Standard Operating Procedure

The operating procedure set out below must comply with the Data Quality Principles set out within Trust Data Quality Policy

Title:	**Non-Clinical Bank Resourcing & Authorisation**
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Author	Flexible Staffing	**April 2024**
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Mandatory BU's/Groups consulted (if applicable)	People Services	**April 2024**
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SOP Document Controls:

Version Number	Date	Author	Reason for Revision
1.0.0	June 2024	Non specified- Flexible Staffing	New to Koha

Contents

1. Introduction

The SOP is required to outline processes and operational authority for resourcing of non-clinical temporary staffing requirements.

2. Purpose

To outline processes and operational authority for resourcing of non-clinical temporary staffing requirements for UHDB to ensure compliance with Trust standing financial instructions and People Services practices.

3. Scope

The scope of this Standard operating Procedure (SOP) includes the provision of a non-clinical temporary workforce for UHDB covering admin and clerical roles i.e. receptionists, ward clerks, secretaries, PAs; trust-wide services or corporate function i.e. IT, finance, research etc; and Estates and Facilities roles i.e. portering, catering, cleaners, skilled crafts persons. Please note this is not exhaustive.

4. Abbreviations and Definitions

< A table detailing each abbreviation/acronym in the document. Also include any terms that should be defined or used as a keyword >

n/a	

5. Responsibilities

Process responsibilities are outlined in the table below. Responsibility can sit with nominated deputies where authority has been delegated appropriately due to absence etc.

RESPONSIBLE PERSON / TEAM	RESPONSIBILITY
DECISION MAKING AUTHORISATION LEVEL • Divisional Director/Nominated Lead • General Manager • HRBP • Finance	To review all requests in relation to grade, hours and cost to determine if there is a more alternative cost-effective solution to bank. To review application for temporary staffing request, agree period of use and exit plan arrangements to end temporary staffing usage To review all bank requests and authorise as appropriate, considering whether fixed term contract arrangements are more appropriate.
Flexible Staffing Team	To advise and support managers with the resourcing and authorisation process. To ensure appropriate authorisation is in place for all requests prior to sourcing cover. To recruit and source bank workers, ensuring compliance with NHS employment checks. To ensure standardised rate of pay and ensure appropriate payment is made to bank workers. To review and escalate exceptions including assignments exceeding 3 months in line with Employment regulations to relevant HRBP

HR Business Partner	To approve request for the use of a bank worker.
	To approve a request for an extension of a role exceeding 3 months
	To review and approve any temporary worker assignments exceeding 6 months duration
Requesting Managers	To direct all requests for non-clinical temporary staffing to the Temporary Staffing team
	To ensure requests have appropriate authorisation / sign off.
	To ensure all bank shifts are entered on Healthroster at the time the bank worker undertake their hours and submitted timesheets finalised weekly.
	If a temporary staffing contract extension is required, please review whether this role could be exchanged to substantive post or a Fixed Term Contract. This will help support Trust cost improvement plans for 24-25. If not appropriate an 'Extension to Temporary Staffing' form must be completed

6. Procedure

All temporary staffing requests should not exceed 3 months. If a temporary staffing requirement is likely to exceed 3 months in duration i.e. maternity leave cover, a Fixed Term Contract should be considered at the outset.

An 'Extension to Temporary Staffing' form is required for further approval if the period exceeds 3 months which can be sought from the Temporary Staffing Team.

All non-clinical bookings must occur via the Temporary Staffing Team and can be contacted through:

Email: uhdb.adminandclericalbank@nhs.net

TEMPORARY STAFFING REQUESTS

To be considered, requests for temporary staffing are expected to fall under the following categories: -

- when a vacancy is undergoing an active recruitment process, creating a gap between a leaver and new starter which cannot be managed temporarily in the team.

- where a new business case has been approved for additional staffing on a temporary basis.

- where the authorisers have approved additional resources to avoid risks to patient safety, quality of service, activity or income.

To request cover for non-clinical roles, the requesting manager should complete a temporary staffing request form (Appendix 1a) and send this to all approvers for review. All requests should be for a maximum of 3 months in duration.

Where an extension is required for non-clinical roles, an 'Extension to Temporary Staffing' request form should be completed by the requesting manager (Appendix 1b). Both Appendix 1a and 1b will require the same approval process. Requests for extensions will only be granted for an additional 3-month period.

All requests should be reviewed in relation to grade, cost and hours to determine if there is a more alternative cost-effective solution to bank. Consideration should be made as whether a fixed term contract would be more appropriate.

If a bespoke salary is requested, approval must be gained separately from the Approvers and in addition to People Services senior management.

In exceptional circumstances, where temporary staffing requirements are urgently requested and authorised for example, via Gold Command for urgent contingency measures, this will be accepted as trust financial authorisation without the need for a form and divisional sign off.

7. Information Governance

N/A

8. References and Associated/Linked Documents

NONCLIN_FIN/4344/24	Pay and Non-Pay Controls - UHDB Guidance

9. Appendices

See Koha record for appendix links

Appendix 1a – A&C Bank Request Form April 2024 (V3)

Appendix 1b – A&C Bank Extension Request Form

April 2024 (V3) Process Admin Bank Flo Chart (V3)

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