

Draft 12
October 2007

THE SINGLE STATUS AGREEMENT

LONDON BOROUGH OF TOWER HAMLETS

1. INTRODUCTION

This document has been jointly drawn up with the trade unions to outline the Council's approach to the achievement of harmonisation of terms and conditions for all its employees in accordance with the 1997 Single Status Agreement and forms the basis of the London Borough of Tower Hamlets Single Status Agreement which should be adhered to by all parties. Any future variations will be subject to further consultation arrangements.

Single Status allows for local determination of conditions within part 3 of the National Agreement and gives us an opportunity to develop conditions of service which will provide for flexible working and improved services for customers, in the context of the needs of the organisation and employees.

This Agreement seeks to ensure that the opportunities afforded by Single Status are used to support the ongoing development of the Council as a 'good' employer that values and develops its' staff and seeks to maximise their contribution to the continuous development of services. Key principles and objectives underpin the Agreement:

- Equality: harmonise terms and conditions of employment and develop a one-council approach to employment issues. This agreement aims to eliminate potential pay inequality from existing pay structures and ensure that future pay structures are free from discrimination;
 - Affordability: has to be affordable for the Council and enables competitive in-house bids to be submitted in relation to market testing exercises.
 - Balancing the costs: Although the Council has created budget contingency towards the overall implementation costs, the potentially high costs of items such as new pay structures have been balanced by savings on other areas (e.g. terms and conditions) to protect jobs and services;
- Flexibility: a framework that will be flexible enough to help the Council meet medium to long term objectives, and the changing needs and expectations of local government generally

Within the document are the detailed benefit and payment arrangements applicable to all employees of the Council. (Currently excluding Craft, Youth and Community, Soulbury, Teachers and Chief Officers). Staff protected under GLC conditions will be considered separately.

This Agreement acknowledges the relevant national agreement as the National Joint Council for Local Government Services (Green Book) as amended by this local agreement, or as varied, altered or amended from

time to time by local collective agreements made in conjunction with London Borough of Tower Hamlets and/or any of the Council's Directorates and recognised trade unions.

This Agreement and its appendices overrides previous Council and service level agreements which refer to the pay and conditions of the Council employees identified within the scope of the national agreement.

2. SCOPE

This Agreement is between the London Borough of Tower Hamlets and the three signatory Trade Unions, UNISON, GMB and UNITE. The Agreement will apply only to employees covered by the National Joint Council for Local Government Services (Green Book) who are affected by the changes to pay and conditions resulting from the Single Status Agreement.

3. PRINCIPLES

The guiding principles which inform the Single Status Agreement are as follows:

- delivery of a range of quality services for customers
- recognition of the importance of equal pay for like work, work of equal value and work rated as equivalent
- ensuring council employees are well paid, trained and motivated.

The above will be in the context of an open and transparent process for determining pay and conditions within a clear, consistent framework which is easy to administrate.

4 RATIONALE

It is accepted that changes need to be made to standard working patterns in line with local priorities for service improvement and that future benefit packages must be driven by service development priorities and not hinder them. It is recognised that this can only be achieved under arrangements that allow local discretion in determining how to address work patterns. Greater flexibility is also important in the context of increasing regulatory, financial and legislative pressures.

The Single Status Agreement serves to minimise the cost of implementing Single Status whilst maintaining improvements in productivity and changes to working practices to minimise the impact on jobs and services. The following areas are covered in this agreement:

- Pay and Grading
- Working Arrangements
- Learning and Development

5 PAY AND GRADING

5.1 Job Evaluation

The Greater London Provincial Council Job Evaluation Scheme (GLPC) will be implemented for all former manual worker grades with effect from 1 April 2007.

This will result in replacing spot rates of pay with narrow grade bands comprising generally of three or four incremental points. The new pay and grading bands are detailed below

5.2 Job Evaluation Banding Widths NJC Local Government Services Salary Scales

Note: The annual NJC for Local Government Services pay award will be applied to the salaries quoted below.

