



22nd December 2017

**Reference: Collective Grievance/GMB**

To: Robert Morton, Chief Executive Officer, East of England Ambulance Service NHS Trust.

Please accept this communication as a collective grievance raised as per the Trusts collective grievance policy on behalf of the names listed below, and supported by the GMB as the elected nominated representative. Due to the numbers of staff affected and the different areas affected I have chosen to direct this communication to yourself so you can elect a suitable senior manager to hear this grievance.

**Details of Grievance:**

The Trust has publicly announced via the Need To Know, '*Enhanced overtime rates over Festive period - Operations*', see attached Appendix 1 - last updated 22nd December 2017.

This publication states, '*This enhanced period is open to all staff including bank*'. Below this the eligible staff groups have been listed. The publication further details the criteria for payment, and what dates the double time payments align to. This publication states it '*will target overtime shifts at **double time pay***'. There is no mention of any enhancements or incentives for those already on rostered shifts.

I have since been notified of communications within EOC, (see Appendix B), where staff within EOC are being offered an additional incentive of '*a further payment which will apply to all shifts worked on specific dates, whether this is on overtime or on a normal rostered shift*'.

This action is felt by those listed below as being unfair and unreasonable as staff are being treated differently and is doing nothing to build relationships between EOC staff and other Operations staff.

Kevin Brown, Executive Director recently defended the removal of the Cross Border Resource Utilisation Policy by stating that we are one Trust, this action does not support such a statement and only shows the segregation being implemented between operations staff by the executive team who must be authorising such financial commitments.

**Resolution:**

All staff should be treated equally, fairly and reasonably, this further enhanced payment being made to EOC staff on top of the shift being either overtime or a normal rostered duty should either be rolled out and paid to all staff affected by the festive period within the eligible groups first listed, or removed altogether to any staff members within EOC.

All enhancements or incentives should be offered to all equally, and not to just the few.

Appendix 3 - Supporting names to this grievance

## Appendix 1

**For EEAST staff**

Last updated: 22 December 2017 at 08:05

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## Enhanced overtime rates over Festive period - Operations

**Over the festive period, we predict a significant demand increase and system-wide pressures. These are likely to be increased on the days following a bank holiday weekend period.**

Last year we saw exceptional pressure with many acute trusts moving to internal major incident. We have already seen the signs of system pressure and foresee a challenging time – these matters have led to us taking patient safety-focused steps including putting in place some patient safety intervention teams (PSIT) and additional hospital liaison officers (HALO) over Winter at some acute sites.

To ensure the safe care of patients, we will need to increase capacity further. The table below shows where we will target overtime shifts at **double time** pay. This applies for **any planned overtime shifts above six hours**. Additional shifts will be made available locally where there is fleet available. This enhanced pay period is open to all staff including bank. Part time staff will need to achieve full time hours of 37.5 hours before being able to access the additional enhanced rates. The below groups are eligible:

- Emergency ambulance and HCRT ambulance shifts
- Rapid response vehicles, EIFV/falls dedicated cars
- PTS staff shifts working on HCP urgent dedicated ambulances for A&E Operations
- HALO duties
- DLO 24/7 duties
- HART shifts
- EOC (RCC, EOC, ECAT)\*
- Patient safety intervention teams (PSIT)
- Winter resilience command at the Chelmsford site.

**Criteria for payment**

Payment of **double time** on stated dates will only be claimable where there is no absence from work, other than annual leave between 24th December and 7th January inclusive.

Incidental overtime is not included.

EOC staff are eligible for this scheme and a further update on the existing scheme will be provided separately.

Exceptional absence should be discussed with a senior manager for decision where any dispute in application arises.

All staff are reminded to ensure no breach of the Working Time Directive occurs when booking shifts.

