

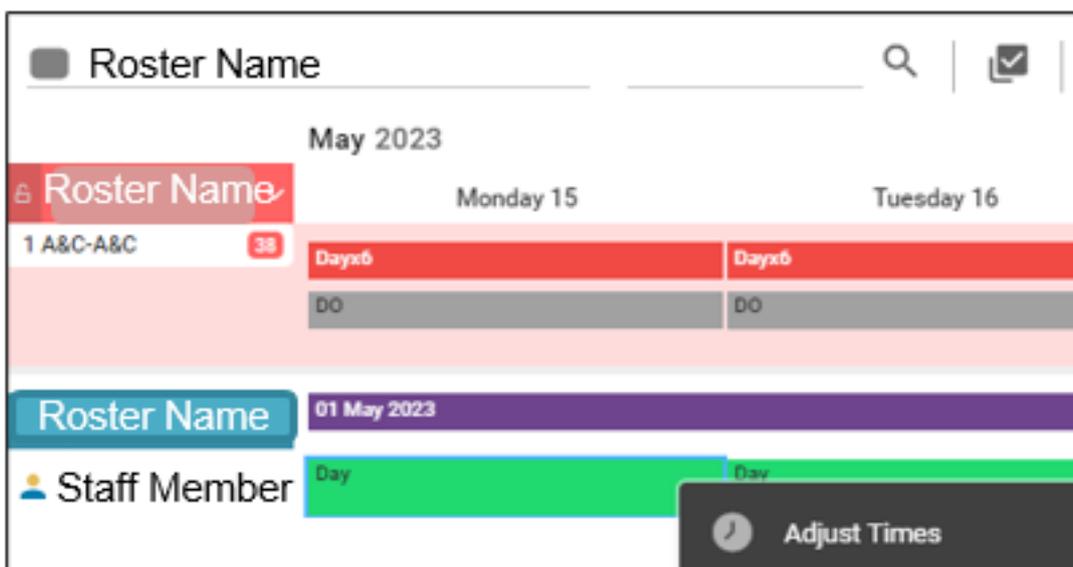
HealthRoster - Recording Time Owing in Lieu

It is very important to accurately record time worked on the roster for your team, including any hours worked over contracted hours, which equates to Time Owing in Lieu (or TOIL or T/O).

This is recorded in your team's Net Hours on HealthRoster.

Part of the purpose of the HealthRoster is to accurately record the location of staff, i.e., if someone is taking TOIL and not in the office, you would want to record that to ensure this is an accurate record for any potential reporting purposes. Conversely, if they are on site or in the office before or after their usual hours, it is also important to ensure this is recorded.

When a team member works over their contracted hours, you would record this by adjusting their shift time, for example if their usual hours are 08:00 - 16:00 but they worked an extra half an hour over, you would time adjust to 08:00 - 16:30 as below:



Actual Duty Start

08:00

Actual Duty End

16:30

Actual Rest Time

00:30

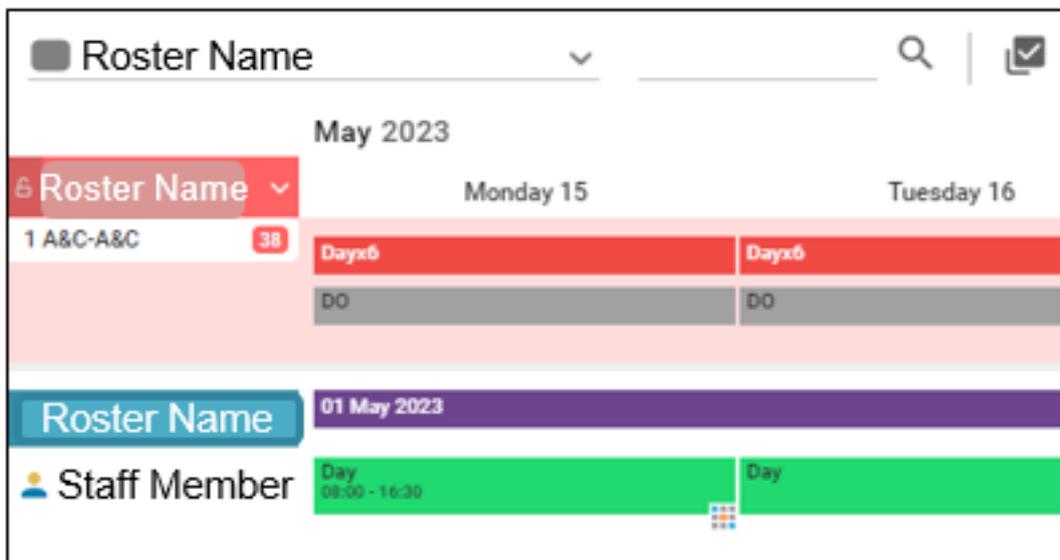
Actual Rest Start

Split Demand?

Work Time

08:00

This will then show on the roster as below:



And it will show in their Hrs Left (furthest right column):

O/T Hrs	Net Hrs Left	Hrs Left
-	-00:30	-00:30
-	-00:30	-00:30

- Net Hrs Left = cumulative Hours, total for everything rostered up to the current view
- Hrs Left = difference between contracted hrs and rostered hrs during the current view

The hours that show in the Net Hrs Left column are the available TOIL hours the team member has to take. T/O should only ever be assigned when the hrs in this column show as negative, which indicates hrs worked over i.e., owing to the team member.