Grade	SCP	Salary
Scale 1	1	(scp not in use)
	2	13,644
	3	13,875
	4	13,989
Scale 1A1	5	14,358
	6	14,739
	7	15,105
Scale 1A2	8	15,480
	9	15,846
	10	16,116
Scale 2	11	16,953
	12	17,247
	13	17,616
Scale 3	14	17,895
	15	18,198
	16	18,555
	17	18,927
Scale 4	18	19,236
	19	19,842
	20	20,451
	21	21,084

Scale 5	22	21,552
	23	22,092
	24	22,716
	25	23,337
Scale 6	26	23,994
	27	24,690
	28	25,395
SO1	29	26,277
	30	27,054
	31	27,807
SO2	32	28,536
	33	29,292
	34	30,030
PO1 (33-36)	35	30,594
	36	31,320
PO2 (35-38)	37	32,112
	38	32,961
PO3 (38-41)	39	33,942
	40	34,755
PO4 (41-44)	41	35,592
	42	36,423
	43	37,257
	44	38,088
PO5 (44-47)	45	38,874
	46	39,738
	47	40,578
PO6 (46-49)	48	41,415
	49	42,231

GLEA SENIOR MANAGERS PAY SCALES

LP07 (1-4)	1	43,914
	2	44,754
	3	45,609
	4	46,500
LP08 (1-4)	1	53,706
	2	54,612
	3	55,497
	4	56,403

5.3 Job Evaluation Process

Job evaluation has been carried out for all 'former' manual jobs, and a 'benchmark' cross section of current officer jobs under the GLPC scheme.

Job evaluation for the remainder of APT&C posts will be completed no later than 31 March 2009. The effective date for all Job Evaluation outcomes where they are directly related to the implementation of Single Status will be 1 April 2007. For all other job evaluations the effective date will depend on local circumstances. The outcome of the job evaluation benchmark exercise is attached as Appendix 2.

5.4 Job Evaluation Appeals

The Procedure to be used by employees appealing against the job evaluation results arising from Single Status will be in accordance with the existing Council's appeals process for job evaluation. Following exhaustion of the local procedures reference may be made to the GLPC Joint Secretaries in accordance with the GLPC Constitution for resolution.

6 WORKING ARRANGEMENTS

6.1 The Working Week

The Council will harmonise on a 35 hour week with effect from 1 January 2008.

These ordinary hours may be worked on any consecutive days in the week, Monday to Sunday inclusive, subject to the following:

- Ordinary hours are to be worked between 7:00am and 8:00pm negotiated with a view to meet the needs and demands of the service and the staff allocations available.
- The ordinary hours of rostered work will not exceed 7 hours on any one day.
- The number of days worked in a seven day cycle will not normally exceed five. (i.e. staff will be entitled to two consecutive days off therefore will not be rostered to work on more than 5 consecutive days unless agreed as additional hours of work/overtime/employee preference in accordance with requirements of the service).

Employees may negotiate with their manager to start and cease work within those hours prescribed as ordinary hours of work (between 7:00am and 8:00pm) subject to the requirements of the service. Employees may have their starting and ceasing times altered by mutual agreement between the employee and the relevant manager.

When negotiating individual working hours, the relevant manager should ensure adequate staffing in their areas of responsibility to enable the work

to be carried out effectively and efficiently. The manager should also attempt to meet the non-work needs of the employee.

Where there is a proposal to change starting or ceasing times for all employees in a section, the relevant manager should consult with the employees concerned or trade union representatives in order to seek agreement about the new arrangements. Implementation arrangements, a trial period and review process should form part of any agreement.

Employees that work on a bank holiday shall receive double time. There shall be no right to additional time off in lieu. Arrangements that apply during the Christmas and New Year period will be published each year.

6.2 Overtime

An employee may be asked to work reasonable overtime which will be offered on a fair and equitable basis.

All overtime to be worked must be authorised by the appropriate senior manager prior to commencement of the overtime.

Overtime will be payable when an employee works in excess of 35 hours in a seven-day working week.

Overtime payments are in full settlement of the overtime worked and do not attract other forms of premium payments.

The overtime rates below will be applied from 1 April 2008.

All employees at or below spinal column point 28 (maximum of Scale 6) will be eligible for payment for overtime worked, rates will be reduced as follows:

Monday – Saturday Overtime	Time and a third
Sunday Overtime	Time and a half

For officers between SO1 and PO6 the current planned overtime rates will be reduced by up to 14.9% but not below the basic hourly rate. Overtime will not be payable to officers above PO6.

Grade	Planned Overtime Reduced by
SO1 – PO2	13.30%
PO3 spinal column point 39	12.09%
PO3 spinal column point 40	9.80%
PO3/4 spinal column point 41	14.90%
PO4 spinal column point 42	12.52%
PO4 spinal column point 43	10.36%
PO4/5 spinal column point 44	8.15%
PO5 spinal column point 45	6.10%
PO5/6 spinal column point 46	2.60%
PO6 spinal column point 47	1.67%

All future overtime will be non contractual.

