To: Chief Executive of NHS Ambulance Service NHS Trust  
HR Director of NHS Ambulance Service NHS Trust  
Director of Finance of NHS Ambulance Service NHS Trust

Your ref:  
Our ref:  

26 March, 2004

Dear Colleague

AMBULANCE OFFICERS’ JOINT NEGOTIATING COMMITTEE - AMBULANCE OFFICERS AND CONTROL ASSISTANTS

A. INCREASES TO NATIONAL SALARY SCALES

1. With effect from 1 April 2004, national pay rates will be increased 3.225%. The new rates are set out in the attached replacement pages to Section 2 paragraphs 10 - 17.

B. INCREASES TO SHIFT AND STANDBY ALLOWANCES

2. Shift allowances (rotating and alternating) and standby will be increased by 3.225% with effect from 1 April 2004. The new rates are set out in the attached replacement pages to sections 5 and 6 of the Handbook.

C. INCREASES TO PARAMEDIC ALLOWANCES

3. National rates for paramedic allowances have been increased from 1 April 2004 by 3.225%. The revised rates are set out in the attached replacement pages to Section 2, paragraph 13.
APPRAVAL

4. Employing authorities should implement these agreements, which have been approved by the Welsh assembly Government. A copy of the formal approval is attached. A list of amendments to and appropriate replacement pages for the Ambulance Officers’ Joint Negotiating Committee Handbook on pay and conditions of service is also attached.

ACTION

5. Ambulance Trusts who employ staff on national contractual arrangements, should:-
   i. ensure that the necessary arrangements are made as soon as possible to pay the national salaries effective from 1 April 2004;
   ii. notify NHS Pensions Agency of any increase in pensionable remuneration and contributions arising from the payment of arrears to former employees.

ENQUIRIES

6. Employers should direct enquiries about the content of this letter to Gwenda Davies, NHS Wales Employment Policy Branch, Welsh Assembly Government on 029 20825231 or e-mail gwenda.davies@wales.gsi.gov.uk.

7. In all cases employees should direct their personal enquiries to their employer.

FURTHER COPIES

8. Copies of this letter can be obtained from the HOWIS web site at www.howis.wales.nhs.uk.

Yours faithfully

MR S REDMOND
Human Resources Director
NHS Wales

The Welsh Assembly Government in exercise of powers conferred by Regulation 2 and Regulation 3 of the National Health Service (Remuneration and Conditions of Service) Regulations 1991 (SI 1991 No. 481) and paragraph 11 of Schedule 3 of the National Health Service Act 1977 hereby approves the agreements of the Ambulance Officers’ Joint Negotiating Committee as set out in Advance Letter (AC)W 2/2004 and its appendices.

Signed by the authority of the Welsh Assembly Government

MR S REDMOND
Human Resources Director
NHS Wales

26 March, 2004
HANDBOOK AMENDMENT - INSTRUCTIONS

This Advance Letter covers Amendment No 18 to the Ambulance Officers’ Joint Negotiating Committee handbook. The following alterations should be made:

SECTION 2
Remove SECTION 2 - paragraphs 10 to 17 and insert new SECTION 2 - paragraphs 10 to 17.

SECTION 5
Remove paragraphs 49 - 59 and insert new paragraphs 49 - 59

SECTION 6
Remove paragraphs 61 - 66 and insert new paragraphs 61 - 66

ANNOTATE RECORD OF AMENDMENTS
SECTION 2  NATIONAL SALARY RATES, PAY SUPPLEMENTATION FOR CONTROL ASSISTANTS, LOCAL PAY FLEXIBILITY, LOCAL PAY SCHEMES AND NATIONAL FRAMEWORK FOR UPRATING OF NATIONAL RATES IN LIGHT OF LOCAL PAY DEVELOPMENTS

