



Agenda for Change

Job Evaluation Review Policy and Procedure

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Agenda for Change

Job Evaluation Review Policy and Procedure

A. Introduction

1. NHS Lanarkshire recognise that individuals have the right to seek a review of their matching or evaluation outcome providing they produce written additional evidence and submit this within 3 months of receipt of their matching /evaluation report. The procedures for this process are laid out in the Job Evaluation Handbook (Chapter 8 page 58 for Matching, Chapter 10 page 62). The guidance contained in this document is intended to facilitate the establishment in partnership of appropriate and consistent policy arrangements in NHS Lanarkshire

B. Communication

2. All members of staff will receive a letter confirming the band they have been assimilated to and a job matching report. Whether or not a member of staff decides to lodge a review may depend on the additional information or explanation they receive from their operational manager, staff side representative or AfC project team. This is particularly so if posts are matched to a profile from another sub family or where staff were previously on the same Whitley grades but their banding outcome is different.
3. Reviews may not be necessary if there is an open attempt to explain the outcomes in relation to the job demands the individual has and the Job Evaluation Scheme Factor Plan.

C. Process for Review of Matching Outcome

4. The need for a review will occur when an employee or group of employees is unhappy with the result of a matching or evaluation outcome. Employees have a right to seek a review of their matching or evaluation outcome either on an individual or collective basis. This request must be submitted within 3 months of the date of receipt of the matching / evaluation report.
5. NHS Lanarkshire has put in place mechanisms to help staff have a better understanding of Agenda for Change during the assimilation period. This involves briefing sessions for managers and staff representatives, written and web-based material such as Frequently Asked Questions.
6. Details of the above are notified both within the assimilation letter and through the normal communication channels.
7. Should an employee(s) or group of employees still feel that they may have grounds for a review then they have the opportunity to access the review process?
8. It is strongly recommended that employees or groups of employees seek advice from their trade union or professional organisation before lodging a review request. This may also help to facilitate similar requests to be grouped together.

9. Following receipt of a written request for a review it is anticipated that the process will be undertaken normally within 6 months of the date of the request. However, this target will be regularly reviewed within the Agenda for Change Project Board to ensure that processing of reviews does not unnecessarily delay the overall matching and evaluation processes for NHS Lanarkshire staff.

D. Collective Reviews

10. The Agenda for Change Agreement allows for collective reviews to be lodged where group staffs feels the banding outcome is considered inappropriate. The procedures are the same as for individual requests.

E. Profile Changes

11. All national profiles are reviewed for their effectiveness and their use by the national UK Job Evaluation Group (JEG). Consequently profiles are subject to change or removal. In addition new profiles will be developed for posts which were previously evaluated and may result in band changes. These posts will be matched using the new profile, should an individual request review of this outcome the same review process will be followed.

F. Stages of Review Procedure

Stage 1 - Notification

12. The Job Evaluation Handbook requires employees, following notification of the Agenda for Change Band decision to provide details in writing of where they disagree with the matching or evaluation outcome.
13. On receiving the review request the Agenda for Change Team will log the request. The Agenda for Change Team, on this request, will supply information on how to locate national profiles, JE handbook and NHS Lanarkshire Review Policy & procedure.
14. This review request form should be sent to the operational manager and a copy to the Agenda for Change Team.

Stage 2 – Exploratory Stage

15. This exploratory stage will take the form of a discussion between the employee or group of employees and their operational manager, involving two experienced job matchers (one Management and one Staff Side) and trade union representative.

16. The purpose of this discussion is to:

- clarify the matching or evaluation outcome
- ensure a shared understanding of how the matching and evaluation process works
- to assist in reaching consensus on the evidence presented

- identify in the light of the above whether or not a reasonable case may exist
- provide guidance on the steps the employee or group of employees has to take.

