File reference	W16FOI539
Key words	IT services staffing
Date of release	08/11/2016
Attachments	No

Freedom of Information Act Disclosure log - Reply Extract

You asked

Will you please provide the following information:
(For clarity I have broken down the request into 'bite" sized questions to make it easier for the reader and for your replies.)

With regard to core I.T services and the NHS Staff employed in providing that service, will you please supply the following information:

1)   Do the I.T staff work over weekends?

Not routinely

2)   If I.T staff work at the weekend do the staff who worked it receive the same rate of hourly pay as a normal week day?

No

3)   If the I.T staff receive a premium hourly rate for working at weekend's, at what percentage uplift is it paid at? IE: Standard day rate plus 30%, 50% etc

Standard day rate plus 50%

4)   What working agreement do I.T staff work weekends on?

This information is publicly available as part of the Agenda for Change arrangements. Please click here **http://www.nhsemployers.org/your-workforce/pay-and-reward/nhs-terms-and-conditions/nhs-terms-and-conditions-of-service-handbook**

5)   Do I.T staff provide an out of office hours service? IE: Between 5pm and 8am

Yes

6)   Please state the times of the out of hour service & cover period for each day of the week concerned.

17:00 to 08:00 Monday to Friday and 24 hours Weekends and Bank Holidays

7)   Please state the pay bandings of staff who participate in an out of hours cover service.

Bands 5, 6 & 7

8) **Do the I.T staff who participate in an out of hours on call service actually attend site during the cover period. (IE: Attend the office awaiting a call?)**

Occasionally when called out

9) **Do the I.T staff who participate in an out of hours on call service provided the cover from home on a "Standby" basis? (And receive   a telephone call when there is a concern)**

Yes

10) **What hourly pay rate do the staff who provide an out of hours on call service receive whilst actually attending on site on a call. (Please state for each pay band concerned, either standard day rate or if enhanced IE: Day plus 30%, 50% etc)**

Standard day rate plus 50%

11) **If I.T staff provide an out of hours on call service from home on a "Standby" basis, will you please state what payment they receive whilst on standby awaiting a telephone call.**
(Please state for each pay band concerned either standard day rate or other rate and what that "other" is)

Other - £1 per hour availability payment

12) **How many I.T staff are providing an out of hours service, please state the number of staff involved for each day concerned and the time range for each of the staff involved.**

A total of 20:

8 in number Primary Support Engineers
8 in number Secondary Systems Engineers
4 in number Secondary Telecoms Engineers

13) **How is the health and well-being of out of hours on call staff being monitored.**
IE : Precisely what process is in place to prevent sleep deprivation or sleep disorder for the I.T staff member concerned if they were to receive numerous calls (or one long complex issue) during an out of hours on call duty, if only one IT staff member is on duty it is entirely possible for them to be working continually from 5pm to 8am the next morning, how it this situation mitigated?

By escalation to line management and/or invocation of Business Continuity Management plan, if applicable

14) **This question relates to Weekends & Bank Holidays How is the health and well-being of out of hours on call staff being monitored. IE : Precisely what process is in place to prevent sleep deprivation or sleep disorder for the I.T staff member concerned if they were to receive numerous calls (or one long complex issue) during an out of hours on call duty, if only one IT staff member is on duty it is entirely possible for them to be working continually over a weekend from Friday 5pm to 8am on Monday morning, or worse case scenario again it is entirely possible for them to be working continually from Thursday 5pm to 8am on Tuesday morning over an Easter or Christmas, regardless of how unlikely if it could occur, how it this situation mitigated?**

As per Q13

15) **What process/procedure is in place to ensure that the I.T out of hours on call staff member receives 8 hours of uninterrupted sleep and free from further telephone calls during that period.**

Self-monitoring and escalation to line management if necessary – escalation has occurred only twice in the last 12 months

16) **Is there a "reserve" I.T out of hours on call staff member on standby to cover any of the I.T staff who are having their entitled 8 hours of uninterrupted sleep from further telephone calls.**

Yes - Primary on-call and Secondary on-call teams

17) **How does your NHS Trust ensure that the I.T out of hours on call staff comply with the EU Working Time Directive to prevent fatigue, errors or even abuse of workers?**

Rotas and the frequency of call out are monitored by line management and remains well below European Union Working Time Directive threshold. Call outs are infrequent.

18) **Has your Human Resources department been involved in any disciplinary issues regarding out of hours cover disputes from any Dept within your NHS Trust?**

You did not provide a timescale for this question. There have been no cases within the last 12 months (October 15-September 16 inclusive)

19) **Has any Legal Claim been issued against your NHS Trust regarding out of hours working? If so in whose favour was the hearing upheld, the claimant or the NHS Trust?**

You did not provide a timescale for this question. There have been no cases within the last 12 months (October 15-September 16 inclusive)

Attachments included: No

If I can be of any further assistance to you please do not hesitate to contact me on ☎ 01752 431058.