10.  UNIFORMED AMBULANCE OFFICERS

10.1  SALARY RATES EFFECTIVE FROM 1 APRIL 2004

<table>
<thead>
<tr>
<th>Position</th>
<th>Salary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ambulance Officer - Band 1</td>
<td>£23,204</td>
</tr>
<tr>
<td>Ambulance Officer - Band 2</td>
<td>£24,256</td>
</tr>
<tr>
<td>Assistant Senior Ambulance Officer</td>
<td>£26,367</td>
</tr>
<tr>
<td>Senior Ambulance Officer</td>
<td>£29,004</td>
</tr>
<tr>
<td>Principal Ambulance Officer</td>
<td>£31,377</td>
</tr>
</tbody>
</table>

10.2  Part Time staff shall be paid on a pro-rata basis.

10.3  Officers will be entitled to pay additions as specified in this Handbook subject to the conditions attached thereto. It should be noted that all salary rates are inclusive of shift and Weekend Duty payments. An officer who undertakes any or all of these duties will therefore not be entitled to receive any further payments in respect of these items in addition to the salary rates shown in this section.
11. CONTROL ASSISTANTS

11.1 SALARY RATES EFFECTIVE FROM 1 APRIL 2003

Control Assistant Grade 1

<table>
<thead>
<tr>
<th>Year</th>
<th>Salary</th>
</tr>
</thead>
<tbody>
<tr>
<td>03</td>
<td>£11,063</td>
</tr>
<tr>
<td>04</td>
<td>£11,419</td>
</tr>
<tr>
<td>05</td>
<td>£11,786</td>
</tr>
<tr>
<td>06</td>
<td>£12,187</td>
</tr>
</tbody>
</table>

Control Assistant Grade 2

<table>
<thead>
<tr>
<th>Year</th>
<th>Salary</th>
</tr>
</thead>
<tbody>
<tr>
<td>06</td>
<td>£12,187</td>
</tr>
<tr>
<td>07</td>
<td>£12,579</td>
</tr>
<tr>
<td>08</td>
<td>£13,078</td>
</tr>
<tr>
<td>09</td>
<td>£13,602</td>
</tr>
<tr>
<td>10</td>
<td>£14,146</td>
</tr>
</tbody>
</table>

INCREMENTAL DATES AND INCREMENTS

11.2 Incremental provisions of the Administrative and Clerical Staffs Council agreement shall apply.
PAY SUPPLEMENTATION

11.3 Employing authorities may, at their discretion, pay supplements to pay points on the pay spine where management consider that proven problems in recruitment and retention could be redressed by pay enhancement. The supplements would be established as a percentage of and be paid as an addition to basic pay for the posts determined.

11.4 The supplements determined by employing authorities must solely be aimed at redressing proven problems in recruitment and retention in as much as paying higher rates would assist. Supplements shall not be used to reward individual performance or merit in the job.

11.5 Employing authorities in the four Thames regions may pay a percentage supplement not exceeding 30% of the relevant pay point for any individual employee.

11.6 All other employing authorities may pay a percentage supplement not exceeding 20% of the relevant pay point for an individual employee.

11.7 The local process (which is outlined in the annex to this section for convenience) for determining proposals to pay supplements shall be subject to consultation with the recognised trade unions in the authority concerned (i.e. those recognised staff organisations in membership of the Staff Side of the Ambulance Officers' Joint Negotiating Committee of the Administrative and Clerical Staffs Whitley Council). It is recognised that it is always open either party to the national agreement to raise questions in the Ambulance Officers' Joint Negotiating Committee of the Administrative and Clerical Staffs Whitley Council on the operation of the agreement if not applied in the way intended by the signatories.

11.8 All decisions by management relating to any specific levels of pay supplementation and the locations attracting them shall not be challengeable under the procedures laid out in Section 32 of the General Council Handbook. Individual employees shall be able to pursue, within their employing authority, any personal grievance relating to the application of the employing authority's decision on pay supplements.

11.9 The percentage supplement shall be applied to an individual's basic pay point on the spine. The supplement would be superannuable and paid with normal salary. However, it would not be enhanceable for the calculation of overtime, shift premia and other enhanceable payments and shall not count as basic salary for the purposes of determining incremental points on promotion.

