Back to Basics:

Award Rules Introduction and Fundamentals

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Session	Description	Duration	Delivered By
10:00-10:30	• **Rob Storer – Introduction** • **Pay, Award Rules & Pay Elements – Introduction**	**30m**	**RS**

10:30-11:50	• **Award Rules Overview**
	  • **Key Features**
	  • **Categories**
	  • **Basic**
	  • **Enhanced Hours**
	  • **Overtime**
	  • **On Calls/Call Outs**
	  • **Allowances**
	  • **Applicability's**
	  • **Negotiated Rates**
	  • **Pay Flags**
		1h20m	**RS**

11:50-12:00	• **Professional Services**	**10m**	**RS**
12:00-12:30	• **Q&A**	**30m**	**RS**

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Introduction to Rob Storer

- 8 years previous ESR background within the NHS, specifically working in a Payroll, Rostering and HR capacity at an Acute Hospital
- Been with legacy Allocate, now RLDatix, for just over 8 years, specializing in Payroll, ESR, ESRGO and now StaffDirect implementations
- Currently manage a team of 6 Consultants, responsible for ESRGO, Payroll, BankStaff, CloudStaff, Timeclocks and StaffDirect implementations
- Worked with small, medium and large NHS Organisations within those 8 years, completing several implementations with many of you
- Worked with several non-NHS Organisations across the UK, ranging from large and small Care Home providers
- Currently working with NHS Scotland to produce, implement and support their future Payroll Interface for all Scottish Health Boards

Introduction to Pay
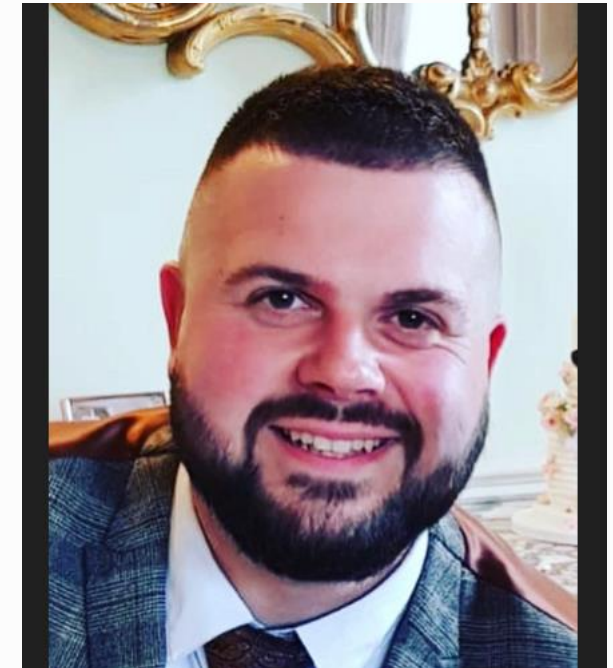
- Every NHS Organisation using Optima processes Payroll information from Optima on a Weekly, Fortnightly or Monthly basis.
- The Pay Extract method in place across the UK for all NHS Organisations is via ESR, which allows both Time & Attendance and Absence data to be sent from Optima and received by ESR.
- Agenda for Change is the NHS Terms and Conditions of Service, inclusive of Pay;
    - There can be different iterations locally of how Agenda for Change is applied/interpreted but this is mostly static across the NHS
- Optima supports multiple methods of allowing Pay data to be calculated, presented and extracted to Payroll systems, specifically ESR
- ESR receives the data from Optima and will produce Output Reports confirming Successful/Failed lines of information

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Introduction to Award Rules

- Award Rules define how and when Allocate Optima creates and applies payments for a Duty

- Award Rules have various options that can be utilized to support their Pay requirements and how they apply to a Duty. These are managed by various Applicability's, with the most common listed below;

  - Applicable Days & Times

  - Applicable Shifts

  - Applicable Units, Posts & Contracts

- Award Rules should always map to a corresponding Pay Element, if you wish to send this to ESR

- Award Rules can be automatically and manually applied to a Duty, depending on the requirement

- Award Rules capture Bank Holidays within the configuration and will only apply when specified

Always ensure if you are testing or not 100% sure on creating Award Rules, to use PREPROD and NOT Live

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Introduction to Pay Elements

- Pay Elements are required within Optima to generate a line of information to be sent within the Pay Extract to ESR

- Pay Elements should be sourced from your Payroll Team and the requirements for each depend on the structure of the Pay Element in ESR

- Pay Elements in Optima contain critical fields that must match ESR
  - ESR Element Name = Level 0 Name
  - Level 1 Details = Scheme > Fixed Value > NHS or ESR VPD Number (e.g. 123)
  - Level 2 Details = Allowance Type > Fixed Value > ESR QuickCode Mapping
  - *ESR QuickCode Mapping will always contain CAPITAL LETTERS and _ (Underscores)*
  - *If it doesn't contain these characters, it is most likely not correct*
  - Level 3 Details = Units or Hours Worked (*primarily*) > Type – Occurrence/Pay Hours/Work Hours (*dependant on the Pay scenario*)
  - There isn't usually more than Level 3 Details required, but this can happen occasionally depending on the payment requirement.