**Double time payments – Overtime shifts**

Wednesday, 27th December from 00.01hrs to 08.00hrs Saturday, 30th December 2017

Sunday, 31st December after 14.00hrs to 23.59hrs\*

Tuesday, 2nd January 2018 after 06.00hrs to 08.00hrs Saturday 6th January 2018

\*Please note double time applies in any case on 25th, 26th Dec and 1st January 00.01hrs – 23.59hrs

If you have any questions, please direct them in the first instance to your line manager.

We thank you for your ongoing support.

## Appendix 2



**From:** [redacted]  
**Sent:** 19 December 2017 09:06  
**To:** EOC Chelmsford Staff  
**Subject:** FW: EOC Winter incentive

Hi All,

Can I just clarify this incentive scheme that was published yesterday.

It is in addition to the incentive that is already in place, it does not replace that incentive, it complements it.

It applies to all staff that will be in work on a shift that is over 8 hours on these dates 24th night, 25th day, 25th night, 26th day, 31st night. If you are on normal duty you will get the £125 per shift (over 8 hours). For example, if you are on Christmas eve night and Christmas day night that will be £250. If these shifts being worked are overtime then the overtime incentive will also be applied and added to the £250.

If you have been sick and therefore find yourself excluded from the previous overtime incentive, that will not affect the incentive noted below if you attend work on the noted dates, as long as you are not sick on any of those dates [24th night, 25th day, 25th night, 26th day, 31st night].

I hope this helps clarify the situation.

All the best.

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**From:** EOC Communications  
**Sent:** 18 December 2017 17:06  
**To:** EOC Communications  
**Subject:** RE: EOC Winter incentive

Dear all,

I am writing further to this email and the operational bulletin released on Friday regarding a wider incentive scheme (which also includes EOC):

<http://ntk.eastamb.nhs.uk/news/enhanced-overtime-rates-over-festive-period-operations.htm>

We appreciate that this year the Trust is under some additional pressures (which are subsequently being experienced by our teams in EOC) and this is likely to continue over the key dates in the festive period. In light of this, we are introducing a further payment which will apply to all shifts worked on the specific dates, whether this is on overtime or a normal rostered shift. This will apply as follows:

- For shifts in EOC in December for the dates of 24<sup>th</sup> night, 25<sup>th</sup> day, 25<sup>th</sup> night, 26<sup>th</sup> day, 31<sup>st</sup> night:
  - £125 payment (per shift) for working a shift of 8 hours or more
  - £75 payment (per shift) for working a shift of under 8 hours (but over 4 hours)
  - The payment will be made on the basis of no sickness absence on the 24<sup>th</sup>, 25<sup>th</sup>, 26<sup>th</sup>, 31<sup>st</sup> December and 1<sup>st</sup> January
  - This includes both overtime and rostered shifts

For clarity, this applies in addition to the EOC scheme below.

Regards

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**Sent:** 24 November 2017 16:29  
**To:** EOC Communications



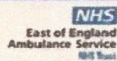
- 1 January
- o This includes both overtime and rostered shifts

For clarity, this applies in addition to the EOC scheme below.

Regards

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**Sent:** 24 November 2017 16:29  
**To:** EOC Communications  
**Subject:** EOC Winter incentive



**EOC Communications**

Dear all,

Please see attached details of a winter incentive scheme which has been agreed by the Trust for EOC staff. The scheme will commence from today until the 31<sup>st</sup> December.

The incentive scheme is for all staff working overtime shifts in core roles across EOC. The incentive payment will apply for overtime shifts within EOC starting on the Friday day shift and ending on the Monday night shift (inclusive).

The payment will be an additional:

- £50 for overtime shifts of 8 hours or more (but less than 10 hours)
- £75 for overtime shifts of 10 hours or more

All details on the scheme are detailed in the attached document. Should you have any questions please speak with your Senior EOC Manager or email [EOCCommunications@eastamb.nhs.uk](mailto:EOCCommunications@eastamb.nhs.uk), please note that the claim form will be sent out to all staff in due course.

Regards,

[Redacted signature block]

**NHS**  
East of England  
Ambulance Service  
NHS Trust



## Appendix 3