

SOP08

Engagement of Temporary Workers

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1.0 Procedure Statement (Purpose / Objectives of the Procedure)

The purpose of this procedure is intended to provide guidance to all manager engaging temporary workers either agency or bank.

Enabling the Trust to respond to staffing difficulties consistently and to be compliant with to NHSE rules regarding agency usage and IR35 Regulations, ensuring financial rigor.

This procedure does not apply to The Royal Wolverhampton NHS Trust employees and other staff when SLAs, Honorary Contracts or Letter of Authorities apply (please reference [HR21 Working Across Organisation Boundaries](#)).

2.0 Accountabilities

- 2.0** The Head of Resourcing directly responsible for facilitating the implementation of this procedure.
- 2.1** The Head of Resourcing will be accountable for the revision of this policy which will be necessary from time to time because of changes in law or in the light of experience when applying the procedure.
- 2.2** Temporary Staffing Team and Medical Staffing Team will ensure that managers are supported in the implementation of this procedure.
- 2.3** Temporary Staffing Team and Medical Staffing Team will ensure compliance with this procedure.
- 2.4** Temporary Staffing Team and Medical Staffing Team and Procurement Team are responsible for providing advice and guidance relating to agency contracts ie. Notice periods and temp to permanent.
- 2.5** Temporary Staffing Team and Medical Staffing Team will ensure agencies and workers complete with the due diligence pre-assignment compliance checks. Including statutory and mandatory training.
- 2.6** Temporary Staffing Team and Medical Staffing Team will ensure Trust bank workers comply with induction, statutory and mandatory training requirements.
- 2.7** Temporary Staffing Team and Medical Staffing Team complete the NHSE monthly and weekly reporting of bank and agency spend.
- 2.8** Deputy Head of Resourcing/ Head of Resourcing will undertake the employment status assessment and provide the Status Determination Statement when required to the individual and supply chain.
- 2.9** Managers must liaise with the Temporary Staffing Team and Medical Staffing Teams to engage agency workers. Managers must not engage directly with agencies and must not sign engagement contracts.
- 2.10** Managers must not use off framework agency staffing from July 2024, as outlined in

Professor Nina Morgan letter to the Trust regarding the spring budget announced on 6th March 2024.

- 2.11 Managers must adhere to the Trust Standing Financial Instructions approving timesheets.
- 2.12 Managers must complete the NHSE agency and bank return and submit them to Temporary Staffing Team as determined by NHSE schedule; if their bank is decentralized and agency not engaged via 3rd party provider.
- 2.13 Managers must ensure that the worker engaged has necessary skills to undertake work.
- 2.14 Budget Holders will be responsible for:
 - Reviewing CV's from on framework agencies
 - Engaging within the NHS price cap
 - Approval of timesheets
- 2.15 Senior Clinician is required to provide commentary/ evidence where 'break glass' exceptions are used to address clinical safety issues.
- 2.16 Head of Resourcing/ Deputy Heads of Resourcing/ Temporary Staffing Team and Medical Staffing Team Leaders are responsible for escalating by exception any off framework or over price cap (break class) requests to Deputy Chief Executive/ Chief Operating Officer for a decision.
- 2.17 Temporary Staffing and Medical Staffing Teams to review on a monthly basis access of 3rd party systems for approvers.
- 2.18 Procurement Team will review and provide assurance on terms and conditions of agency contracts and in conjunction with budget holder completion of the new supplier process and raise Purchase Order.
- 2.19 Procurement Team will ensure that agency contracts are signed by Group Director or Procurement and raise any concerns with Head of Resourcing/ Deputy Heads of Resourcing/ Temporary Staffing Team and Medical Staffing Team Leaders.
- 2.20 Budget holders will be responsible where necessary to raise REAF and requisition.

3.0 Procedure Detail

The Trust acknowledges that from time to time, services may experience staffing difficulties and to maintain service provision and ensure the safety of patients and staff, it may be necessary to secure temporary staffing arrangements.

Before making a request to engage a temporary worker you should have explored and exhausted all other internal solutions, for example:

- Possibility of rearranging shifts
- Unused hours on E Roster

- Request cancellation or rearrangement of annual leave and or study leave

If having explored all possible options consideration in the first instance should be to submit shifts to internal bank and if not successful to on-framework agency.

All request for agency workers must be submitted to the Temporary Staffing or Medical Staffing Team.

This procedure is supported by the following attachments:

[Attachment 1 – Nursing and Midwifery bank](#)

[Attachment 2 – Admin Bank](#)

[Attachment 3 - Admin and Estates agency](#)

[Attachment 4 – Nursing/ Midwifery agency](#)

[Attachment 5 – Medics agency](#)

[Attachment 6 – AHP and HSS Clinical agency](#)

[Attachment 7 – Request for enhance bank rates](#)

[Attachment 8 – Agreed medical bank rates](#)

[Attachment 9 – Medic bank request process](#)

[Attachment 10 – Housekeeping Bank](#)

3.1 Bank

The Trust has a centralized internal bank for administration, nursing qualified and unqualified and medical and dental requirements. Departments using electronic rostering, bank shifts can be published to bank via the E rostering system. It is important to ensure that the reason for the bank request is correct, reports are generated based on the information entered on to the system.

Admin requested are made via the use e-booking form on the Trust intranet [Bank Administration Support Request \(xrwh.nhs.uk\)](#)

3.2 Bank Enhanced rates

Agenda for change bank rates are in-line with AFC hourly pay rates. All applications for enhanced bank rates must be requested via Enhanced bank rate pro forma ([attachment 7](#)). Managers are not authorised to agreed rates without necessary Trust approvals.

Current approved medical bank rates are available in [Attachment 8](#).

3.3 Admin and estates agency

Since 16th September 2019 the Trust is required to use only substantive or bank workers to fill admin and estates shifts.

The Trust should only use agency workers in exceptional circumstances. Additional approval is required for these requests. Clinical Coding is currently the only exempt speciality.

3.4 NHS Price card compliance

The Trust must adhere to the NHSE Agency rules on price cap for all staff groups. All

agency shifts £100 per hour or more must be signed off by Chief Operating Officer and reported to NHS England via monthly reporting.

Where an agency shift has an hourly rate agreed below £100 but is 50% above the published price cap rate, the shift must be signed off by Deputy Chief Executive/ Chief Operating Officer and reported to NHS England via monthly reporting.

3.5 Approved Agency on Framework

From 1 April 2016, trusts in scope of the rules are required to procure all agency staff via the framework agreements or arrangements approved by NHS England.

NHS providers must not use off framework agency staffing from July 2024, as outlined in Professor Nina Morgan's letter to the Trust regarding the spring budget announced on 6th March 2024.

3.6 Direct Engagement Model

The Trust operated a direct engagement model (DE) for agency; this provides VAT savings to the Trust.

Some workers may request that a specific Umbrella company is used to process their pay. Caution is required in these instances as some Umbrella companies are used for tax avoidance.

The Trust must ensure that we are not at risk of IR35 breaches; we must ensure that the any employment intermediaries (agencies) operate PAYE and National Insurance.

Managers must not engage workers directly; all engagement must come via the Temporary/ Medical Staffing Teams.

3.7 Tax Avoidance Risk

IR35 legislation was designed to combat tax avoidance where a temporary worker claims to be running a business in their own right when they are an employee of a client.

3.8 Status Determination Statement

Temporary workers are engaged by the Trust as Inside IR35; meaning their salary has PAYE and NIC deducted from their salary, normally via a 3rd party agency.

This ensures that the Trust is not at risk of tax avoidance, which could incur financial penalties from the HRMC and result in reputational damage.

If an individual is not sourced via an agency the Trust must conduct the assessment to determine their employment status. This must be communicated via a Status Determination Statement by Resourcing in conjunction with the hiring manager. The Trust must correctly apply the employment principles within the IR35 tool, otherwise the HMRC will deem the assessment to be invalid.

If the individual disagrees with the employment status determination, they are able to disagree with the decision to classify them as Inside IR35. The Trust must provide a response within 45 calendar days of the decision.

The disagreement should be raised with the Head of Resourcing.

3.9 Outside IR35

There may be instances that services are required by the Trust that may fall 'Outside IR35' and is dependent on how the work is done. All factors must be considered, and particular care must be undertaken when determining the status.

