



Rest Break and End Shift Trust Proposal

August 2021



Introduction

As 999 demand has increased, so has the frequency of staff finishing past the end of the shift. We know that sometimes this can run into many hours each week.

Whilst this can never be eliminated due to the nature of the service we provide; the Trust recognises it has a responsibility to try and reduce the frequency of this happening. We are committed to improving the wellbeing of staff

We have worked through several options to reduce late finishing whilst at the same time considering the risk for patients.

Through working closely with Trade Union colleagues, we now believe we have a proposal that achieves both. However, to implement this safely we will require slight shift changes at some stations across YAS. This is needed to ensure equity for all frontline staff, regardless of location and protect cover as much as possible.

Appendix 'A' outlines the changes proposed.

As part of the implementation, we also want to extend the meal break window from two to three hours, this will help reduce unavailability over our busiest times of the day.

We must also take the opportunity to bring YAS into line with other UK ambulance services that offer voluntary availability during meal breaks for confirmed Category 1 calls where they are the closest resource. If mobilised, crews will be compensated financially and re-allocated an undisturbed break. This availability will be entirely voluntary.

Finally, to support end of shift protection it will be essential that we re-focus on following start of shift processes that have slipped over recent years. We expect that crews will book on duty at the commencement of the shift and then undertake vehicle and equipment checks in line the 'Start of Shift' Standard Operating Procedure (SOP).

If supported then this will be implemented as soon as the adjustment of shifts and the technical changes to CAD are completed, likely to be Autumn 2021.



Nick Smith
Executive Director of Operations

Summary of the proposal

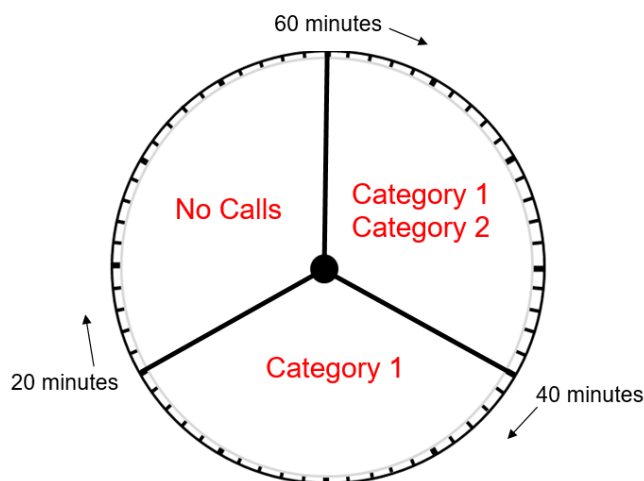
End of Shift Protection

During the last hour of their shift crews will have increasing levels of protection. Between the 60th and 40th minute crews will be protected to Category 1 and 2 calls.

Between the 40th minute and the 20th minute crews will be protected to Category 1 calls only.

Between the 20th and the end of shift crews will be protected to all calls with the rare exception of a major incident.

The following diagram explains the protection for the last hour visually:



With 20 minutes to go until the end of the shift a crew will only get a job in the following circumstances:

- Major Incident
- Flagged down en-route to station

The increasing protection will provide crews an increased opportunity to be on their base at the end of a shift. We hope this will improve the wellbeing of crews and provide the confidence that clearing from hospital before the end of the shift is unlikely to result in a late finish.

Whilst on base within the protected period we expect that crews will use the time productively. This will include restocking the vehicle and preparing the vehicle for the next crew.

Under no circumstances should the crew leave station until their formal finishing time.

Extended Meal Break Window

The meal break window will be increased from 2 hours to 3 hours. The start of the window will commence 90 minutes before the mid-point of the shift and end 90 minutes past the end-point of the shift.

As soon as a crew leave the rest break window they will be returned, protected, to their base station (for that shift).

Voluntary Availability During Meal Break

We want to bring the Trust into line with other services that offer crews an opportunity to **volunteer** to be available for confirmed Category 1 calls during their meal break.

There will be no payment for volunteering availability, however the Trust will pay £20 to each crew member if they are mobilised to a Category 1 call because they are the closest resource. Upon becoming clear, if a full 20-minute break has not been completed, the crew will re-commence their full break at the nearest station, not necessarily their base station.

Start of Shift

Unfortunately, over recent years the number of crews logging on late has significantly increased. While recognising that it is essential that vehicles are checked and roadworthy it is vital that EOC are aware that a crew is physically there, even if they are not immediately available to respond.