11.10 Where, following an annual review which reduces the level of supplement payable or, following transfer purely at the instigation of the employing authority to a new post which attracts a lower level of supplement, an employee shall lose entitlement to the previous level of supplement and shall attract any level of supplement for the new post. The postholder shall however mark time until the new salary and new supplement equals or exceeds previous remuneration.
11.11 In other circumstances, following a transfer to a new post attracting a lower amount of supplement - including promotional, disciplinary or voluntary moves - an employee’s entitlement to a supplement at the old rate shall cease to be effective from the date of the move.

11.12 Part-time staff shall be paid on a pro-rata basis.

11.13 Control Assistants will be entitled to pay additions as specified in this Handbook subject to the conditions attached thereto.
12. **SALARIES TO APPLY TO STAFF ENTITLED TO SALARY PROTECTION ON SUPERSEDED RATES**

12.1 The following scales were closed with effect from 1 March 1987, and no new staff should be appointed to the grades. The scales are intended to be used solely for staff downgraded prior to 1 March 1987, who retain entitlement to salary protection with improvements to their scale, under the terms of Section 12 paragraph 133 of this Handbook, Sections 48 and 74 of General Whitley Council Handbook, or any other approved arrangements.

12.2 **SALARY RATES EFFECTIVE FROM 1 APRIL 2003**

<table>
<thead>
<tr>
<th>Closed Grade</th>
<th>Annual Salary 1/4/2004</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rank 7 (day)</td>
<td>£17,860</td>
</tr>
<tr>
<td>Rank 6 (day)</td>
<td>£19,140</td>
</tr>
<tr>
<td>Rank 6 (rotating shifts)</td>
<td>£21,143</td>
</tr>
<tr>
<td>Rank 5 (day)</td>
<td>£21,048</td>
</tr>
<tr>
<td>Rank 5 (alternating shifts)</td>
<td>£21,619</td>
</tr>
<tr>
<td>Rank 4 (day)</td>
<td>£23,813</td>
</tr>
</tbody>
</table>

**PARAMEDIC STAFF**

13. With effect from 1 April 2003 paramedic staff on national rates required to use paramedical skills shall be paid allowances at the following rates:

<table>
<thead>
<tr>
<th>Allowance Description</th>
<th>£pa</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full paramedical skills to IHCD standards (and holding a current IHCD certificate)</td>
<td>994</td>
</tr>
<tr>
<td>Skills in intubation, infusion and defibrillation only</td>
<td>716</td>
</tr>
<tr>
<td>Skills in intubation and infusion only</td>
<td>423</td>
</tr>
<tr>
<td>Skills in defibrillation only</td>
<td>293</td>
</tr>
</tbody>
</table>

13.1 These allowances shall count for all purposes including calculation of payment for overtime worked.

**LOCAL PAY FLEXIBILITY**

14. There is a commitment from both management and trade unions to seek improvements in efficiency in the ambulance service and to local pay flexibility within a national framework. Both Sides are confident that savings in ambulance expenditure can be achieved.

15. It is the intention to apply the first part of any savings to achieve a target increase of no more than 2 per cent per annum on the pay of individual staff.

from 1 October 1990 subject to sufficient savings being achieved and to local agreement on its application.

16. Payments can be made in the form of periodic lump sums or as supplements to pay as agreed locally. The effect is to increase the range of national salary rates by 2% at all points.

17. The local pay flexibility portion should not normally count for calculation of any payments for overtime worked unless special agreement to the contrary is reached locally.

49. Unsocial hours payments shall be payable in respect of any hours worked between the hours of 8pm and 6am falling within the following categories:
   i. work within the standard working week;
   ii. overtime working;
   iii. rest day or free day working;
   iv. public or extra-statutory holiday working;
   v. work done under recall to work provisions;
   vi. work performed during a standby period.

STANDBY

50. Ambulance Officers undertake standby duty if they are required to be continuously and immediately available at home.

51. All ambulance officers required to participate in a rota with other ambulance officers (including Chief Ambulance Officers) to provide out of normal hours cover shall qualify for payment of standby duty allowances.

52. An allowance of £6.86 from 1 April 2004 shall be paid for each session of standby duty performed.

53. The definition of a session shall be determined by local management, but the number of sessions in a normal working week shall not exceed nine, with a maximum of two sessions each for Saturday and Sunday. Public holidays shall be treated in the same way as Saturdays and Sundays, i.e. a maximum of two sessions.

