

NHS - Agenda for Change

Background

Implemented between December 2004 and December 2006, the objective of the Agenda for Change programme was to reform and standardise the pay and conditions of 1.1 million staff in the NHS in England.

There was widespread agreement within the NHS that a new pay system was needed. The old system comprised of numerous pay structures; covering 54 professions plus technical, administrative, maintenance and other support staff. There were a multitude of separate allowances ranging from, for example, 'radiation protection supervisors allowance' to 'authorising clerks allowance'. Different staff groups were entitled to different amounts of leave and different length working weeks; and there were numerous shift patterns and on-call arrangements/payments.

The lack of comparable terms and conditions across all staff groups created barriers to developing new roles for staff and new ways of team working. The lack of consistency in determining pay also led to equal pay claims.

Solution

Using the Job Evaluation scheme (JES) which consists of 16 factors, staff are placed in one of nine pay bands on the basis of their knowledge, responsibility, skills and effort needed for the job rather than on the basis of their job title. The assessment of each post using the JES determines the correct pay band for each post, and so the correct basic pay. Within each pay band, there are a number of pay points.

NorthgateArinso Reward Solutions was selected to computerise the NHS Agenda for Change Job Evaluation System and to support early implementation by 12 selected Trusts. Following the success of the pilot, we were invited to tender for the main contract which we subsequently won. The tender was awarded in September 2004 with a proposed go-live date of 4 January 2005.

What we did

NorthgateArinso's internet based job evaluation platform (CAJE) was used for the pilot and subsequent main project.

Tasks undertaken included:

- Development of online questionnaire and rule base to enable Trusts to conduct local evaluations on line
- Design and development of a monitoring system
- Development of a web based project environment for central news, documentation storage, etc
- Training of staff in the use of the system and its administration
- Support of early implementing staff in the use of the software
- Amendment of system on the basis of user feedback.

Outcome

The system was delivered on time in January 2005 and on-budget (a feat never before achieved within the NHS) and has been operational since June 2003. System availability has been in excess of 99.99% and surveys of system users have revealed a high level of satisfaction in both the usability of the software and the support provided by NorthgateArinso Reward Solutions.

Ongoing training and support

The online CAJE system has been up and running since January 2005. NorthgateArinso Reward Solutions continues to provide ongoing support to the NHS via monthly training sessions for administrators and a dedicated NHS account manager.

For more information

With the skills, experience and market knowledge of NorthgateArinso behind you, you too can be well placed to translate the HR challenges your organisation is facing into powerful opportunities.

For an initial discussion about your requirements, call us on 01244 572700.
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or visit www.northgatearinso.com/uk/reward