Therefore, we will be focussing on improved compliance with the Start of Shift SOP to enable the safe implementation of the end of shift processes.

Proposal

Appendix A
Changes to shift end and start times
to support proposal

August 2021

Introduction

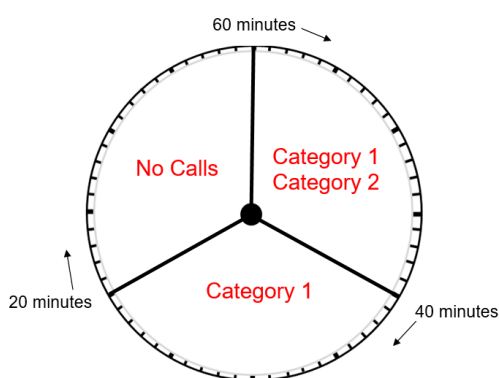
A proposal has been made to introduce end of shift protection.

During the last hour of their shift crews will have increasing levels of protection. Between the 60th and 40th minute crews will be protected to Category 1 and 2 calls.

Between the 40th minute and the 20th minute crews will be protected to Category 1 calls only.

Between the 20th and the end of shift crews will be protected to all calls with the rare exception of a major incident.

The following diagram explains the protection for the last hour visually:



However, to implement it will require slight shift changes at some stations across YAS. This is needed to ensure equity for all frontline staff, regardless of location and protect cover as much as possible.

The following section highlights those stations that we need to change some of their existing shift times to allow the implementation of the end of shift protection.

South

Station		
Barnsley	1 x 0600, 1 x 0630, 1 x 0700	Mix
Hoyland	1 of 2 0600 shifts to change to	Mix
Doncaster	No change	Mix
Maltby	1 of 2 0600 shifts to change to	Mix
Rotherham	No change	0600 finish
Wath	1 of 2 0600 shift to change to 0700	Mix
Batemoor	1 x 0600, 1 x 0630, 1 x 0700	Mix
Longley	1 of 2 0600 shift to change to 0700	Mix
Middlewood	No change	Mix

North Yorkshire

Station		
Beverley	0600 to a 0700 finish on nights	0700 finish
Driffield	No change	0630 finish
Brough	No change	0600 finish
Cottingham	No change	0700 finish
Bridlington	No change	Mix
Filey	0600 to a 0700 finish on nights	0700 finish
Preston	No change	0600 finish
Withernsea	No change	0600 finish
Hornsea	No change	0630 finish
Sutton Fields	No change	Mix
Hull West	No change	Mix
Hull East	No change	0700 finish

Hull and East Yorkshire

Station		
Bainbridge	No change	0700 finish
Northallerton	No change	Mix
Richmond	No change	Mix
Thirsk	No change	0630 finish
Ripon	No change	0600 finish
Pateley	No change	0700 finish
Harrogate	0600 to a 0700 finish on nights	0700 finish
Goole	0630 to a 0700 finish on nights	0700 finish
Selby	No change	0600 finish
Sherburn	No change	0630 finish
York	No change	Mix
Haxby	No change	0600 finish
Pocklington	No change	0700 finish
Kirkbymoorside	No change	0700 finish
Malton	No change	0600 finish
Scarborough	0600 to a 0700 finish on nights	0700 finish
Whitby	0600 to a 0630 finish on nights	0630 finish

Airedale, Bradford and Leeds

Station		
Keighley	1 of 2 0600 shift to change to 0700	Mix
Menston	0600 to a 0630 finish on nights	0630 finish
Grassington	No change	0700 finish
Settle	No change	0600 finish
Skipton	No change	0630 finish
Bradford	2 x 0600, 1 x 0630, 2 x 0700	Mix
Leeds	No change	Mix
Manor Mill	No change	Mix
Seacroft	No change	Mix
Bramley	1 x0600 1 x0630	Mix
Wetherby	No change	0700 finish

Calderdale, Kirklees and Wakefield

Station		
Dewsbury	No change	0600 finish
Honley	0600 to a 0630 finish on nights	0630 finish
Huddersfield	1 x 0600, 1 x 0630, 1 x 0700	Mix
Brighouse	0600 to a 0630 finish on nights	0630 finish
Halifax	1 x 0600 1 x 0700	Mix
Todmorden	No change	0600 finish
Castleford	1 of 2 0600 shift to change to 0700	Mix
South Kirkby	0600 to a 0630 finish on nights	0630 finish
Wakefield	1 x 0600, 1 x 0630, 1 x 0700	Mix