Any discussion regarding Outside IR35 status must include Resourcing and Procurement Teams. Any decision will require approval from Deputy Chief Executive /Chief Operating Officer.

3.10 Unsolicited CV's

Unsolicited speculative CV's from agencies may be received by managers from time to time. Line Managers should not accept CV's from these sources. Any agencies should be directed to the Temporary Staffing or Medical Staffing Teams.

3.11 Anti Fraud and Anti Bribery

All employees and workers must adhere to the Trust Anti Fraud and Anti Bribery Policy [GP_02_policy_printable_version.pdf \(xrwh.nhs.uk\)](https://www.xrwh.nhs.uk/gp_02_policy_printable_version.pdf); and guard against fraud, any suspicions of fraud/ bribery must be reported in line with the policy. Where an investigation has found evidence of fraud, bribery or corruption; the range of available sanctions that may be pursued include:

- criminal prosecution. The LCFS will work in partnership with the NHS Counter Fraud Authority (NHSCFA), the police and/or the Crown Prosecution Service to bring a case to court. Outcomes can range from a criminal conviction to fines and imprisonment;
- civil action can be taken against those who commit fraud, bribery and corruption to recover money and/or assets which have been fraudulently obtained, including interest and costs, including action to freeze assets and recover losses;
- disciplinary action by the Trust where an employee is suspected of being involved in a fraudulent or illegal act; and warranted, staff may be reported to their professional body as a result of a successful investigation/ prosecution.

4.0 Equipment Required

None

5.0 Training

None

6.0 Financial Risk Assessment

1	Does the implementation of this document require any additional Capital resources	No
2	Does the implementation of this document require additional revenue resources	No
3	Does the implementation of this document require additional manpower	No
4	Does the implementation of this document release any manpower costs through a change in practice	No
5	Are there additional staff training costs associated with implementing this document which cannot be delivered through current training programs or allocated training times for staff.	No
	Other comments	

7.0 Equality Impact Assessment

An equality analysis has been carried out and it indicates that:

Tick	Options
	A. There is no impact in relation to Personal Protected Characteristics as defined by the Equality Act 2010.

8.0 Maintenance

This policy will be reviewed every three years or earlier if warranted by a change in standards or if changes are deemed necessary from internal sources.

9.0 Communication and Training

The procedure will be implemented by the following methods:

- Line Managers should direct the contents of this policy to their staff;
- The policy will be published and made available on the intranet.

10.0 Audit Process

The Head of Resourcing has over responsibilities for the update and maintenance of this procedure.

Criterion	Lead	Monitoring method	Frequency	Evaluation
Review of agency usage compliance	Deputy Head of Resourcing	routine	Monthly	FRG and P & F
Review of timesheet and system access approvers inline with SFI	Resourcing – Team Leaders	Routine	Quarterly As any when SFI changes	OWG

11.0 References - Legal, professional or national guidelines must underpin policies and be referenced here. Where appropriate cross references must be made to other policies.

[GI02 Financial Management \(xrwh.nhs.uk\)](http://xrwh.nhs.uk)

[NHS England » Reducing expenditure on NHS agency staff: rules and price caps](#)

[HR08 Recruitment and Selection Policy \(xrwh.nhs.uk\)](http://xrwh.nhs.uk)

Agency Rules Toolkit

[Deemed employer responsibilities under off-payroll working rules - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

[Off-payroll working for clients - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

[REAF \(eREAF\) \(xrwh.nhs.uk\)](http://xrwh.nhs.uk)

Part A - Document Control

Procedure/ Guidelines number and version V3.1	Title of Procedure / Guidelines SOP8 Procedure for Engagement of Temporary Workers (previously HR04)	Status: Final		Author: Head of Resourcing For Trust-wide Procedures and Guidelines Chief Officer Sponsor: Group Chief People Officer
Version / Amendment History	Version	Date	Author	Reason
	3.1	June 2024	Head of Resourcing	Updates to sections 2.10 and 3.5 regarding use of off Framework agency staffing
	3.0	March 2024	Head of Resourcing	Reviewed to provide greater clarity and information for managers who book agency and bank staff. Previous version focused on IR35 only.
	2.2	April 2024	Head of Resourcing	Extension approved by Chief Officer Sponsor until May 2024
	2.1	Feb. 2024	Head of Resourcing	Extension approved by Chief Officer Sponsor until April 2024
	2.0	Jan. 2021	Head of Resourcing	Review
	1.1	Sept. 2020	Senior Resourcing Manager	Extension approved by Director Sponsor until December 2020
1.0	July 2017	Senior Resourcing Manager	Replaces former HR04 Policy Engagement of Temporary Workers	
Intended Recipients: all staff with responsibility for engaging temporary staff				
Consultation Group / Role Titles and Date: Executive Team - 2024 Procurement - 2024				
Name and date of group where reviewed		Trust Policy Group – May 2024 – Version 3.0 Trust Policy Group Virtual Approval – June 2024 – Version 3.1		

Name and date of final approval committee(if trust-wide document)/ Directorate or other locally approved committee (if local document)	Trust Management Committee – May 2024
Date of Procedure/Guidelines issue	June 2024
Review Date and Frequency (standard review frequency is 3 yearly unless otherwise indicated – see section 3.8.1 of Attachment 1)	May 2027 - Every 3 years
Training and Dissemination: Line Managers should direct the contents of this policy to their staff. The policy will be published and made available on the intranet.	
To be read in conjunction with: HR08 Recruitment and Selection Policy GI02 Financial Management (xrwh.nhs.uk) NHS England » Reducing expenditure on NHS agency staff: rules and price caps	
Initial Equality Impact Assessment: Completed Yes / Full Equality Impact assessment (as required): Completed / No / If you require this document in an alternative format e.g., larger print please contact Policy Management Officer 85887 for Trust- wide documents or your line manager or Divisional Management office for Local documents.	
Contact for Review	Head of Resourcing
Monitoring arrangements	Briefly state the monitoring report and key committee receiving the report.
Document summary/key issues covered. It provides a framework for managers when required to engage agency workers. To ensure Trust is compliant with NHSE Agency rules regarding on framework and price caps.	
Key words for intranet searching purposes	Agency, temporary workers, locum, bank. IR35, framework, price cap

SOP08 Attachment 1

Nursing Bank Request Process

Introduction

It is also recognised that there will be times when patient dependency will be higher than expected and/or enhanced care for an individual or a cohort of patients may be required. This SOP is designed to ensure a consistent approach within the Trust and should be read in conjunction with Engagement of Temporary Workers Procedure.

Process

1. Where a gap is identified in staffing requirements the first question to ask is does the gap need to be filled and if so with what type of staff (registered or unregistered)
 - Review off duty - is it possible to rearrange duties to provide the required cover
 - Are there unused staff hours on Health Roster that could be utilised
 - Offer extra hours to part time staff at employed band
 - Offer time off in lieu to staff taking into consideration working time directive
2. Only when the above economical methods of managing staffing shortfalls and fluctuating workloads have been explored can requests to Temporary Staffing Team be made.
3. Each Ward/Department will have a list of authorised signatories who can request shifts and sign timesheets on behalf of their ward or department. This list of authorised signatories will be at the discretion of the Senior Sister/Departmental Manager and Matron. The list of authorised signatures will be reviewed annually and a master list be held in the Temporary Staffing Team. Changes to the list in year is the responsibility of the Senior Sister/Charge Nurse to inform the Temporary Staffing Team.
4. All Senior Sisters/Charge Nurses and Matrons will utilise the reports which can be generated from Health Roster system by following Rostering > Bank Requests > Filled Bank Requests and entering the date range of the search.

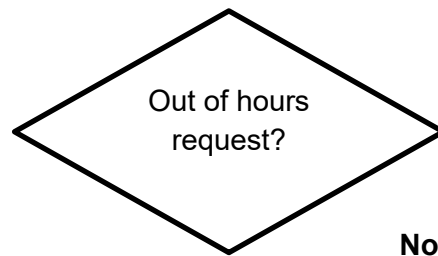
The report will provide Senior Sisters and Matrons with the amount of bank shifts filled and unfilled in w.t.e. (whole time equivalent).
5. This report will be reviewed monthly at local and Directorate budget or workforce meetings and Matrons will circulate to Heads of Nursing/Midwifery.
6. Any bank shifts required above the agreed funded establishment MUST be

escalated through to the Matron for agreement prior to booking with Temporary Staffing Team.