54. In a week containing one or more public holiday the number of sessions may exceed nine if local management so determine, providing that not more than two sessions are allowed for any public holiday falling within the week.

55. Any work performed during a standby period, by an officer in the Ambulance Officer of Assistant Senior Ambulance Officer ranks, shall be paid for at overtime rates subject to a minimum payment for all work performed in that period as for 2 hours.

56. The employing authority should ensure that the standby duty required of an employee is kept within reasonable limits.

57. Employing Authorities are authorised to pay for the cost of installation and rental of telephones for staff on standby and the cost of outgoing calls made on official business if it is essential for the efficiency of the service and the telephone is the only practicable method of communication.
GENERAL NOTE TO SECTION 5

58. The rates for ambulance officers on which overtime and unsocial hours working payments shall be calculated, where appropriate, are the national salary rates set out in Section 2 of the Handbook unless otherwise indicated.

59. Staff within the purview of the Ambulance Officers Joint Negotiating Committee who were in post at 7 November 1980 and who had an entitlement on a personal protected basis under the terms of Advance Letter (AC)10/80 to have a further sum reckoned as part of basic pay for the purpose of calculating overtime and other premium payments shall continue to enjoy that entitlement on a personal protected basis until they leave the service of the employing authority or are no longer within the purview of the Ambulance Officer Joint Negotiating Committee.

(60 Unallocated)
SECTION 6 - CONTROL ASSISTANTS - WEEKEND AND SHIFT WORKING, OVERTIME AND OTHER PREMIUM PAYMENTS

WEEKEND WORKING

61. Where control assistants are required to work on a Saturday they shall be paid at the rate of one and half plain time rates for all hours worked as part of the standard working week. Where control assistants are required to work on a Sunday they shall be paid at the rate of double plain time for all hours worked as part of the standard working week.

62. For the purposes of these provisions, salaries shall include payments made to extended trained staff under paragraph 13 and the London allowance payable under paragraph 136, but shall exclude London allowances payable under paragraphs 137 - 138.

SHIFT WORKING

63. Control Assistants shall be paid shift allowances as follows:

63.1 Rotary Shift Allowance

Where a Control Assistant is required either alone or with other employees to work in turn on shifts which cover 24 hours, the Control Assistant shall be regarded as being on rotary shift and be entitled to an additional payment of 36p per hour from 1 April 2004. A Control Assistant shall not be regarded as being on a rotary shift if employed only on day shifts or night shifts, but if substituting for an employee on rotary shift the Control Assistant shall receive additional payment for the hours so worked.

63.2 Alternating Shift Allowance

Where a Control Assistant is required to work 2 shifts, one of which finishes earlier than 7pm and the second of which finishes at or after 7pm the Control Assistant shall be regarded as being on alternating shifts and shall be entitled to payment at the rate of 24p per hour from 1 April 2004. The period of assessment shall be:

Where there is a regular rota cycle - the whole period of the cycle,

Where there is no regular cycle - each period of four weeks.

64. In each period of assessment as defined in paragraph 63.2 and provided that the shifts worked changes either daily or at longer intervals not exceeding four weeks a Control Assistant shall qualify for the additional payment of 24p per hour for the number of eligible shifts.

65. If, however, in any assessment period the number of eligible shifts finishing at or after 7pm represents not less than one-third of the total shifts worked payment of alternating shift allowance shall be made for all the shifts in the period including any split duty shifts.
OVERTIME

66. Control Assistants required by their employing authority to work hours in excess of 39 in any week shall be entitled to payment for the additional hours, the hourly rate being calculated at 1/39th of the appropriate rate. Overtime shall be assessed on a weekly basis. Payments shall be made regardless of sickness or approved leave in the week. Short periods of approved leave shall be made up, if required, and paid for at the appropriate rate. A Control Assistant who has been absent without permission shall be required to make up hours so lost before qualifying for overtime payments in the week during which he or she was absent. Subject to the provision below, overtime shall be paid for as follows:

Monday to Saturday inclusive: Plain time plus one half
Sunday: Double plain time