The buy out proposals for the reduction in overtime rates are as follows:

Grade	Buy Out
Scale 1 – 4	3 times estimated overtime loss
Scale 5– SO2	2 times estimated overtime loss
PO1 – PO6	1 time estimated overtime loss

Estimated annual loss = overtime worked during the two year reference period* divided by 2. For employees who have been on maternity leave during the reference period the buy out proposals will be calculated based on the time worked during that period. Buy outs will only be offered to staff whose estimated annual loss is more than £100.

* Note: The 2 year reference period is proposed to be 1 July 2005 to 30 June 2007. This will be agreed between management and the Trade Unions once the difference between the buy outs estimated for this period have been compared to those provided to staff in 2005.

Buyout arrangements for staff with contractual overtime will be based on double the buyout formula above.

In order to receive the buy out payment, staff who are eligible under the above formula must still be employed on 1 April 2008.

6.3 Equal Pay Audit

The Council is committed to undertaking annual Equal Pay Audits to ensure that all arrangements for pay and remuneration are equitable and non discriminatory. The first review was conducted in 2004 in accordance with the new framework from the Equal Opportunities Commission.

6.4 Progression Criteria

The Council intends the basis for progression within the grade to remain unchanged i.e. based on length of service.

6.5 Pay Protection Arrangements

Pay protection arrangements cover staff who suffer a reduction in pay as a result of the implementation of the Single Status agreement. Staff whose pay decreases following their job being evaluated under the GLPC scheme will have their salaries protected at their previous spinal column point for a period of 2 years from 1 April 2007. However, there will be a minimum period of 1 year between an employee being informed that their job has been evaluated at a lower grade and their period of pay protection ending.

6.6 In-house Provision

In consideration of the Trade Unions recommending this agreement to their members the Council agrees subject to statutory powers and constraints, to commit to retain Home Care and Education Contract Services in-house for a period of 5 years from the date of the Agreement. In respect of the Home Care Service this equates to not less than 4,768 hours per week, subject to change in demand from service users.

6.7 Lump sum

In addition to the commitment to in-house provision as outlined in 6.6 above, in consideration of the risk of equal pay claims because former manual workers job were last evaluated in 1990 and many jobs remain to be moved to NJC Local Government Services pay scale on grades evaluated under the GLPC scheme, the Council will pay employees whose pay increases following their move on to this pay scale up to 3 times (depending on the employee's length of service) the difference between their old and new contractual pay. Provided that such staff have been employed by the Council for the relevant period which will be calculated based on service up to 31 March 2007. (See paragraph 5.1 above).

6.8 Process

Once the appropriate payments s established for each member of staff who is entitled to a payment under paragraph 6.8, the Council will make arrangements for the individual to enter into a COT3 or Compromise Agreement in order to receive payment.

7. LEARNING AND DEVELOPMENT

7.1 Types of Learning

The Council and trade unions are committed to learning and development opportunities for all staff which include:

- Induction
- Job Training
- Update Training
- Personal Development
- Retraining
- Foundation Courses/Basic Skills Training
- Positive Action Training
- Diversity Training
- Professional Development

7.2 Learning and Development Strategy

The Strategy is a separately agreed document that provides the detail around the Council's strategy for learning and development. This will be in addition to the Council's recently agreed Learning and Development Policy. The principles are repeated here to re-enforce the links with the overall Human Resource Strategy of which Single Status is such a key part. The target training days for each employee is 3 days per year off the job training.

The Learning and Development Strategy will play an essential part in helping to provide the framework to support corporate, service and individual development. It is based on ensuring the Council adheres to the following principles:

- a well-trained, flexible committed workforce, with every employee having a right to equal and fair access to appropriate learning and development, provided in line with corporate objectives and within available resources and the constraints of delivering the Service
- the need to constantly respond to central government's requirements of local government, as well as to the needs of our local communities, through continuous improvement
- the Learning and Development Strategy and the resulting programmes being driven and informed by the Council's desire to achieve value for money in everything that it does
- working with our partner organisations and the wider community.

Encouraging self-development and life long learning through:

- Basic/core skills training
- Achievement of national standards (where they exist)
- Attainment of any NVQ/national/ professional/post graduate/qualification in accordance with a Management Development Framework
- Core equalities training
- Secondments
- Personal development opportunities

8. CONCLUSION

This paper outlines the principles by which the Council, in agreement with the trade unions will achieve the harmonisation of terms and conditions in line with the Single Status Agreement.