7. Matrons who take the decision to authorise any shifts which go over the allocated monthly quota will escalate to the Divisional Head of Nursing/Midwifery with the rationale for their decision.
8. Heads of Nursing/Midwifery will review the Health Roster key performance metrics and monthly summary of bank spend at each Matron 1:1.
9. Any area that is overspent on the pay budget must agree a recovery plan with their Matron for presentation to the Head of Nursing/Midwifery.
10. Any area that appears not to be controlling bank spend will be scrutinised and challenged at the Directorate to Division finance meetings. Further to this the Senior Sister and Matron will be invited to the Head of Nursing/Midwifery scrutiny meeting to discuss actions/sanctions that may also need to be considered.
11. Where there is consistent nonadherence to this SOP or consistent pay overspend, all privileges will be removed from ward/dept. level management (by notification to the Senior Sister and the Temporary Staffing team) and assigned directly to the Matron. In these circumstances for out of hours the decision for short notice absence requiring a bank member of staff will be authorised via the On- call manager. The On-call manager will then email the Matron for the area to inform them of their decision.
12. Matrons will review monthly the staff that are authorised to request bank shifts and ensure this is restricted to an appropriate number of staff and band per department to allow services not to be disrupted.
13. Overtime costs significantly higher than utilising extra hours for part time workers or bank and therefore **must be approved** by the Head of Nursing/Midwifery in advance.
14. In circumstances where there are exceptional numbers of vacancies in the substantive workforce and a low bank fill rate causing significant patient/staff risks the Head of Nursing/Midwifery will discuss the need for introducing enhanced bank rates with the Chief Nursing, Chief Financial Officer and inform the Director of Workforce.
15. Head of Nursing/Midwifery will inform Divisional Finance Manager if enhanced bank rates are approved and when discontinued.

Process Flow Nursing Bank Request

Matron or Ward / Department Manager identifies a requirement for short term / specialist emergency cover and completes the 'Clinical Agency Request' document, with approval from the Head of Nursing and submits to Temporary Staffing Team (rwht-agencyusagemonitoring@nhs.net)



Yes

Out of Hours Request:

A copy of the completed agency request form is sent to the 'On Call Manager' copied to the Temporary Staffing team.

No

Temporary Staffing Team review and disseminate to on-framework agencies

On call manager reviews and responds to requester indicating approval or otherwise via email, copying in Temporary Staffing Team.

Temporary Staffing Team receive and collate submissions, including recruitment compliance packs (Right to Work, ID, registration details). manager to review. Complaint candidates details issued to manager. If over cap, Temporary Staffing team seek approval from Chief Operating Officer/ Deputy Chief Executive.

Site team contacts on framework agencies with assignment details

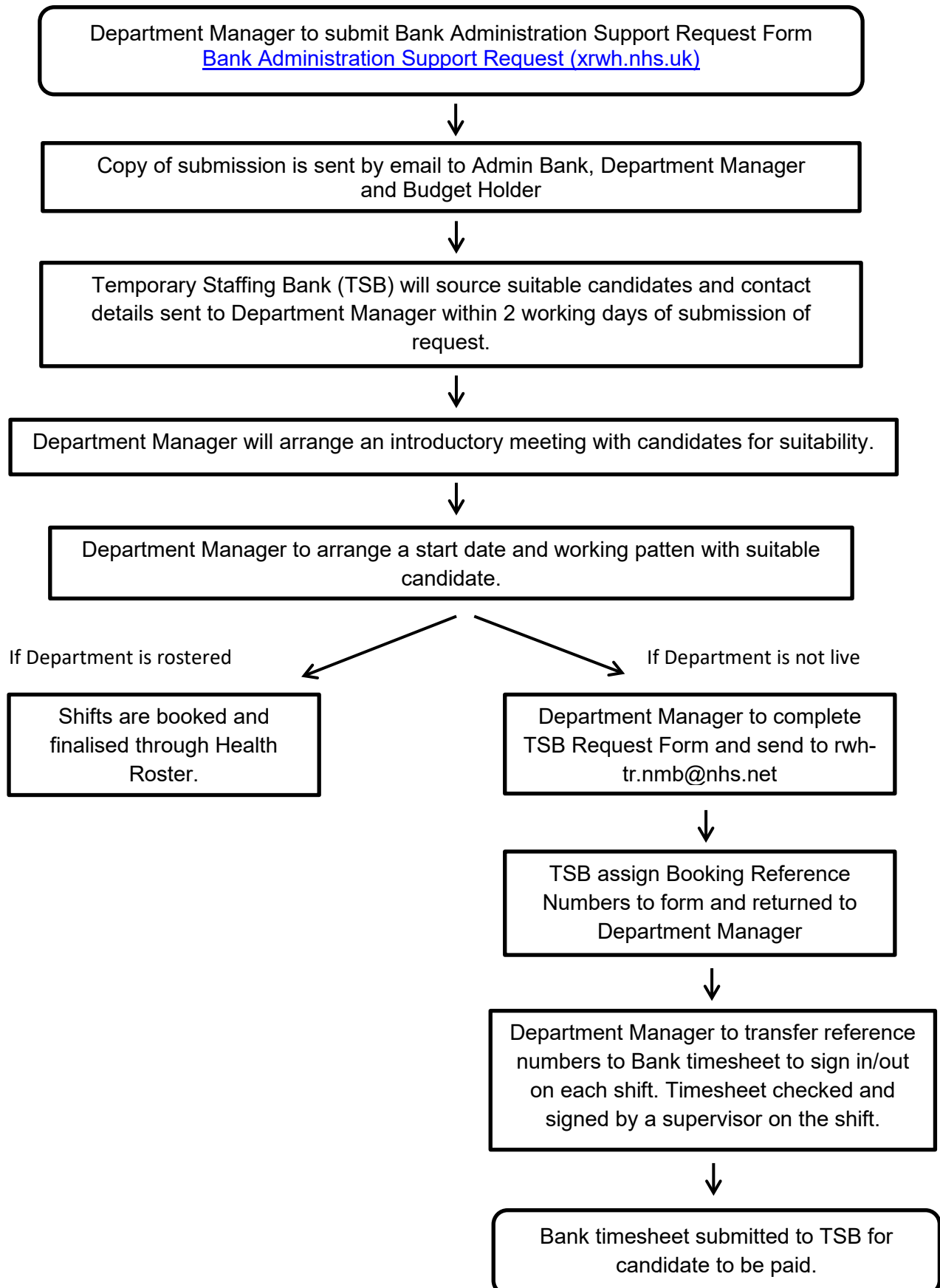
Manager confirms candidate to be engaged with Temporary Staffing Team.

Agency provides candidate details and recruitment compliance pack to the manager. If rate is over cap, the on-call manager will seek approval from the exec on-call.

Temporary Staffing confirm candidate with agency. Shifts offered directly to candidate who is provided with appropriate manager details and reporting instructions.

Site team confirms candidate to be engaged with agency and provides assignment instructions. Manager advise temporary staffing of booking details.

Admin Bank - Booking Process Flow



TEMPORARY STAFFING BANK

Request Form

Please email completed forms to rwh-tr.nmb@nhs.net
Please enter all information as requested, any incomplete forms **will not** be processed.

Ward/Department Name:

Date of Shift	Band	Shift Times	Reason	Staff Member Working Shift	Reference Number (Bank Use Only)

Name:

Date:

Reasons for Cover:

Annual Leave, Compassionate Leave, Maternity Leave, Peak in Workload (Additional Capacity), Sickness, Special A Patient, Study

Attachment 3

Non-Clinical Agency Request Process

Agency usage and requests are the last resort when all other recruitment and temporary staffing solutions have been exhausted. This includes, fixed term contracts, absorption and redistribution of tasks, direct bank recruitment and contacting the Temporary Staffing Team to fill the role with bank workers who are ready to start at short notice.