If hours are positive, this indicates that they have not fulfilled, or not been rostered, their contracted hours and any hours showing are owed to the trust.

If this is the case, no TOIL or Overtime should be assigned to the team member, until the Net Hours have been thoroughly investigated, to avoid increasing the amount they would need to pay or work back.

To input TOIL onto a roster, you can either use a Day Off (DO), if the team member is taking a full day off and these are available on your roster:

May 2023		Monday 15	Tuesday 16
Roster Name 1 A&C-A&C 38	Dayx6	Dayx6	Dayx6
	DO	DO	DO

Clear any shift that will no longer be worked and replace with the DO, for example:

May 2023					
Roster Name	Monday 15	Tuesday 16	Wednesday 17	Thursday 18	Friday 19
1 A&C-A&C 38	Dayx6	Dayx7	Dayx7	Dayx7	Dayx6
	DO	DO	DO	DO	DO
01 May 2023					
Staff Member	Day 08:00 - 17:00	DO	Day 08:00 - 18:00	Day 08:00 - 18:00	Day 08:00 - 17:00

If the TOIL is required for a part day, or you do not have DO available, use the Time Owing unavailability under Other Leave:

Group *
Other Leave

Reason *
T/ O - Time Owing

You can add this by right clicking right clicking on the shift & selecting add unavailability:



Input the applicable times, e.g., to take 1hr of TOIL based on a 08:00 - 16:00 usual workday:

Start *	16/05/2023	<input type="text" value="15:00"/>
End *	16/05/2023	<input type="text" value="16:00"/>

Work Time			
Week Start	15/05/2023		
Posting ↑	15/5 Mo	16/5 Tu	17/5 We
Bank (Band 2 /	00:00		
Bank (Band 4 /	00:00		
Substantive Posting	<input type="text" value="00:00"/>		

The hours within work Time should always be 0 for time owing, as you are not assigning hours, but reducing/balancing hrs owed to the team member within their net hours.

Ensure that you have also considered any break that would be applicable in the part shift, e.g., if they are working less than 6 hours before taking TOIL, a

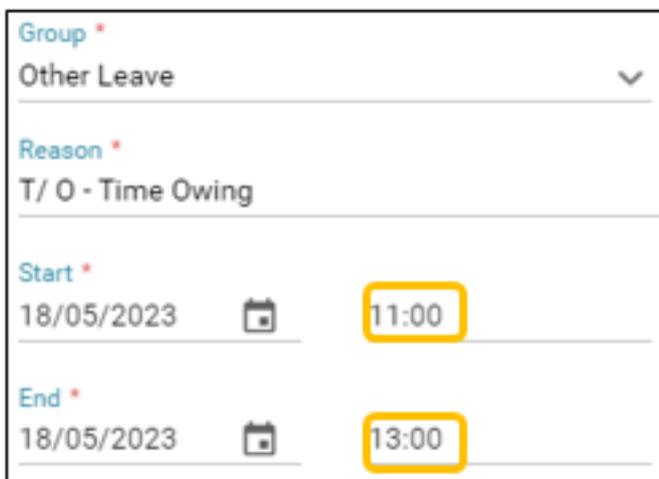
break would not be applicable and you can 0 break time, if this is not automatically done when you add the T/O unavailability.

- A break is not applicable until the hours worked are more than 6 total. If the part shift is longer than 6 hrs, a break must be included.

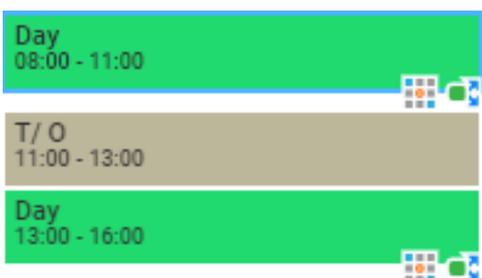
The roster should then show similarly to the below:



If the staff member taking TOIL during a shift, you can add this simply by specifying the time when entering the unavailability, for example:

A screenshot of a form for 'Other Leave'. The 'Reason' is 'T/O - Time Owing'. The 'Start' is '18/05/2023' at '11:00'. The 'End' is '18/05/2023' at '13:00'. The time values '11:00' and '13:00' are highlighted with yellow boxes.

The roster should then show similarly to the below:



Finally, try to ensure that the staff member's net hours are balanced for the overall roster period:

Net Hrs Hrs Left
Left

-	-
00:00	00:00

It may not be possible to balance entirely in the same roster period, our general guidance is to have no more than a usual shift's worth of hours within Net Hrs Left showing as owed or owing.

The roster is set to highlight hours yellow within the middle column at the 12hr threshold, which is when we would recommend you begin to check that what has been rostered for the staff member is accurate.

At 15hrs this would then flag red to show that an investigation is urgently required.

The Hours Left column (discrepancies within currently viewed roster period) flags yellow when there are **any** hours showing either owed or owing in this column.

Please also see our Investigating Net Hours guide for assistance with Net Hours in particular.

Online URL: <https://elearning.cornwall.nhs.uk/site/kb/article.php?id=440>