Signed _____ Date _____

Position _____
 (on behalf of the London
 Borough of Tower Hamlets)

Signed _____ Date _____

Position _____
 (on behalf of the trade union staff side
 for the London Borough of Tower Hamlets)

Signed _____ Date _____

Position _____
 (on behalf of Unison
 for the London Borough of Tower Hamlets)

Signed _____ Date _____

Position _____
 (on behalf of GMB
 for the London Borough of Tower Hamlets)

Signed _____ Date _____

Position _____
 (on behalf of UNITE
 for the London Borough of Tower Hamlets)

**Social Services Management Proposal
Re: Single Status Agreement: In House Domiciliary Care Service**

1. Background

- 1.1** Both the requirements of the integration agenda with Health, Single Status and registration of the In-house Domiciliary Care Service with the Commission for Social Care Inspection (CSCI) impact on the future role of homecare.

2. Service Change Proposal

- 2.1** The emphasis of the service, as described in the National Minimum Standards for Domiciliary Care must change to reflect inclusion of the fact that the care worker may be directly providing the care or providing the care jointly with the service user requiring assistance. Maximising potential and independence are key. The role of homecare in rehabilitative care should be enhanced where the need is indicated through the assessment process.
- 2.2** There is a potential for service users to have greater control over the way in which their allocation of time and tasks is arranged. Referrals to the service are prescriptive in terms of the times at which tasks are performed. Consideration could be given to the allocation to users of a number of hours and a care plan which clarifies the tasks that can be provided. Users therefore could have greater control and choice as to how and when those tasks are performed.
- 2.3** A service needs to be provided which facilitates the administration of medication, rather than solely, prompting. The service must contribute to supporting people to live at home, reducing the number of admissions to residential and nursing care. Administration of medication in the home environment can only be facilitated by agreeing an appropriate medication policy with key stakeholders e.g. District Nursing, Community Pharmacy, Trade Unions etc and by training the staff to carry out those duties.
- 2.4** At April 2005 there were 926 users of the in-house Service. Of those 327 were in receipt of domestic support only. Consideration must be given to transferring those users in receipt of domestic support only to a service provided by external providers. Correspondingly, service users in receipt of personal care packages provided by via external contractors should then be considered in terms of bringing them in-house. This will achieve better use of our resources both in-house and in commissioning.

3. Terms and Conditions

- 3.1** The service will operate between the hours of 6:30 a.m. and 10:30 p.m. x 7 days a week.
- 3.2** All staff will be required to work to a rota which reflects their contracted hours covering the days and hours that the service operates within.
- 3.3** Overtime is not a contractual requirement and is allocated in accordance with 6.5 of the main Single Status Agreement.

4. Job Description

- 4.1** The job description will be amended in four key areas:
- Bowel care, including the administration of suppositories.
 - Pressure area care.
 - Administration of medication
 - Gastrostomy feeding/peg feeding.
- 4.2** All staff will be required to provide personal care to both male and female service users except in circumstances where the situation indicated otherwise e.g. cultural/religious reasons.
- 4.3** Staff will not be required to complete tasks in the revised job description until they have been trained. Owing to the current level of demand for these services, not all homecare staff will be required to undertake these functions immediately, however, it is expected that homecarers will be working the full duties of the new job description by April 2008, unless there are exceptional circumstances.

5. Training

- 5.1** Homecarers will be required to complete the NVQ Level 2 in Care as a minimum competency. This is required by TOPSS and CSCI.
- 5.2** A "paper free" route in achieving NVQ level 2 in care is available.
- 5.3** Staff aged 60 years and above will not be required to undertake the NVQ programme unless they so choose, until such a time legislation makes NVQ qualification a compulsory requirement.
- 5.4** Additional training will be required for all staff in relation to the proposed changes in the job description. Training will mainly be provided by Health colleagues in order to achieve a competent and confident group of staff.

Single Status Agreement

List of Appendixes to the Agreement

Content	Appendix Number
GLPC JE scheme scoring and grading arrangements	1
Results of manual workers job evaluations	2
Results of officer job evaluation benchmark	3
JE Appeals Procedure	4

APPENDIX 1**Greater London Provincial Council Job Evaluations Scheme**

Points to Grading Relationship

POINTS	GRADE	Anchor Point	
182-217	Scale 1	5	
218-257	Scale 1A1	7	
258-298	Scale 1A2	10	
299-338	Scale 2	12	
339-379	Scale 3	16	
380-419	Scale 4	20	
420-461	Scale 5	24	
462-496	Scale 6	27	
497-533	SO1	30	
534-558	SO2	33	
559-585	PO1	35	
586-610	PO2	37	
611-637	PO3	40	
638-662	PO4	43	
663-689	PO5	46	
690-714	PO6	48	
715-799	PO7	50 to	Locally Determined
800-948	PO8	70	

Appendix 2 Former manual worker job evaluations – old and new grades.