The Trust is required to reduce agency spend in line with the ICS target. Therefore, all agency requests will be scrutinised and require both internal and external authorisation. Internally, the relevant Director or Deputy COO approval is required before submitting to the Chief Operating Officer, Chief Finance Officer and Director of HR and OD for a decision. Should the request receive internal approval, the request will be submitted to the ICB for review. If the role criteria (outline below) are triggered, subsequent NHSI approval will be required prior to engaging a worker.

Page 2 of this document contains a full process flow to support decision making, whilst page 3 contains the application document for completion.

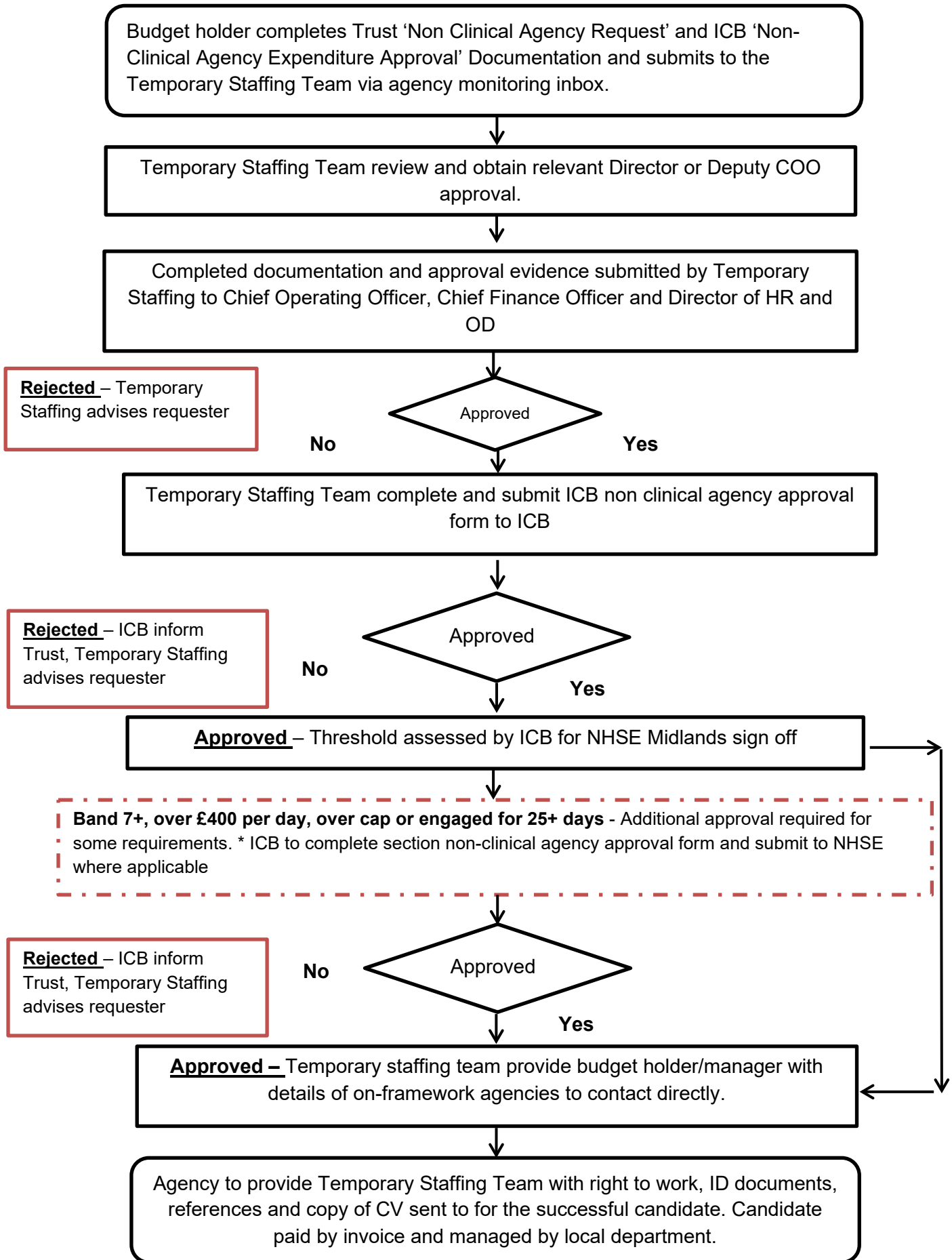
Process Points to Note:

- All non-clinical agency requests will need approval by the ICB. Requests and relevant authorisation will be facilitated by the Trust Temporary Staffing Team.
- Exit plans will be required for all agency requests
- * **Additional NHSE sign off required if agency request meets any of the following criteria:**
 - a) Agenda for Change Band 7 or higher
 - b) Have a rate of over £400 per day.
 - c) Engagement longer than 25 working days
 - d) Off framework and or above agency price cap
- If an approved agency worker is engaged, the Temporary Staffing Team will check compliance with NHS employment check standards with the provider agency before the first day.
- Where an agency worker is utilised, the line manager must complete monthly agency worker submissions (per worker) by 5th of each month via the sharepoint portal, this is administered by the Temporary Staffing Team.

Key Contacts:

- Temporary Staffing Team (via the agency usage monitoring inbox) – rwhtemporarystaffing@nhs.net
- General Resourcing Manager (Acting)– Amy Hobson-Obhrai – amy.hobson@nhs.net

Process Flow Non-Clinical Agency Request



Non clinical agency request pro-forma			
Manager/Budget Holder Details			
Recruiting Manager:			
Department:			
Budget Holder:			
Role Requirement Details			
Job Title (s)			
Grade/Band: All agency must be within price cap. Further approval required if worker request higher rate. If it is anticipated that the request will not be within cap – a % increase must be requested and monitored			
Reason for request:	<input type="checkbox"/> Additional demand / resource <input type="checkbox"/> Emergency requirement <input type="checkbox"/> Other <input type="checkbox"/> Pandemic <input type="checkbox"/> Project work <input type="checkbox"/> Specialist skills required <input type="checkbox"/> Elective recovery/WLI <input type="checkbox"/> Planned Leave <input type="checkbox"/> Unplanned Leave <input type="checkbox"/> Vacancy		
Position number or substantive or previous postholders name:			
Shift Type	<input type="checkbox"/> Day <input type="checkbox"/> Night/ Saturday <input type="checkbox"/> Sunday / Bank Holiday <input type="checkbox"/> On call		
Hours and Whole Time Equivalent			
Assignment start date: *if additional time is required a further request must be submitted		Assignment end date:	

<p>Standard Recruitment Methods: What actions have been taken to avoid agency usage?</p>	
<p>Project description/ delivery / Post Implications/Considerations:</p> <p>Justification for agency workers and posts</p> <p>Outline any risk to organisation patient safety, WL.</p>	
<p>Substantive recruitment/ Exit plan</p>	
Approvals	
<p>Budget Holder Signature and date:</p>	
<p>DCOO Signature and date</p>	
Chief Operating Officer	
<p>Approved <input type="checkbox"/> Declined <input type="checkbox"/></p>	
<p>Name and Date:</p>	
Chief People Officer/ Director of Director of Human Resources and Organisational Development	
<p>Approved <input type="checkbox"/> Declined <input type="checkbox"/></p>	
<p>Name and Date:</p>	
Chief Finance Officer	
<p>Approved <input type="checkbox"/> Declined <input type="checkbox"/></p>	
<p>Name and Date:</p>	

Attachment 4

Nursing Agency Request Process

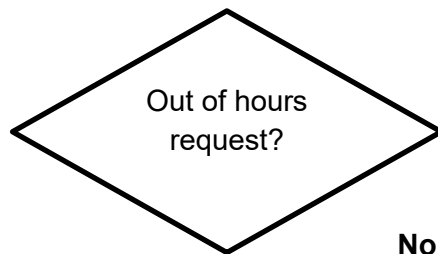
The Trust is required to reduce agency spend in line with the ICS target. Therefore, all agency requests will be scrutinised require approval by the Divisional Head of Nursing prior to engagement.