17. This exploratory stage will need the appropriate job information and matching report which has been sent to the employee or group of employees. Should the exploratory stage indicate that the original matching decision was made on insufficient information, then the employee/group of employees and the manager will need to provide the additional or revised information in writing using either the agreed matching review form (in the case of a matched job) or a revised Job Analysis Questionnaire (in the case of an evaluated job) to trigger the formal procedures.
18. It should be emphasised that any review request must be based on the job as it was on 1 October 2004.
19. If following this stage the individual/group are satisfied that the matching outcome was correct then the operational manager will notify the Agenda for Change Team that the matter is closed.
20. At the end of this stage it is the right of the employee or groups of employees to proceed into the next stage if they remain dissatisfied with the outcome.

Stage 3 - Formal Stage

21. The review will be carried out by referring the request to a further Matching or, if previously evaluated, further Evaluation panel. No panel member involved in the first matching or evaluation panel will be involved in this review panel The review panel will operate in the same way as the first as per the National Job Evaluation Handbook / Local Mechanism.
22. The review panel can:
 - (a) Confirm the same match
 - (b) Confirm a match to a different profile
 - (c) Or, exceptionally, refer the job for local evaluation
23. The employee or group of employees has no right of appeal beyond the review panel if their complaint is about the matching / evaluation outcome.

G. Consistency Checking

24. Only when the reviewed posts have gone through the local consistency checking panel and the national Job Evaluation Monitoring Group (JEMG) will individuals be made aware of the outcomes.

H. Process Appeals

25. In the event that the employee or group of employees can demonstrate that any part Job Evaluation process was misapplied, they may pursue a local grievance about the process, but not against the matching or pay banding decision. This grievance would be by use of the existing NHS Lanarkshire's Management of Employee Concerns Policy.

I. Notification

26. Only when the reviewed posts have gone through the local consistency checking panel and the national Job Evaluation Monitoring Group (JEMG) will individuals be made aware of the outcome of the review in writing.

Appendix 1

NHS Lanarkshire

Agenda for Change

Job Evaluation and Review Policy and Procedure

04/07/2007

Guidance on Seeking a Review

This document has been prepared in partnership with the recognised trade unions and management of NHS Lanarkshire to help clarify certain issues around the criteria of the review process and when it can and cannot be used. It should be read in conjunction with the Agenda for Change Job Evaluation Review Policy and Procedure prior to formally lodging a review request.

Before seeking any review it is also strongly recommended that employees or groups of employees seek advice from their trade union or professional organisation before formally lodging a review request.

Q.1) What are the types of scenarios that may mean I can seek a review?

A) In general terms this review process is only about the matching or evaluation outcome and as such the following examples may be grounds for a review

- *Wrong profile applied by the Matching Panel*
- *Matching Panel misunderstood the job description submitted*
- *Matching Panel missed something on the job description submitted*
- *Matching Panel misapplied the Job Evaluation Scheme in matching the job description*
- *You have additional information that was not in your original job description*

Q.2) Is there anything I cannot seek a review on?

A) It should be emphasised that the review process is only for the job evaluation / matching process of Agenda for Change and has been carried out on the basis that an accurate agreed and signed job description has been submitted.

The following would not constitute grounds for a review under this process:

- *Changed job description since date of matching*
- *Comparison with jobs elsewhere either under Whitley or Agenda for Change*
- *Unhappy with profile label or post descriptor*

Q.3) Do I have to submit this on a specific form?

A) This should be submitted on the Request for Review of Matching / Evaluation Outcome Form which is available from the Agenda for Change Team.

Q.4) I have already submitted a request for a review in the form of a letter as the form was not available when I was assimilated, do I have to submit my request again?

A) We are aware that there will be a small number of individuals who this will apply to due to delays nationally agreeing the mechanism for reviews. The Agenda for Change Team will have received your original letter and have logged your request for a review but will still require you

to fill in the correct form. This will be sent out to you for completion and should be returned ASAP.

Q.5) How do I seek a review?