All former manual worker posts have been evaluated by the Council and trade unions using the Greater London Provincial Job Evaluation Scheme 2000. The results of these job evaluations are detailed in the table below.

Job	Section	Old Grade	New Grade
Home Care Workers	Adult Services	Spine pt. 6	Scale 3
Cook / Head of Kitchen	Children's Services	Spine pt 4	Scale 4
Assistant Cook	Children's Services	Spine pt 3	Scale 1A2
Meals on Wheels Driver	Children's Services	Spine pt 4	Scale 2
Education Driver	Children's Services	Spine pt 4	Scale 1A2
Cleaner	Children's Services	Spine pt 2	Scale 1
Lead Dining Asst	Children's Services	Spine pt 3	Scale 1A2
Meals on Wheels Supervisor	Children's Services	Spine pt 7	Scale 5
Cleaner Chargehand	Children's Services	Spine pt 3	Scale 2
Relief Premises Asst	Children's Services	Spine pt 7	Scale 2
Kitchen Assistants	Children's Services	Spine pt 2	Scale 1
Cook Residential Home	Adult Services	Spine pt 4	Scale 1A2
Handy Person	Adult Services	Spine pt 3	Scale 1A2
Domestic	Adult Services	Spine pt 2	Scale 1A1

Appendix 3 Bench Mark Job Evaluations for Officer Jobs.

In order to assess the impact of the new JE scheme on officer jobs a cross section of council- wide jobs was undertaken at various levels. Results of these are shown below.

	Directorate	Old Grade	New Grade
Day Care Centre Manager	A.S	PO3	PO3
Day Care Officer	A.S	Scale 5	Scale 5
Team Manager HIV, Drugs, A.A, V.A	A.S	SSPO4	PO4
Commissioning Officer	A.S	PO4	PO3
Snr. Practitioner HIV, Drugs, AA,VA	A.S	SSPO3	PO3
Housing Link Team Leader	A.S	SO2	SO2
Home Care Supervisor	A.S	SO2	SO2
Home Care Manager	A.S	PO3	PO3
School Based IT Officer		PO1	PO1
Soc Worker Family Support & Prot	C.S	PO1	SO2-PO4
Technical Client officer	C.S	PO1	PO1
SAO Childrens House	C.S	SO1	SO1
Nursery Nurse	C.S	Scale 5	Scale 5
Childcare Worker	C.S	Scale 6	Scale 6
Cover Supervisor	C.S	Scale 4	Scale 4
Creche Worker	C.S	Scale 3	Scale 3
Snr TA with HLTA	C.S	Scale 6	Scale 6
Teaching Assistant- Intermediate	C.S	Scale 3	Scale 3
Teaching Assistant- Foundation	C.S	Scale 2	Scale 2
Senior TA	C.S	Scale 5	Scale 5
P/T D50 Case Worker	C.S	SO1	SO1
Parking Shop Supervisor	E&C	PO1	PO1
Parking Attendant	E&C	Scale 4	Scale 4
Idea Store Manager	E&C	PO3	PO3
Idea Store Asst	E&C	Scale 3	Scale 3
Library Attendant	E&C	Scale 3	Scale 3
Parking Infrastructure Manager	E&C	PO6	PO6
Customer Adviser (Parking)	E&C	Scale 6	Scale 6
Idea Store Support Serv. Supervisor	E&C	SC6	SO2
Support Services Officer	E&C	Scale 4	Scale 4
Customer Services Manager	E&C	PO4	PO4
Principal Idea Store Manager	E&C	PO4	PO4
Benefits Investigating Officer	D&R (HSG)	SO2	SO2
Admin Asst (Recovery)	D&R (HSG)	Scale 4	Scale 4
Revenues Asst (Recovery)	C.E	Scale 6	Scale 6
Tenancy Support Officer	D&R (HSG)	SO2	SO2
Rents Officer (Accounts)	D&R (HSG)	SO1	SO1
Local Housing Office Manager	D&R (HSG)	PO4	PO4
Caretakers	D&R (HSG)	Scale 3	Scale 3
Health and Safety Team Leader	D&R (HSG)	PO3	PO3
Principal Land Clerk Officer	CE	PO3	PO3

PA to Director Service Mgt Team	D&R (HSG)	PO1	PO1
Rents Officer Former Tenants Arrears	D&R (HSG)	SO1	SO1
Management Accountant	D&R (HSG)	PO4	PO4
Senior Payroll Officer	C.E	SO2	SO2
Principal Payroll Officer	C.E	PO1	PO1
Revenues Officer (Admin Suppt)	C.E	SO1	SO1
Payroll Asst	C.E	Scale 3	Scale 3

Appendix 4 Job Evaluation Appeals Process

INTRODUCTION

The job evaluation procedure ensures that Directorates manage the administration of the process of the Job Evaluation and Appeals stages. The proposed procedure:

1. Delegates job evaluation to Directorates. It excludes Directorate Human Resources posts which are evaluated by Corporate Human Resources.
2. Enables union involvement to continue at grade assessment and appeal level.