Process Points to Note:

- All requests and agency bookings will be facilitated by the Temporary Staffing Team wherever possible.
- If an approved agency worker is engaged, the Temporary Staffing Team will check compliance with NHS employment check standards with the provider agency before the first assignment
- Any off-framework or over hourly price cap booking will require additional authorisation by the Chief Operating Officer. Temporary Staffing will facilitate this.
- Any off-framework terms and conditions must be reviewed by Procurement and must be approved by the Group Director of Procurement. Temporary Staffing will facilitate this.
- Where an agency worker is utilised, the line manager must complete monthly agency worker submissions (per worker) by 5th of each month via the SharePoint portal, this is administered by the Temporary Staffing Team.
- All extensions to bookings will require additional application and approval.
- Temporary Staffing Team operating opening hours of Monday to Friday 8-5pm and Weekend and Bank Holidays 10-4pm. Closed Christmas day. For all emergency requests for cover outside of these times, the on-call manager will be required to approve agency usage. See page 2 for process flow.

Process Flow Nursing Agency Request

Matron or Ward / Department Manager identifies a requirement for short term / specialist emergency cover and completes the 'Clinical Agency Request' document , with approval from the Head of Nursing and submits to Temporary Staffing Team (rwh-tr.agencyusagemonitoring@nhs.net)



Yes

Out of Hours Request:

A copy of the completed agency request form is sent to the 'On Call Manager' copied to the Temporary Staffing team.

On call manager reviews and responds to requester indicating approval or otherwise via email, copying in Temporary Staffing Team.

Site team contacts on framework agencies with assignment details

Agency provides candidate details and recruitment compliance pack to the manager. If rate is over cap, the on-call manager will seek approval from the exec on-call.

Site team confirms candidate to be engaged with agency and provides assignment instructions. Manager advise temporary staffing of booking details.

No

Temporary Staffing Team review and disseminate to on-framework agencies

Temporary Staffing Team receive and collate submissions, including recruitment compliance packs (Right to Work, ID, registration details). manager to review. Compliant candidates details issued to manager. If over cap, Temporary Staffing team seek approval from Chief Operating Officer/ Deputy Chief Executive.

Manager confirms candidate to be engaged with Temporary Staffing Team.

Temporary Staffing confirm candidate with agency. Shifts offered directly to candidate who is provided with appropriate manager details and reporting instructions.

Nursing Clinical Agency Request			
Manager/Budget Holder Details *all fields mandatory			
Manager/ budget holder name and email address:			
Department:			
Cost code:			
Job Finance Code:			
Name and email address for CV's to be submitted if different to manager:			
Role Requirement Details			
Job Title (s):			
Grade/Band: All agency must be within price cap. Further approval required if worker request higher rate.			
Reason for request:		<input type="checkbox"/> Additional demand / resource <input type="checkbox"/> Emergency requirement <input type="checkbox"/> Other <input type="checkbox"/> Specialist skills required <input type="checkbox"/> Planned Leave <input type="checkbox"/> Unplanned Leave <input type="checkbox"/> Vacancy	
Shift Type:		<input type="checkbox"/> Day <input type="checkbox"/> Night/ Saturday <input type="checkbox"/> Sunday / Bank Holiday <input type="checkbox"/> On call	
Position number or substantive or previous postholders name:			
Hours and Whole Time Equivalent:			
Assignment start date: *if additional time is required a further request must be submitted		Assignment end date:	
Approvals			
Budget Holder Name/ Signature and date:			
Name and Date:			
<p>Please send the completed document to the Temporary Staffing Team (via the agency usage monitoring inbox) – rwh-tr.agencyusagemonitoring@nhs.net</p> <p>*** Please note, any off-framework or above price cap booking will require additional authorisation by the Chief Operating Officer. **</p>			

Attachment 5

Medics Agency Request Process

The Trust is required to reduce agency spend in line with the ICS target. Therefore, all agency requests will be scrutinised and require internal authorisation. The relevant Directorate or Group Manager will need to authorise agency usage prior to any workers being engaged.

Process Points to Note:

- All requests will be added to the LMS system by the Medical Staffing Team
- If an approved agency worker is engaged, the Medical Staffing Team will check compliance with NHS employment check standards with the provider agency before the first day.
- Any off-framework or over hourly price cap booking will require additional authorisation by the Chief Operating Officer / Deputy Chief Executive. Medical Staffing will facilitate this.
- Any off-framework terms and conditions must be reviewed by Procurement and must be approved by the Group Director of Procurement. Medical Staffing will facilitate this.
- Exit plans will be required for all agency requests
- All extensions to bookings will require additional application and approval.

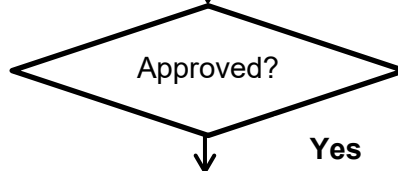
Key Contacts:

- Medical Staffing Team (via the agency usage monitoring inbox) – rwh-tr.medicalstaffing@nhs.net

Process Flow Medical Agency Request

Department Manager identifies gap/vacancy within service, completes the 'Clinical Agency Request' document and submits this to Medical Staffing Team rwh-tr.medicalstaffing@nhs.net

Medical Staffing Team review and obtain relevant Directorate or Group Manager.

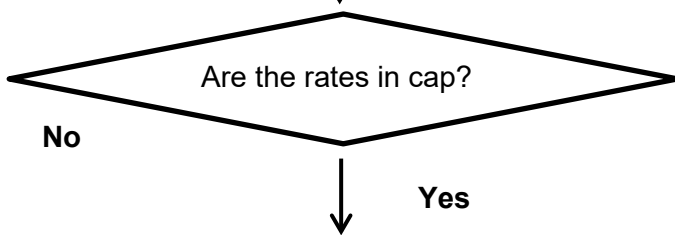


Rejected – Medical Staffing advises requester

Approved – Medical Staffing Team add vacancy to LMS system and publish to the agencies

Medical Staffing Team receive and review CV's and evidence of recruitment compliance (right to work, registration and ID. Compliant CVs sent the manager to review)

Manager reviews CV's and notifies Medical Staffing of preference.



No - Medical Staffing Team request approval from Chief Operating Officer/ Deputy CEO

Medical Staffing confirm candidate with agency. Shifts offered to candidate via LMS

Manager responsible for agency worker. Budget holder approve timesheets via LMS system

Clinical Agency Request

Manager/Budget Holder Details

*all fields mandatory

Manager/ budget holder name and email address:			
Department:			
Cost code:			
Job Finance Code:			
Name and email address for CV's to be submitted if different to manager:			
Role Requirement Details			
Job Title (s):			
<p>Grade/Band: All agency must be within price cap. Further approval required if worker request higher rate. If it is anticipated that the request will not be within cap – a % increase must be requested and monitored</p>			
Reason for request:		<input type="checkbox"/> Additional demand / resource <input type="checkbox"/> Emergency requirement <input type="checkbox"/> Other <input type="checkbox"/> Pandemic <input type="checkbox"/> Project work <input type="checkbox"/> Specialist skills required <input type="checkbox"/> Elective recovery/WLI <input type="checkbox"/> Planned Leave <input type="checkbox"/> Unplanned Leave <input type="checkbox"/> Vacancy	
Position number or substantive or previous postholders name:			
Shift Type:		<input type="checkbox"/> Day <input type="checkbox"/> Night/ Saturday <input type="checkbox"/> Sunday / Bank Holiday <input type="checkbox"/> On call	
Hours and Whole Time Equivalent:			
Assignment start date: *if additional time is required a further request must be submitted		Assignment end date:	

<p>Standard Recruitment Methods: What actions have been taken to avoid agency usage? Reduce services, roster require, skills mix review</p>	
<p>Project description/ delivery / Post Implications/Considerations: Justification for agency workers and posts Outline any risk to organisation patient safety, WL.</p>	
<p>Substantive recruitment/ Exit plan: <i>** not required for RMN **</i></p>	
Approvals	
<p>Budget Holder Name/ Signature and date:</p>	
Group/Directorate Manager	
Approved <input type="checkbox"/> Declined <input type="checkbox"/>	
<p>Name and Date:</p>	
<p>Please send the completed document to the Temporary Staffing Team for Nursing, AHP and Healthcare Scientists (via the agency usage monitoring inbox) – rwh-tr.agencyusagemonitoring@nhs.net and Medical Staffing Team for Doctors via rwh-tr.medicalstaffing@nhs.net</p> <p>*** Please note, any off-framework or above price cap booking will require additional authorisation by the Chief Operating Officer. **</p>	

Attachment 6

AHP and HSS Clinical Agency Request Process

The Trust is required to reduce agency spend in line with the ICS target. Therefore, all agency requests will be scrutinised and require both internal authorisation. The relevant Directorate or Group Manager will need to authorise agency usage prior to any workers being engaged.