Change Pay Element Details

Name *
On Call Session

Level 0 Name *
Locally Agreed Grp 0 NR NHS

Level 1 Details

Name
Scheme

Type
Fixed Value   123

Level 2 Details

Name
Allowance Type

Type
Fixed Value   123_ON_CALL_PAYMEN

Level 3 Details

Name
Units Worked

Type
Occurence

Level 4 Details

Name

Type
Not In Use

Award Rules - Key Features

- The '**Code**' field within the Award Rule is visible on the Duty Timesheet tab in Optima and Timesheets tabs in Employee Online & Loop for your End Users to note
  - Always ensure your '**Code**' is different from any other Award Rule
  - Always ensure your '**Code**' is easily understandable to your End Users, e.g. Bank Basic or Saturday ENH
  - The '**Description**' field is only visible within Reference Data>Award Rules to System Administrators
  - '**Valid From & To Dates**' are crucial to ensuring Award Rules only apply when you want them too
    - Always ensure when creating new Award Rules to apply a future Start Date (you can always revert once you have validated it is working as you wish)
    - Always End Date Award Rules that are no longer required to prevent them applying in error
  - '**Auto Generated**' – This is used to apply Award Rules automatically upon Finalisation
  - '**Auto Generation Priority**' – This is used to inform Optima when to apply the Award Rule
    - The Higher the Number in the Award Rule, the Lower the Priority Level
    - The Lower the Number in the Award Rule, the Higher the Priority Level
      - *e.g., 0 is the Highest Priority and 5000 (maximum entry) is the Lowest Priority*

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Award Rules - Categories

- There are multiple options within HealthRoster to utilise different variants of Award Rules, listed by Categories
  - These Categories have pre-defined rules in place but can be amended to suit your requirements

- Primary Award Rule Categories used for the NHS;
  - Allowance
  - Call Out
  - Basic Hours
  - Enhanced Hours
  - Negotiated Rate
  - On Call
  - Overtime

Code ↑
> 📁 Allowance
📁 Alternate Grade
> 📁 Basic Hours
> 📁 Call Out
📁 Deduction
> 📁 Enhanced Hours
📁 External Allowance
📁 Instructive Overtime
📁 Negotiated Rate
📁 Night Compensation
> 📁 On Call
📁 Other
> 📁 Overtime
📁 Time In Lieu

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Award Rules - Basic

- 'Basic Hours' Award Rules usually consist of requirements for Bank payments

  - This can be for Agenda for Change Bank, Medical & Dental Bank or other scenarios that would be expected to be paid for the entirety of the duty

  - '**Towards Contracted Hours**' is usually applied for this Award Rule type to capture all time associated within the person Net Hours Left / Hours Left balances based on contractual agreements

  - The setting '**Whole Duty Regardless**' is often used for these types of Award Rules to capture the payment

    - If the '**Whole Duty Regardless**' functionality is used, it will automatically prevent any of the 'Blocking' functionality from being applied as it assumes you want the entire Duty paid as this Award Rule

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Award Rules - Enhanced Hours

- '**Enhanced Hours**' Award Rules are often used to capture the Agenda for Change Enhancement payments for Saturday, Sunday, Unsocial, Nights and Bank Holidays;
- Unsocial Hours – 20:00pm to 21:30pm
- Night Duty – 20:00pm to 06:00am
- Saturday – 00:00 to 00:00 (All Day)
- Sunday – 00:00 to 00:00 (All Day)
- Bank Holiday – 00:00 to 00:00 (All Day)

- '**Towards Contracted Hours**' is usually applied for this Award Rule type to capture all time associated within the person Net Hours Left / Hours Left balances based on contractual agreements
- '**Blocking**' functionality will be used for all Enhancements vs Overtime (over 37.5 hours per week) to prevent both payments possibly paying at the same time
- If it is an employee is contracted to less than 37.5 hours per week, the Enhancements can apply on top of any additional hours assigned
- '**Whole Duty if Over 50%**' functionality is used for Agenda for Change purposes to ensure any hours worked within a Night Duty are all paid at the Night Enhancement rate if the time spans the 8pm-6am timeframes

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Award Rules - Overtime

- '**Overtime**' Award Rules are always applied manually within Optima

- Overtime and Additional Hours *(*used for Part Time workers*) are defined based on the Applicable Days/Times and Work Contracts assigned to the Award Rule

- 'Overtime' is usually only applied to Agenda for Change workers, not Bank

- '**Blocking**' functionality will be used for all Enhancements vs Overtime (over 37.5 hours per week) to prevent both payments possibly paying at the same time