This document supersedes all previously agreed Job Evaluation Procedural Agreements for the administration of the Greater London Whitley Council Job Evaluation Scheme within the London Borough of Tower Hamlets.

The proposed job evaluation procedure is as follows: (see also Flow Chart).

❖ STAGE ONE – EVALUATION

Joint Grade Assessment/Evaluation undertaken by one trained Directorate Human Resources Officer and one trained Trade Union Representative.

Where agreement is reached between Management and the Trade Union, the evaluation will be ratified by another trained Human Resources Officer, (who would be from that Directorate) for quality assurance. The ratifying officer should not be junior to the assessment/evaluation officer.

❖ STAGE TWO – FAILURE TO AGREE

If there is failure to agree at Stage One, grade assessment papers are submitted to Stage Two – Failure to Agree, whereby a Senior Human Resources Officer from another directorate will review the evaluation. If the individual is unhappy with the outcome then they can submit an appeal.

❖ STAGE THREE – JOB EVALUATION APPEAL

The Directorate Human Resources Sections will be responsible for the administration and co-ordination of the Job Evaluation Appeal Process.

1. STAGE 1 – GRADE ASSESSMENT

- 1.1 The initiating Directorate Human Resources Section will ensure that they have all of the documents listed below before commencing the grade assessment/evaluation.

- i. The job description(s) signed off OR documentary evidence that it has been through the consultative process.
 - ii. The existing and proposed organisational structure charts.
 - iii. Any additional information that may be relevant to the evaluation process.
- 1.2 Where possible families of job descriptions with structures will be submitted simultaneously for evaluation.
- 1.3 The role of the grade assessment panel is to evaluate the job description(s) in accordance with the GLWC job evaluation scheme, awarding the most appropriate factor level as defined under the scheme. If the panel thinks that it is warranted, additional information or clarification will be sought from the nominated manager. All questions with replies will be recorded on the back of the Grade Assessment/Evaluation Form, and used as part of the evaluation. (Appendix 1 and 1A)
- 1.4 Where there are inconsistencies in the job description and or the organisational structure chart that cannot be resolved by the nominated manager, the job description will not be grade assessed/evaluated. The job description will be referred back to the originator for clarification.

2. STAGE 2 – FAILURE TO AGREE

- 2.1 Once the ratification is completed, the Human Resources Section will notify Management and the individual of the effective grade within five working days.

Note: Any queries arising out of the evaluation including the result of the evaluation should be addressed to the Directorate Human Resources Section.
- 2.2 To maintain the integrity of the job evaluation scheme and procedure(s) all Directorate Human Resources managers are advised that no changes should be made to the grade of a post unless it has been through the formal evaluation process. The only exceptions to this are where the individuals are progressed under the provisions of the career or linked grade, or where the posts are graded under Provincial or National provisions.
- 2.3 Should there be a failure to agree, a senior Human Resources Officer from another directorate will review the evaluation.
- 2.4 If the individual is unhappy with the outcome, they should submit an appeal.

3. STAGE 3 – APPEALS

- 3.1 The Directorate Human Resources Sections will be responsible for the administration and coordination of the Job Evaluation Appeal Process. The Appeal Hearing date should normally be arranged within 15 working days from receipt of the appeal papers, subject to the availability of the appropriate appeal panel members.
- 3.2 The appeal should be based on the most recent evaluation of the job description. A referral to the evaluation Appeals panel must state which factor level(s) are being claimed with written justification for the challenge/claims.
- 3.3 The postholder or his/her representative, will complete the evaluation appeal form (attached as Appendix 2) and the case statement (Appendix 2A) supporting the appeal and must be with the Directorate Human Resources Manager within four weeks of the date of the grade notification letter.
- 3.4 Prior to arranging an appeal hearing the Directorate Human Resources Section should have the following documentation:
- the job description
 - the organisational structure chart
 - grade assessment/evaluation sheet
 - the completed appeal form
 - the appellant's case statement(s)
 - the line Manager's response
- 3.5 The appeals panel should be given a copy of the result sheet (Appendix 3) with the name of the panel members, designation, factors levels claimed, panel decision and date of panel.
- 3.6 The case statement(s) will list the factor level(s) contested together with a brief summary of the factor level(s) they consider most appropriate and the reason(s) why they feel that the awarded factor levels are incorrect.
- 3.7 The grade established at appeal would become the correct grade for that job description, and therefore applies to all those working to that job description whether all the employees have been directly involved in the appeal or not.
- 3.8 **The Appeal Panel**
- The appeals panel will consist of one Senior Human Resources Officer and one Trade Union Representative.
- 3.9 The Senior Human Resources Officer will be graded PO3 and above and from an independent Directorate. The Trade Union panel members will be drawn from a pool of senior trade union members who have been trained in using the appropriate Job Evaluation Scheme.