Process Points to Note:

- All requests will be added to the Tempre system by the Temporary Staffing Team
- If an approved agency worker is engaged, the Temporary Staffing Team will check compliance with NHS employment check standards with the provider agency before the first day.
- Any off-framework or over hourly price cap booking will require additional authorisation by the Chief Operating Officer. Temporary Staffing will facilitate this.
- Any off-framework terms and conditions must be reviewed by Procurement and must be approved by the Group Director of Procurement. Medical Staffing will facilitate this.
- Exit plans will be required for all agency requests
- All extensions to bookings will require additional application and approval.

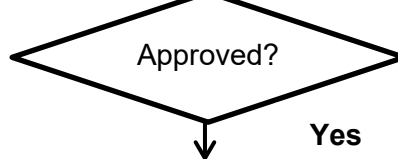
Key Contacts:

- Temporary Staffing Team (via the agency usage monitoring inbox) – rwh-tr.agencyusagemonitoring@nhs.net

Process Flow AHP and HSS Clinical Agency Request

Department Manager identifies gap/vacancy within service, completes the 'Clinical Agency Request' document and submits this to Temporary Staffing Team (*rwh-tr.agencyusagemonitoring@nhs.net*)

Temporary Staffing Team review and obtain relevant Directorate or Group Manager.

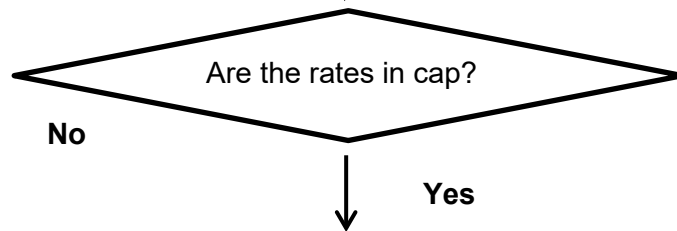


Rejected – Temporary Staffing advises requester

Approved – Temporary Staffing Team add vacancy to TempRE system and publish to the agency (ies)

Temporary Staffing Team receive and review CV's and evidence of recruitment compliance (right to work, registration and ID. Compliant CVs sent the manager to review

Manager reviews CV's and notifies Temporary Staffing of preference.



No - Temporary Staffing Team request approval from Chief Operating Officer

↓ Approved

Temporary Staffing confirm candidate with agency. Shifts offered to candidate via TempRE

Manager responsible for agency worker. Budget holder approve timesheets via TempRE system

Clinical Agency Request

Manager/Budget Holder Details

*all fields mandatory

Manager/ budget holder name and email address:	
Department:	
Report to Location:	
Cost code:	
Job Finance Code:	
Name and email address for CV's to be submitted if different to manager:	
Timesheet Approver:	

Role Requirement Details

Job Title (s):	
Grade/Band: All agency must be within price cap. Further approval required if worker request higher rate. If it is anticipated that the request will not be within cap – a % increase must be requested and monitored	
Reason for request:	<input type="checkbox"/> Additional demand / resource <input type="checkbox"/> Emergency requirement <input type="checkbox"/> Other <input type="checkbox"/> Pandemic <input type="checkbox"/> Project work <input type="checkbox"/> Specialist skills required <input type="checkbox"/> Elective recovery/WLI <input type="checkbox"/> Planned Leave <input type="checkbox"/> Unplanned Leave <input type="checkbox"/> Vacancy
Position number or substantive or previous postholders name:	
Shift Type:	<input type="checkbox"/> Day <input type="checkbox"/> Night/ Saturday <input type="checkbox"/> Sunday / Bank Holiday <input type="checkbox"/> On call
Shift Start and Finish Time:	
Hours and Whole Time Equivalent:	

<p>Assignment start date: *if additional time is required a further request must be submitted</p>		<p>Assignment end date:</p>	
<p>Standard Recruitment Methods: What actions have been taken to avoid agency usage? Reduce services, roster require, skills mix review</p>			
<p>Project description/ delivery / Post Implications/Considerations: Justification for agency workers and posts Outline any risk to organisation patient safety, WL.</p>			
<p>Substantive recruitment/ Exit plan: <i>** not required for RMN **</i></p>			
Approvals			
<p>Budget Holder Name/ Signature and date:</p>			
Group/Directorate Manager			
<p>Approved <input type="checkbox"/> Declined <input type="checkbox"/></p>			
<p>Name and Date:</p>			

Please send the completed document to the Temporary Staffing Team for AHP and Healthcare Scientists (via the agency usage monitoring inbox) – rwh-tr.agencyusagemonitoring@nhs.net and Medical Staffing Team for Doctors via rwh-tr.medicalstaffing@nhs.net

***** Please note, any off-framework or above price cap booking will require additional authorisation by the Chief Operating Officer. ****

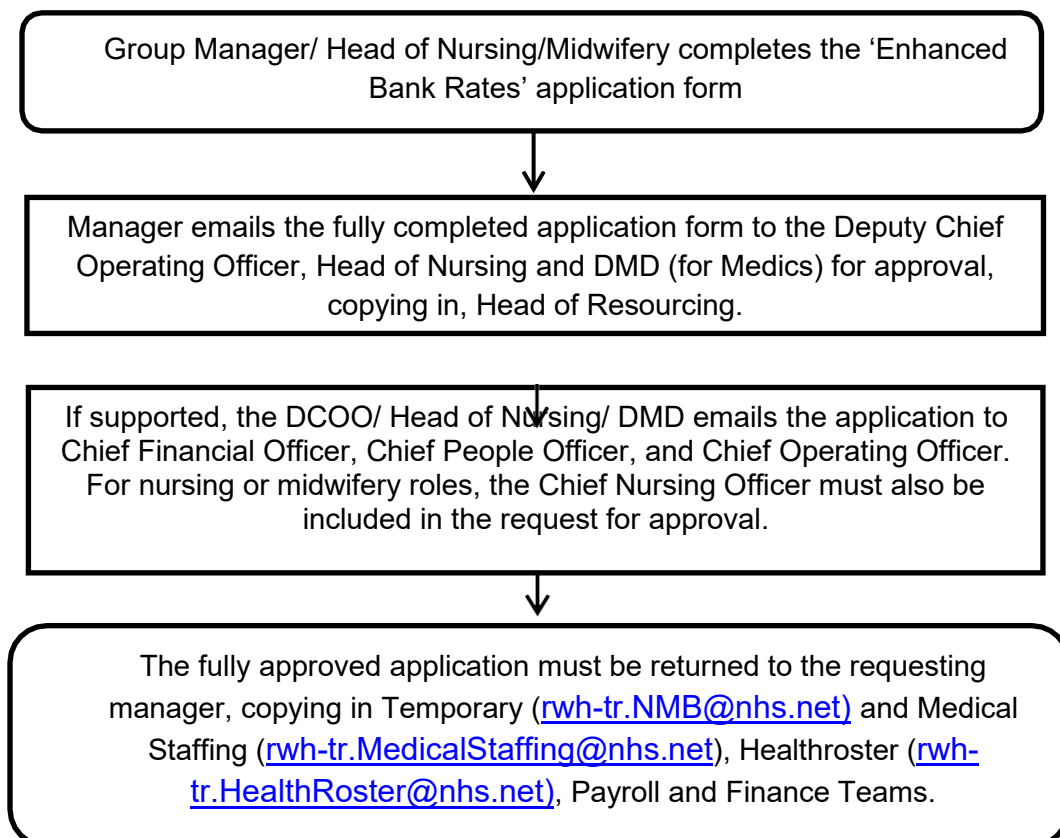
SOP08 Attachment 7

Enhanced Bank Rate – Application and Approval Process

The Trust acknowledges that in exceptional circumstances there may be a requirement to review and increase the standard rate of pay for bank/temporary workers. Before submitting an application for an increased rate, the requesting manager must demonstrate due consideration of all possible alternatives.

