North East Ambulance Service NHS Trust

Draft - Ambulance Bank Staffing Policy

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1. Introduction

The North East Ambulance Service NHS Trust staff bank exists to provide an additional resource to support operational front-line staff. As an emergency service, covering the North East area, bank staffing allow the ambulance service greater flexibility when covering shifts, this addition resource helps us to maintain agreed resourcing levels to ensure the Trust meets national performance targets and maintains patient care whilst reduces agency costs.

2. Purpose

The policy aims to:-

- Ensure that there is a consistency of approach when employing and managing bank staff,
- To ensure that there are appropriate numbers of available bank staff resources within geographical areas / ambulance division, with the correct skills and up to date training, to meet the needs of a modern ambulance service,
- To ensure that we reduce the overall usage of agencies, to an absolute minimum,
- To ensure that the ambulance service has a detailed knowledge of effective bank staffing payments, policies and procedures in the application of national Agenda for Change - Ambulance Bank T&C’s,
- Able to monitors costs and usage through timely PROMIS / ESR and Financial reports.

3. Scope and Objectives

Working for the ambulance bank should be treated as a separate contract of employment. Places on the ambulance bank must be applied for in accordance with the Trust standard Recruitment policy and ‘pre-employment’ checks, (the bank must not to be used to fill substantive vacant posts). Successful applicants will then be offered a bank contract of employment on a ‘zero’ hours basis. As a bank employee, both parties recognise and agree that there is ‘no mutuality of obligation’ between you and the Trust. Meaning there is no obligation on the part of the Trust to provide work, nor on the individual to accept any work offered.

Bank staff must pre-register dates and areas they’d like to work with the Resource Scheduling Department (RSD), either via PROMIS ‘on-line’ web access or if no computer access is available, by submitting a monthly availability form, (RES01). The RSD staff will contact individual’s to confirm actual available Shift Rota’s and give station/locations details as required. (Note, no guarantee of regular work can be given) and short notice requests are likely, due to the nature of staff reporting short term absences.

The ambulance staff bank operates in a similar way to an Agency, by supplying human resources to cover short term resourcing. Any person who is successful can work
flexible days in the week and on preferred Rota’s days or night shifts, as he/she requests, this could be additional hours worked to supplement a part-time position or a full-time NHS employee looking to work some occasional additional hours to help maintain their professional ambulance competencies.

The Trust is especially interested in bank employees who would like to work night shifts, out-of-hours and weekend work, as these types of shifts regularly require covering.

4. Definition

4.1 Hours of Work - All Bank employees will have a ‘zero hours’ working week contract, (excluding meal breaks). As a bank employee there is no obligation on the part of the Trust to provide regular bank work, nor on the bank employee to accept any work offered. The Bank allows individuals to choose hours they work, which must be within the Working Time Regulations.

Bank staff will be paid a month in arrears for any completed shifts worked to the required standard. The needs of the Trust may demand changes in some shifts/working patterns/hours of duty, although major changes will not be implemented without consultation and reasonable notice being given. Where it is necessary to change shifts i.e. within 24 hours of the scheduled work period, bank staff should receive an unforeseen change payment of £15.00 for doing so, in accordance with national AfC - terms and conditions.

4.2 Working outside normal hours – Unsocial hours payments will apply to bank staff whose working pattern in standard hours is carried out during the time identified below, in accordance with national AfC – terms and condition as follows:-

<table>
<thead>
<tr>
<th>Average unsocial hours</th>
<th>Pay Band 1 to 7</th>
<th>Pay Band 8 &amp; 9</th>
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</thead>
<tbody>
<tr>
<td>More than 5 but not more than</td>
<td>Local agreement</td>
<td>Local agreement</td>
</tr>
<tr>
<td>More than 9 but not more than</td>
<td>9%</td>
<td>9%</td>
</tr>
<tr>
<td>More than 13 but not more than</td>
<td>13%</td>
<td>10%</td>
</tr>
<tr>
<td>More than 17 but not more than</td>
<td>17%</td>
<td>10%</td>
</tr>
<tr>
<td>More than 21</td>
<td>25%</td>
<td>10%</td>
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For staff in pay bands 1 to 7, any time worked before 07:00 am or after 19:00 pm Monday to Friday, and any time worked on Saturdays, Sunday or Bank Holidays.