3.10 The Directorate Human Resources team will contact the union branch office and request the name(s) of trade union representatives who are eligible to sit on an appeals panel.

3.11 Nominated trained and experienced evaluators wishing to be job evaluation appeal panel members will be required to observe the job evaluation appeals process for a minimum of two panels, before they are approved as a Job Evaluation Appeals Panel Members.

3.12 **Process**

In addition to the panel members, there will also be in attendance the officers listed below:

- i. The appellant and/or his/her representative who will address any points raised from the management perspective.
- ii. The relevant Manager (who can be accompanied by a Human Resources Officer from the relevant directorate) to answer any queries raised by the Panel.

The panel will hear the case put forward by the appellant or his/her representative in challenging the specific factor levels. The panel will then ask any questions it deems necessary for clarification.

3.13 The panel will announce its decision at the end of the hearing, followed up by written confirmation within 5 working days.

3.14 The Appeals Panel decision is final. At this stage if there is failure to agree the original evaluation will stand.

4. **MONITORING**

4.1 Details of all new or revised job descriptions must be entered on the monitoring form in the agreed format. (See appendix 4 and 4A)

4.2 The job description(s), organisational structure chart and job evaluation papers must be available to Corporate Human Resources and the trade unions for management monitoring statistics.

4.3 To ensure that job evaluations are carried out consistently, Corporate Human Resources will routinely audit a sample of evaluations from each Directorate.

AN INDIVIDUAL RIGHT TO REVIEW (IRR)

1. INTRODUCTION

- 1.1 An IRR is an individual's right of a job description review. When a postholder feels that the duties of their substantive post has increased or changed, and they are undertaking additional duties and responsibilities outside the remit of their existing evaluated job description they can request an IRR.
- 1.2 An employee must have been working to the new job description for at least 6 months before submitting an IRR.
- 1.3 This process allows for the individual to firstly apply to their line manager and then to another arbitrating body within the organisation.
- 1.4 It is in the interest of all parties to ensure that these matters are dealt with expeditiously and that staff are kept informed of the process.

2. CRITERIA

- 2.1 Within the IRR procedure management cannot reject an IRR application on the grounds that it would or would not affect the grade of the post or for financial implications.
- 2.2 The function of the IRR hearing is to establish whether there has been an increase in the duties and responsibilities in the current job description.
- 2.3 In some cases certain duties and responsibilities of the post are not conducive to detailed definition and can vary without changing the general characteristics of the post. Such variation does not justify an IRR.
- 2.4 Should the manager decide that they wish the individual concerned to work to the formally agreed job description, it would render the IRR invalid.
- 2.5 However, should the manager agree that the individual is undertaking additional duties and or responsibilities, and wishes them to continue doing so on a permanent basis, the IRR will be established and the changes will be consolidated in the job description.
- 2.6 The individual must demonstrate that these additional duties and responsibilities are performed regularly and consistently. One off projects, ad hoc intermittent duties which forms no patterns or elements of regularity will not be considered.

3. PROCESS

- 3.1 When the individual is of the opinion that his/her duties and responsibilities (as detailed in the current job description) have changed they may request that their line manager review their job description. The postholder will complete Stage 1 of the IRR form, and then discuss it with their line manager. The line manager will complete the relevant section of the form. (See Appendix 5)
- 3.2 Once the line manager has completed Stage 1 of the IRR form with the postholder, the decision must be authorised by the appropriate Service Head. This will complete Stage 1 of the IRR process.
- 3.3 Should the Service Head agree at Stage 1 all additional duties are valid, job descriptions should be rewritten to incorporate the new duties and the Job Evaluation Procedure followed. The Service Head must agree the content of the revised job description.
- 3.4 However, should the Service Head reject all or part of the claim, the postholder or their representative can appeal to the Directorate's Chief Officer.