Any proposed increase in payment will need to be appropriately authorised using the approval process detailed below. The case for change will not be considered if this application has not been fully completed. All requests for 'novel' enhancement schemes (those which the proposer is unaware have been in place in the Trust previously) must be discussed with Payroll to ensure they can be operationalised.

Should managers wish to extend the enhanced bank rate past the date/duration specified on the initial application form, an extension will need to be applied for. This can be done by updating the form giving details of the actions proposed and their current status.



Application for Enhanced Bank Rates

Role Details		
Requesting Manager:		
Ward/ Department:		
Applicable Band (s) and Grade Types(s):		
Job role proposed enhancement applies to:		
Shift Type:		
For nursing e-rostered areas – Where 'All' does not apply to the shift type, please list shift name(s) and if differs from original times, please also list times enhancement applies to	Shift Type	From/To Hours enhancement applies (if differs from original shift times)
Enhancement Details and Reason for Request		
Is this an application for extension of an existing rate	Yes/No	If Yes, complete section on extending rate.
	Registered	Unregistered
Start Date (original date):		
Duration of Enhancement:		
Proposed Enhanced Rate:		
WTE budget:		
WTE in post (latest month):		
WTE Vacancy:		
WTE Maternity:		
Current Sickness rate:		
Other Contributing Factors:		
Proposed Future Action for Removing Enhancement including action owner and dates:		

Application for Enhanced Bank Rates

Fill Rate			
Information available from the Temporary Staffing Team (rwh-tr.NMB@nhs.net) or Medical Staffing (rwh-tr.MedicalStaffing@nhs.net)			
	Registered	Unregistered	
Current Fill Rate:			
Last Month Fill Rate:			
Nursing Roles Only			
Nursing Only - Any skill/competency requirement(s) for the enhanced rate to apply?	Yes <input type="checkbox"/> No <input type="checkbox"/>	If Yes, please list skill(s)/competency(ies) and supporting information below	
For Nursing e-rostered areas – is the skill/competency recorded in HealthRoster against applicable bank worker(s)?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Where no – please include the following information with the returned form: <ul style="list-style-type: none"> • Name (forename and surname) • Assignment number • Bank post/grade • Skill/competency • Date gained* • Valid to date* (leave blank if n/a) 	
Roster Information (Nursing only)			
Information available from the E-Roster Team (rwh-tr.HealthRoster@nhs.net)			
Total Unavailability – The total percentage of time from substantive staff that are assigned an unavailability during the roster period. Total less than or equal to 20%			
Net Hours Balance %			
Extension of Existing, previously approved rate			
Extension Request Dates/ Duration:			
Current Vacancy Rate:			
Other Contributing Factors – such as sickness and maternity leave			
Action Agreed on previous approval	Action Owner	Date For Completion	Update

Application for Enhanced Bank Rates

Chief Finance Officer

Decision:	Approved <input type="checkbox"/>			Declined <input type="checkbox"/>		
Decision Rational:						
	Signed:		Date:			

Chief People Officer

	Approved <input type="checkbox"/>			Declined <input type="checkbox"/>		
Decision Rational:						
	Signed:		Date:			

Chief Operating Officer

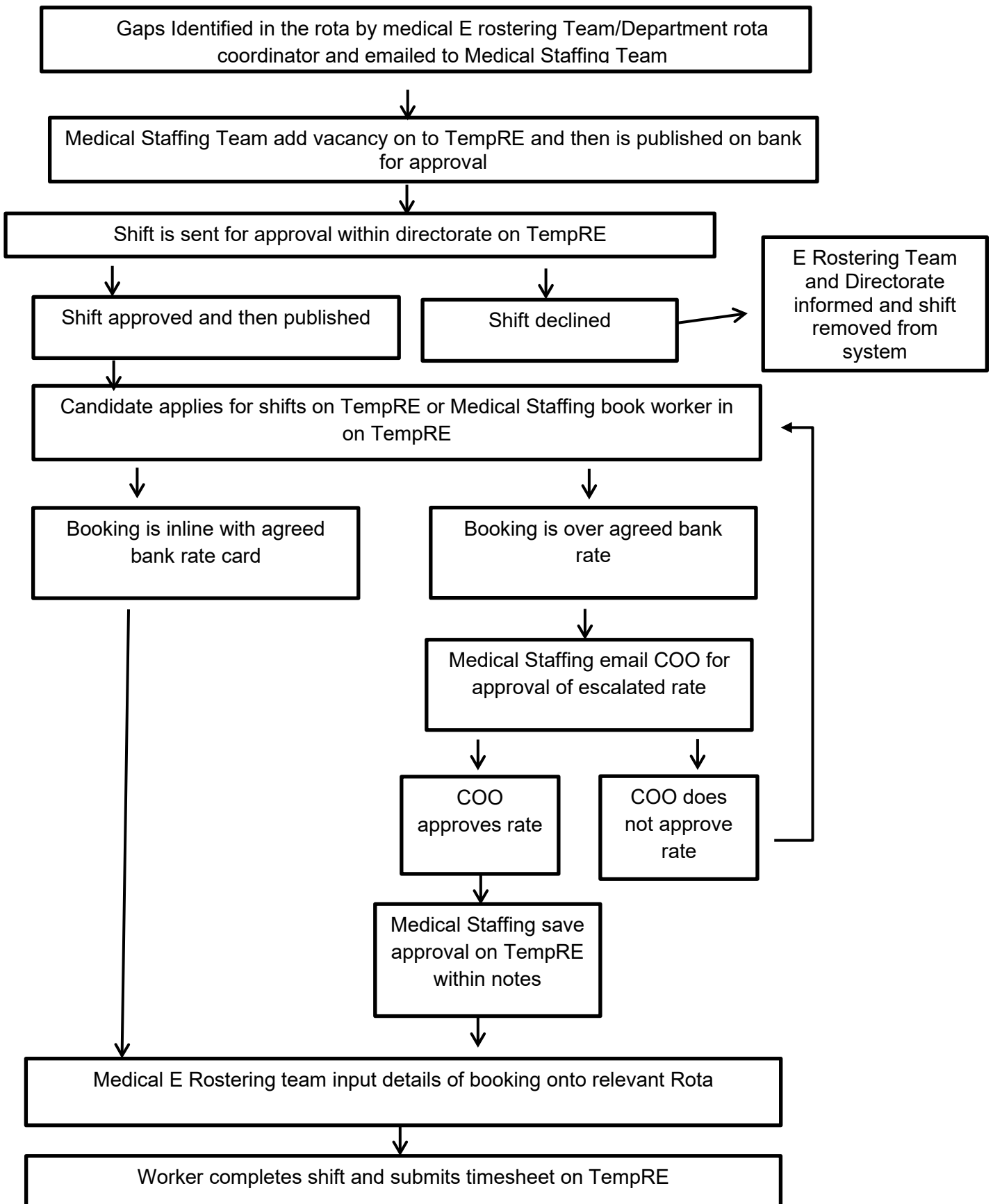
Decision:	Approved <input type="checkbox"/>			Declined <input type="checkbox"/>		
Decision Rational:						
	Signed:		Date:			

Chief Nursing Officer (*Nursing roles only*)