The pay enhancement will be based on the average number of hours worked outside these times during the standard working week, and will be paid as a fixed percentage addition to basic pay in each pay period.

For existing employees of the NEAS, who also work on the ambulance bank, their hours will be treated as a separate contract for the purposes of these rules and any additional payment due calculated as a percentage of their bank earnings, based on the number of bank hours worked outside normal hours.
**Example of application to bank staff** – A member of staff in pay band 6 works full-time on alternate early and late shifts Monday to Friday. No hours are worked outside normal hours during the early shift. But four hours per day are worked outside normal hours during each late shift. This results in an average of ten hours per week being worked outside normal hours, and the staff member receives an enhancement of 13 per cent of salary under the normal rules.

However, they also work an eight-hour bank shift once a fortnight on average during a weekend period. This is treated as a separate contract under these rules. So the enhancement for working outside normal hours for their bank work is calculated as if they were a part-time worker working all their hours outside normal hours.

In this case the hours worked for the bank each week are four hours, all of which fall outside normal hours. Under the rule for part-time workers in paragraph 8 of Annex E, if the person had worked full-time for the bank with the same proportion of hours outside normal hours they would have worked 37½ hours a week outside normal hours. This figure is therefore used to determine the appropriate enhancement to the income from the bank which in this case is 25 per cent.

In this case the enhancement to bank earnings does not need to be recalculated however many hours are actually worked for the bank at weekends since they are all outside normal hours. If, however, the person started doing significant bank work in normal hours, the enhancement might need to be re-estimated if the proportion worked outside normal hours fell to 21 hours out of every 37½ or below as the enhancement would then fall into a different band.

**4.3 AfC Pay Grade** – Existing ambulance staff who hold a permanent contract with the Trust (or wider NHS) and wish to register and undertake additional bank work, will be paid at relevant bank post grade. This will be at single time rates, for example; where a higher Band employee wishes to work at a lower grade i.e. Team Leader - Band 6 works a bank paramedic shift, then they will be paid at the relevant bank position rate i.e. Band 5 at the top of the pay Band.

Bank only employees will be paid at the appropriate AfC national pay grade allocated to the bank position, (plain time rates up to max. 37.5 hours per week). Under no circumstances must bank staff be paid overtime, such excessive use must be avoided wherever possible and within WTR 48 hour week limit, when taking into consideration any other paid employment held. Increment rises will be given in-line with the agreed National required minimum 488 hours.

All staff who work on the ambulance bank must submit a timesheet claim form NEAS69 at the end of the period/month showing actual bank hours worked and any unsocial hours to allow the RSD to calculate any shift enhancement percentage and to authorisation payment. Payroll Services will then process any claim forms submitted before the cut-off dates, (normally around 5th of the following month), therefore making payment one month in arrears. (If the deadline is missed, no cheques will be raised and hence the bank employee must wait for payment to be made in the following month).

**4.4 Availability Procedure** – Preferably notifications should be made using the on-line PROMIS login screen to view available shifts on a ‘day to day’ basis. Alternatively bank staff can also notify RSD using the manual Bank Staff Availability Request Form
(RES01) on a monthly basis. The RSD team will enter bank requests into the PROMIS system to plan resources for the coming week. RSD will contact the Bank employee for a mutual acceptance of the work offered and then inform the relevant Team Leader/Divisional Manager of the named resource for that shift.

Once the bank employee accepts their shift RSD will enter their name onto the PROMIS Rota, if the bank employee decides they are no longer available for a previously requested day/shift a min. of 24 hours notice should ideally be given by both parties. The Trust expects all bank staff that accept and commit to work, do not then cancel unless absolutely necessary.

4.5 Employment checks – The NEAS requires all bank staff to ongoing regular employment checks, relevant to their bank role. Bank staff will be required to undergo annual checks for i.e. driving licence with DVLA, provide proof of continued professional registration, and attend Statutory & Mandatory training as required. CRB Enhanced disclosures on request (NEAS currently has a max. 3 years check in place).