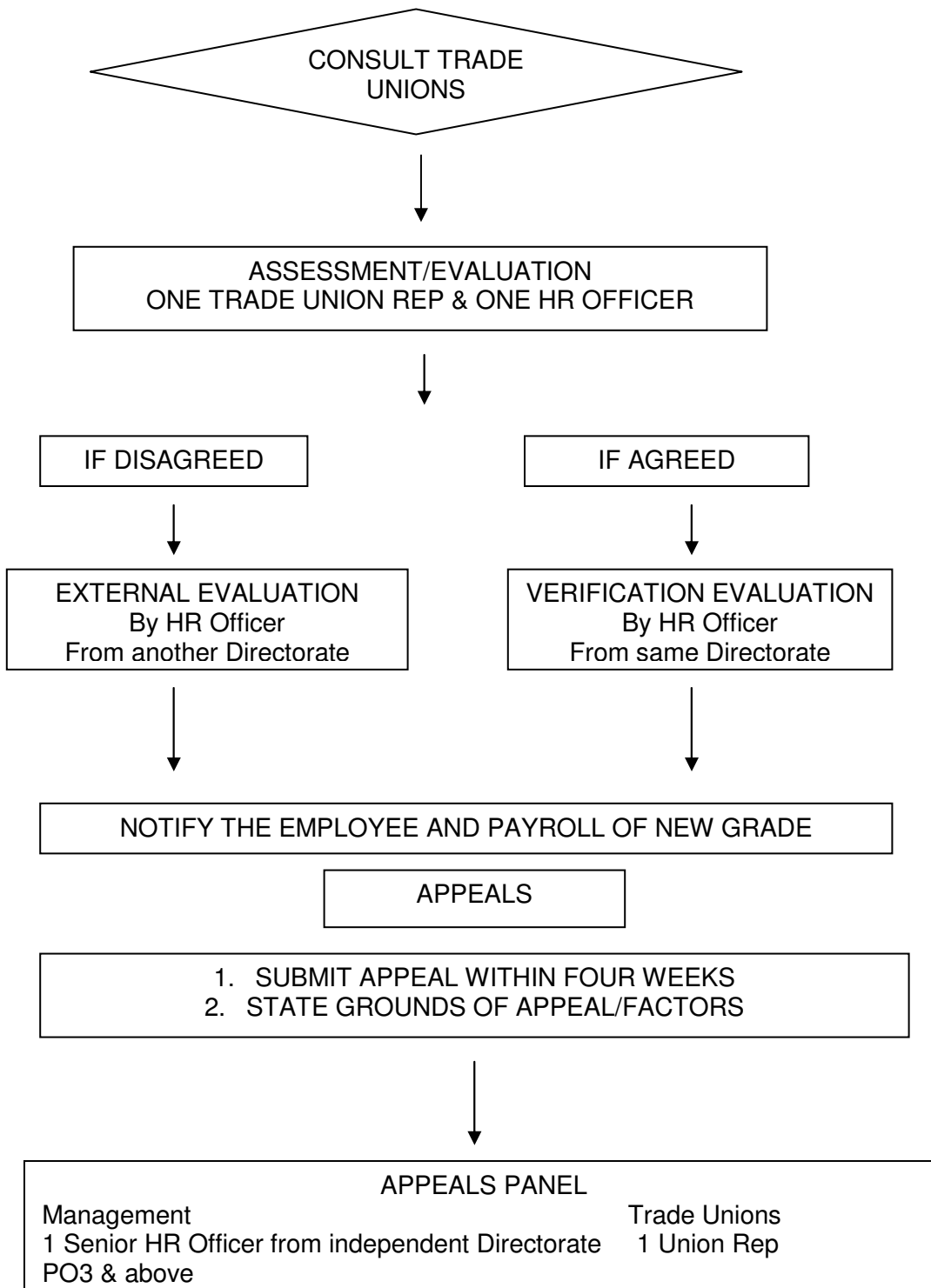
4. APPEAL

- 4.1 To progress on to the second stage, the individual must complete the IRR second stage form (See Appendix 5A) and submit it to their Chief Officer. A hearing should be convened within four weeks giving the individual an opportunity to present their case. The individual will have the right to Trade Union representation at this meeting.

(In the event of a restructuring which may affect the above timescales, a flexible approach will be adopted).
- 4.2 The line manager responsible for the post will outline the reasons for not supporting the application at the first stage of the procedure.
- 4.3 The Chief Officer (or nominated representative) and the Trade Union representative will question both parties, hear their summing up, and decide whether or not to allow the application, written confirmation will be issued with reasons for the decision.

JOB EVALUATION FLOW CHART

MANAGER DRAFTS JOB DESCRIPTION IN CONJUNCTION WITH HUMAN RESOURCES



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