A) *The Job Evaluation Handbook requires that employees who are seeking a review to provide details in writing of where they disagree with the matching or evaluation outcome along with evidence to support their case.*

Q.6) How long have I got to submit the review?

A) *This requires to be submitted within 3 months of receipt of notification of the original panel's decision, i.e. the letter containing the matching or evaluation report for the job that was sent out along with the assimilation letter. Initially a letter of intent will satisfy the lodging of a review request.*

Q.7) I am unclear what you mean by providing details in writing and submitting evidence?

A) *Simply by saying you are unhappy with the outcome and wish to request a review would not be grounds for a review and would be legitimately refused.*

The starting point for any examination of grounds for review is the matched job report and the original job description submitted. Employees should go through the report carefully looking for evidence that the panel have not taken evidence into account in the decision making. Once this is done and you think that you have identified possible areas of concern you should highlight this in the review form. You require to provide clear details where you disagree with the panel's decision and in which JE factor areas.

You should recognise that small differences in the "job weight" of some factors may not necessarily make a difference in the pay band allocated. It is possible that the review panel may increase the job weight of your role but that this may not result in a higher band as the total points awarded still make it fall within the original band.

Q.8) I am still unhappy with my outcome after being through the review process?

A) *There is no right to have a further review of the matching/evaluation outcome if the complaint is about the outcome.*

Q.9) I believe that my job description did not accurately reflect fully my job, can I seek a review?

A) *Yes, if you have additional information that was not in the original job description your job can be reviewed.*

If a member of staff can demonstrate that any part of the process has been misapplied then they may pursue a local grievance about the process via the Management of Employee Concerns Policy. They may not use this process against the matching or pay banding decision.

Where any grievance is upheld using this route then a potential remedy may be a reference to a new matching panel.

**Appendix 2
NHS Lanarkshire**

Agenda for Change – NHS Job Evaluation Scheme

National Profile Matching Review Form

Please complete all of the following information and by using the appropriate factor indicate your reason for this review request:

Full Name: Please Print

Home Address:

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Job Title:

Staff Pay Number:

Place of Work:

Name of Line Manager:

Factor	Relevant job information
1. Communications and Relationship Skills	
2. Knowledge, Training & Experience	
3. Analytical & Judgemental Skills	
4. Planning & Organisational Skills	
5. Physical Skills	
6. Responsibility for Patient Care	
7. Responsibility for Policy/Service Development	
8. Responsibility for Financial & Physical Resources	
9. Responsibility for Human Resources	

10. Responsibility for Information Resources	
11. Responsibility for Research & Development	
12. Freedom to Act	
13. Physical Effort	
14. Mental Effort	
15. Emotional Effort	
16. Working Conditions	

Please return completed form to your Operational Manager with a copy to Sheilagh MacFarlane, AfC Project Manager, Ward 5 Cleland Hospital.

**Appendix 3
NHS Lanarkshire**

Agenda for Change – NHS Job Evaluation Scheme

Check List

Role of Individual/Group seeking review

- Contact and request review within timescale
- Complete additional info Pro-forma (with support if required)
- Send info to manager
- Seek staff side representation if required for exploratory stage

Role of the Line Manger

- Facilitate meeting exploratory meeting
- Request matching advisors to attend meeting
- Inform individual of date/place etc of meeting
- Advise individual of right to be accompanied by staff rep if required
- Advise team of outcome and submit formal review documentation if appropriate

Role of Staff side

- Support individuals at decision/ exploratory stages
- Give advice on matched job report and additional evidence.
- Give advice on proceeding with review based on available evidence and possible outcomes

Role of matching advisors

- To advise individual and manager on additional evidence provided and possible outcomes
- To provide unbiased advice based on job evaluation principles and guidance
- To assist in reaching consensus on evidence and way forward

Role of Reviewers

- To act as a matching panel taking due regard of any additional evidence provided

Role of Team

- To record information
- To support review panels
- To record outcomes
- To arrange consistency checking
- To liaise with payroll re any changes