4.6 Uniform – Full uniform will be provided prior to starting your first bank shift, along with correct PPE and Station/location access key. Please contact the RSD who will liaise with the relevant Divisional Manager to authorise and organise the deliver of all necessary ambulance uniform personal items.

4.7 Statutory and Mandatory training – All bank staff must complete the Trusts Induction and book onto the next available Statutory & Mandatory training. It is compulsory to complete the Stat. & Mandatory before commencing an operational shift, (payment at normal hourly rates will apply for the duration of any required NEAS course).

4.8 Reporting for Duty – Whilst at work, bank employee are responsible to the relevant Divisional Management team. In the event of inability to attend for work, the Trust asks for a minimum of 4 hours notice, before the shift start time. All absences must be reported to the Trust on **********.

5. Employment Terms and Condition
Employment on the NEAS Ambulance Bank is governed by the Agenda for Change terms & Conditions and all NEAS policies and procedures, as made from time to time, and which are incorporated into the contract written particulars of employment. A copy of these documents are available on the Trust Intranet site and bank staff should familiarise themselves with by using Docuviever.

They include the following -
- Ambulance Bank Staff Policy
- NHS Agenda for Change Terms and Conditions of Service Handbook
- NHS Agenda for Change Knowledge and Skills Framework
- Locally agreed Terms and Conditions of Employment
- Employee Friendly Policies and Procedures
- Constitution for Joint Negotiating and Consultative Committees
- Code of Conduct for NEAS Employees
- Probationary policy
- Disciplinary policy
• Grievance procedure
• Capability policy
• Raising Issues of Concern policy
• Criminal Records Bureau policy
• Hospitality and Gifts policy
• NEAS Trust Standing Orders
• All Driving policies and procedures
• All Health and Safety policies and procedures
• All Equality and Diversity policies and procedures
• All other Human Resources an Quality policies and procedures
• Other professional and/or clinical training protocols which may apply to particular posts
• This list is not exhaustive, policies & procedure will change from time to time.

Personal hardcopies can also be requested from the Human Resources team and/or the Quality Departments, both based at Ambulance Headquarters, Newcastle Upon Tyne.

6. Monitoring and Reporting
Regular reports on bank staffing usage will be produced on an individual basis to ensure compliance with legislation and Working Time Regulations, also taking into account outside work and/or permanent posts held within NEAS. PROMIS, ESR and Payroll Financial reports will be utilised by the Head of HR, to monitor overall costs against vacancies, overtime and agencies used.

7. Equality and Diversity Statement
The Trust is committed to providing equality of opportunity, not only in its employment practices but also in the services for which it is responsible. As such, this document has been screened, and if necessary an Equality Impact Assessment has been carried out on this document, to identify any potential discriminatory impact. If relevant, recommendations from the assessment have been incorporated into the document and have been considered by the approving committee.

The Trust also values and respects the diversity of its employees and the communities it serves. In applying this policy, the Trust will have due regard for the need to:
• Eliminate unlawful discrimination
• Promote equality of opportunity
• Provide for good relations between people of diverse groups

8. References

NHS Agenda for Change – Annex F: Special cases.
9. Related Documents
NEAS - Bank Staff Availability Request Form (RES01).
NEAS - Timesheet Claim Form (NEAS69).

10. Associated Documentation
NHS Agenda for Change - terms and condition of service handbook.
NEAS - Ambulance Bank Contact, Written statement of particulars.

11. Consultation, Approval and Ratification Process
Consultation Process - This policy has been discussed with staff side representatives and Resource Scheduling. Consultation with other NHS Trusts also took place..

Policy Approval Process - The Trust Policy Review Group is the committee with the authority for the review of this document. The Joint Consultative Committee and the ultimately the Trust Board have responsibility for ratification of this policy.

Ratification Process - This policy has been reviewed by the Policy Review group and submitted to the Joint Consultative Committee and the Trust Board for ratification.

12. Dissemination and Implementation
Dissemination - Once ratified this policy will be added to the Document Quality Control System and added to the Intranet site to which all staff have access. Earlier versions of the document will be archived in the quality system.

Implementation of Procedural Documents - Information about this policy will be.