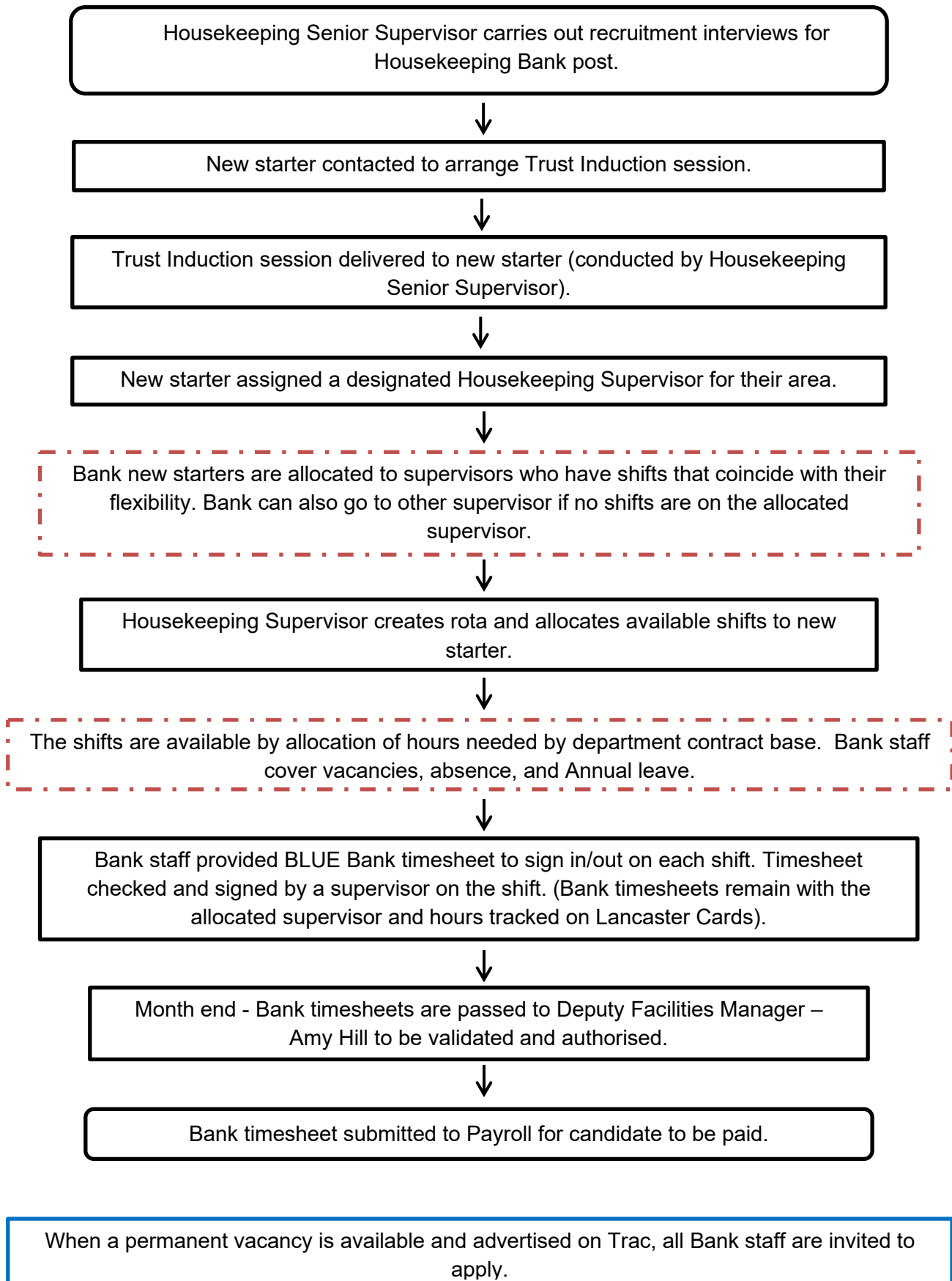
Decision:	Approved <input type="checkbox"/>			Declined <input type="checkbox"/>		
Decision Rational:						
	Signed:		Date:			

Area	Start Date	End Date(s)	Approved By	Rate Agreed	F1	F2	SHO/ST-CT1-2	ST3+/Registrar	Consultant	Valid for (Days)	Days Remaining	Status	Comments
All Divisions	01 April 2022	On-Going	Gwen Nuttall	Day £30	*					Ongoing	Ongoing	Active	Agreed by Gwen Nuttall, COO and Dr Brian McKaig, CMO, 31/03/2022.
All Divisions	01 April 2022	On-Going	Gwen Nuttall	Eve/Night £35	*					Ongoing	Ongoing	Active	Agreed by Gwen Nuttall, COO and Dr Brian McKaig, CMO, 31/03/2022.
All Divisions	01 April 2022	On-Going	Gwen Nuttall	Day £55		*	*			Ongoing	Ongoing	Active	Agreed by Gwen Nuttall, COO and Dr Brian McKaig, CMO, 31/03/2022.
All Divisions	01 April 2022	On-Going	Gwen Nuttall	Eve/Night £60		*	*			Ongoing	Ongoing	Active	Agreed by Gwen Nuttall, COO and Dr Brian McKaig, CMO, 31/03/2022.
All Divisions	01 April 2022	On-Going	Gwen Nuttall	Day £85				*		Ongoing	Ongoing	Active	Agreed by Gwen Nuttall, COO and Dr Brian McKaig, CMO, 31/03/2022.
All Divisions	01 April 2022	On-Going	Gwen Nuttall	Eve/Night £90				*		Ongoing	Ongoing	Active	Agreed by Gwen Nuttall, COO and Dr Brian McKaig, CMO, 31/03/2022.
All Divisions	15 December 2022	On-Going	Gwen Nuttall	£110					*	Ongoing	Ongoing	Active	Agreed by Gwen Nuttall, COO and Dr Brian McKaig, CMO, 15/12/2022.
AMU Cons in ED	15 December 2022	On-Going	Gwen Nuttall	£120					*	Ongoing	Ongoing	Active	Agreed by Gwen Nuttall, COO and Dr Brian McKaig, CMO, 15/12/2022.
ED	15 December 2022	On-Going	Gwen Nuttall	£120					*	Ongoing	Ongoing	Active	Agreed by Gwen Nuttall, COO 6th April 2023, backdated to 1st April 2023.
ED	01 April 2023	On-Going	Gwen Nuttall	Day £27	*					Ongoing	Ongoing	Active	Agreed by Gwen Nuttall, COO 6th April 2023, backdated to 1st April 2023.
ED	01 April 2023	On-Going	Gwen Nuttall	TWL £30	*					Ongoing	Ongoing	Active	Agreed by Gwen Nuttall, COO 6th April 2023, backdated to 1st April 2023.
ED	01 April 2023	On-Going	Gwen Nuttall	Night £35	*					Ongoing	Ongoing	Active	Agreed by Gwen Nuttall, COO 6th April 2023, backdated to 1st April 2023.
ED	01 April 2023	On-Going	Gwen Nuttall	Day £55		*	*			Ongoing	Ongoing	Active	Agreed by Gwen Nuttall, COO 6th April 2023, backdated to 1st April 2023.
ED	01 April 2023	On-Going	Gwen Nuttall	TWL £60		*	*			Ongoing	Ongoing	Active	Agreed by Gwen Nuttall, COO 6th April 2023, backdated to 1st April 2023.
ED	01 April 2023	On-Going	Gwen Nuttall	Night £65		*	*			Ongoing	Ongoing	Active	Agreed by Gwen Nuttall, COO 6th April 2023, backdated to 1st April 2023.
ED	01 April 2023	On-Going	Gwen Nuttall	Day £85				*		Ongoing	Ongoing	Active	Agreed by Gwen Nuttall, COO 6th April 2023, backdated to 1st April 2023.
ED	01 April 2023	On-Going	Gwen Nuttall	TWL £90				*		Ongoing	Ongoing	Active	Agreed by Gwen Nuttall, COO 6th April 2023, backdated to 1st April 2023.
ED	01 April 2023	On-Going	Gwen Nuttall	Night £95				*		Ongoing	Ongoing	Active	Agreed by Gwen Nuttall, COO 6th April 2023, backdated to 1st April 2023.

Medical Bank - Booking Process Flow



Housekeeping Bank Recruitment Process Flow



Key Contacts:

- Sarah Wellsbury - Housekeeping Senior Supervisor
sarah.wellsbury@nhs.net
- Amy Hill – Deputy Facilities Manager
amy.hill10@nhs.net

RWHT – Hotel Services Bank Timesheet

Name _____ Payroll/pay point Number 92/10

Personal Number _____ Month _____ Band 2

Cost Centre: DOMSRW

Date	Time on	Time off	Hours Worked	Cert	Time on	Time off	Hours Worked	Cert	SAT Enh	SUN Enh	ND Enh	BH Enh
1												
2												
3												
4												
5												
6												
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8												
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26												
27												
28												
29												
30												
31												
Total												

Authorising Manager Name _____ Authorising Manager Signature _____

Payroll Use Only

Basic	Sat Enh	Sun Enh	NH Enh	BH Enh