- If it is an employee contracted to less than 37.5 hours per week, the Enhancements can apply on top of any additional hours assigned

- When assigning Overtime, you should always apply a specific reason
    - These can be created/amended via Reference Data>Payroll>Timesheet Entry Reasons

- Overtime can be reported on via the Timesheet Breakdown List to identify scenarios of where Overtime has been applied/paid

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Award Rules - On Calls/Call Outs

- '**On Call**' Award Rules are usually applied automatically within Optima, based on the parameters set in the Award Rule

- '**Call Out**' Award Rules are applied manually within Optima

- On Calls usually consist of payments for Weekdays, Weekends and Bank Holidays and can be paid Hourly or as a Session (Occurrence) via ESR

- Call Outs are usually paid on an Hourly basis for 'Hours Worked' on the On Call Duty

- When assigning Call Out payments, you should always apply a specific reason

  - These can be created/amended via Reference Data>Payroll>Timesheet Entry Reasons

- Call Outs can be reported on via the Timesheet Breakdown List to identify scenarios of where a Call Out has been applied/paid

- Applicable Shift Types will always be required to be set as 'On Call' for On Call and Call Out Award Rules, so this prevents other types of payments applying

- Some Organisations may have 'Local' Terms & Conditions for On Call/Call Out payments and these need to be tested appropriately before configuring in your LIVE environment

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Award Rules - Allowances

- '**Allowance**' Award Rules are used for mostly 'Local' scenarios where the other Award Rule Categories don't fit the requirement

- There have been various scenarios over the years where we have used the Allowance Category to fit a particular Payroll requirement for a customer. Below are some examples;

  - Agenda for Change Late Notice Shift Payment

  - Uplifts in Rates for specific Rosters

  - Waiting List Initiatives (Often also used as an 'Overtime' Award Rule)

  - 'Local' Bank Payments/Uplifts

  - Shift Incentive/Top-Up Payments

  - Standby/Out of Hours Payments

  - Essentially, they are flexible enough to allow you to do most Pay scenarios required…

- You can limit Allowance Award Rules to pay x1 Hour/Unit if required

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Award Rules - Applicability's

- Award Rules are applied using various optional Applicability's configured by the System Administrator to generate the Pay requirement you need. Some of these are below;
    - Days & Times
    - Bank Holidays
    - Shift Types
    - Duty Cancel Reasons
    - Posting Types
    - Units
    - Posts
    - Enterprise/Grade Work Contracts
    - Payscale Codes (Often not used in the UK)
    - Person Groups
    - Pay Flags

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Award Rules - Negotiated Rates

- **Negotiated Rates** are only applicable for Customers who are licensed for BankStaff+

- **Negotiated Rates** must have a corresponding ESR Pay Element in place before extraction to ESR can occur

- Offers ability to add a monetary value to a Duty which can be sent to ESR for payment

  - Hourly or Fixed Rates are possible

  - Can be applied to Vacant Duties as well as Assigned Duties

- Can be applied in both Optima and BankStaff

- You only usually require x1 Award Rule to be in place, but other scenarios could require more than one;

  - Payments for Rest Time or not may be applied to certain Grades/Job Roles

- When the **Negotiated Rate** is applied, the figure must be LESS the WTR payment that will be applied in ESR

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Award Rules – Pay Flags

- **Pay Flags** are another alternative method of applying a payment to a Duty
  - Can be applied automatically or manually
  - Can be set against individual Duties, both Vacant and Assigned
  - Can be applied against the Roster Templates to be automatically applied when Duties are assigned
  - Applicability's can be used to restrict how they are applied to a Duty
  - Can be used to pay directly via a Pay Element or just be an 'identifier' on a Duty for reporting purposes

- Examples of how you could use **Pay Flags**;
  - Bank Incentive Payments – Hourly or % Uplifts
  - Escalation/Enhanced Payments
  - Supernumery/Training Shift Payments

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Professional Services

- We have worked with numerous Customers to achieve various outputs such as;
  - Successful setup and testing of 'Local' Pay arrangements
    - On Calls/Call Outs/Incentive Payments/Bank Rate Changes etc.
  - Additional training to enhance the System Administrator knowledge around Payroll processes
  - Payroll Reviews and Cleansing opportunities
  - Bank Weekly/Monthly Pay Schedule changes
  - Mass Pay Rates changes
- If you have got Pay scenarios/requirements that you currently manage outside of Optima, manually via your Payroll Team, please reach out to your relevant Account Manager or Customer Success Manager in the first instance, if you wish to discuss how you may be able to utilize Optima to automate these payments or what possible options you may have
- Professional Services offer multiple methods of Consultancy options to be able to support you through the Scoping, Data Gathering, Configuration, Testing and Go Live of any such Pay scenarios/requirements

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Thank you!

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