESR\\_FRM\\_093.xls](http://nhsbtweb/document_store/ESR_FRM_093.xls)

- 1.15. How can we check what we have entered onto the system?

You will only be able to see entries you have made.

To sort your entries click on the header, clicking again will re-sort in reverse order. To filter, for example, by surname. First select and sort the row containing the data you wish to filter by and enter the required value in the box at the top of the list and click on filter.

Entries for that value will then display. Delete the entry in the filter box to remove the filter.

- 1.16. Will individual members of staff be able to enter their own annual leave?

Not at this stage. We are hoping to be able to develop the system to allow this in future. There is no timescale for this as yet.

- 1.17. Do manager get WTD?

This AfC average payment replaces WTD. Managers are entitled to receive these AfC annual leave and sickness payments in the same way as other AfC staff if they are in receipt of 'outside normal hours' payments (sometime referred to as 'enhancements' or 'unsocial hours').

- 1.18. Does the system hold annual leave entitlements? If not, will it, so that staff cannot overtake annual leave?

Not at this stage. We are hoping to be able to develop the system to record and monitor this in future. There is no timescale for this as yet.

- 1.19. What about staff with multiple posts?

You can record annual leave for the main post using the system. Annual leave for secondary posts should be e-mailed to Employee Services - paid leave.

## 2. System questions (for *expenses* where annual leave is recorded)

- 2.1. Q My password has expired/I have forgotten my password and/or Username?

Click on the appropriate button on the right hand side of the main logon screen. You will be prompted to input an email address for the automated process to send you a link so you can create a new password. The same process is used if you have forgotten your User ID.

- 2.2. Q My Password has expired/I have forgotten my password and/or Username and I don't have access to e-mail?

You should ring Employee Services helpline, who will reset your password with you by phone. The number is 0191 202 4455, Featurenet 54455.

- 2.3. Q The computer will not connect to the *expenses* website?

First check that the https web address at the top of your screen is correct (this should be <https://www.sel-expenses.com>) and that you have access to the internet.

If you continue to have problems then contact Software Europe's helpdesk on 01522 883650, NHSBT's service desk (FN (5) 8777) or the Employee Services helpline on 0191 202 4455 (FN (5) 4455).

- 2.4. Q *Expenses* states that I am archived?

You may have entered your log on details incorrectly more than the 5 times permitted. Send an e-mail to the Employee Services Expenses e-mail address

requesting that your account be unarchived or contact the Employee Services helpline on 0191 202 4455 (FN (5) 4455).

### **3. Sickness**

- 3.1. Q If a member of staff rings to say they are fit to return to work is the average enhancement calculated on their contracted hours absent? E.g. a part-timer who works 18¾ hours over 2 days (Tuesday and Wednesday) – are they recorded as sick until the day they call in fit or the day prior to them returning to work?

Sickness absence is recorded and calculated in calendar days. In all cases the sick payments (including the average) will be made according to the dates notified to Employee Services.

### **4. Payment calculation**

- 4.1. Q What reference period is used?

The calculation is further detailed in the implementation guidance.

ESR will use a 3 month averaging period which ends on the last day of the pay period in which the start of the absence falls.

Examples:-

Annual leave starting 10<sup>th</sup> May – the payment will be based on the average paid in March, April and May.

Annual leave starting on 1<sup>st</sup> June – the payment will be based on the average paid in April, May and June.

- 4.2. Q Is it a rolling 3 months?

ESR will use a 3 month averaging period which ends on the last day of the pay period in which the start of the absence falls. This means that the period used will change depending on the start date of the absence period.

- 4.3. Q Why is the average worked out on calendar days and not working days?

This has been agreed and developed by the NHS Central team and the NHS Electronic Staff Record system (ESR) to ensure consistency of application and payment of these AfC payments for sickness and annual leave.

### **5. Blood Donation - specific questions**

- 5.1. Q Do we still need to record annual leave and sickness on the Staff Session Reports (SSRs)?

Yes. The Staff Session Reports are used to calculate pay due for attendance at work. Because of the way these calculations are made, according to rostered time, the hours absence are needed to calculate the payments due for attendance.

- 5.2. Why can't you use the Staff Session Reports (SSRs) to get the payments for annual leave as well as attendance?

There are 2 main reasons that the Staff Session Reports cannot be used. These are:-

1. Employee Services cannot tell if leave is booked and taken in hours or days.

2. Employee Services cannot tell the start date of leave or its total length.

Each of these pieces of information is vital to the payment calculation.

5.3. Q If we roster a member of staff sick from Tuesday to Saturday will it pay the enhancement?

The payment due for this example is 5 calendar days of the average of the previous 3 months enhancements.

A daily value of the average enhancements paid in the previous 3 months is calculated and paid for the number of calendar days of absence.