

# Blackpool Teaching Hospitals

NHS Foundation Trust

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<p>Blackpool Teaching Hospitals NHS Foundation Trust aims to design and implement services, policies and measures that meet the diverse needs of our service, population and workforce, ensuring that they are not placed at a disadvantage over others. The Equality Impact Assessment Tool is designed to help you consider the needs and assess the impact of your policy in the final Appendix.</p>		

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## 1 PURPOSE

This policy is to be used as a model for the management of the Corporate Bench hereafter referred to as The Bench.

The purpose of this policy is to:-

- Provide guidance to managers on the recruitment and engagement of non-medical workforce bench workers .
- Detail the administration process of The Bench Register to comply with audit requirements.
- Detail the obligations on and Blackpool Teaching Hospitals NHS Foundation Trust's (BTH's) and requirements of a bench worker.

## 2 TARGET AUDIENCE

This policy applies to all non-medical casual bench workers registered or applying to, The Bench list for Blackpool Teaching Hospitals NHS Foundation Trust (BTH) and applies to managers insofar as they are required to manage such workers.

It is noted that this policy may require amendment in the future as and when The Bench expands and standard operating procedures may need to be adapted to suit expansion.

## 3 POLICY

### 3.1 Definitions

- **Bench Statement of Engagement** is the agreement between BTH and the bench worker, which enables BTH to offer occasional ad hoc hours that require covering to individuals who are flexible and able to work on a casual basis. A Bench Statement of Engagement is not a contract of employment. There is no obligation on the part of BTH to offer work to a bench worker, nor for the bench worker to accept any work offered.
- **The Bench Register** is the list of casual bench workers who can be asked to work as and when required.
- **Placement** is an individual shift worked by the Bench Worker.
- **Bench Coordinator** is an individual with responsibility for arranging additional shifts with a pool of casual workers on behalf of a Division, staff group or Directorate.

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## 3.2 Human Resources (Workforce and Organisation Development)

### 3.2.1 Engagement of Bench Workers

BTH shall recruit only workers for whom the relevant pre-recruitment checks have been completed and who are assessed as qualified, skilled and experienced in the duties required of them.

In recognition of the need to provide a high standard of protection for children and vulnerable adults, it is essential that pre-recruitment checks are carried out for all those persons joining The Bench, in accordance with the NHS Employment Check Standards – July 2010.

Only once the pre-recruitment checks and statutory / mandatory training has been completed, the individual will then be included on The Bench register. The individual will receive two copies of a Bench Agreement, to be signed and one to be returned to the Corporate Bench Manager to be retained on their personal file.

### 3.2.2 Recruitment

BTH shall operate fair recruitment and selection of Bench Workers that meets the relevant legislative requirements.

To ensure quality of care and standards are maintained, it is essential that all individuals selected to join The Bench meet the same criteria as a substantive post holder.

An external applicant wishing to join The Bench will be required to complete a full application form via NHS Jobs and will be interviewed by a panel of at least 2 appropriate Trust employees.

Current BTH staff wishing to join The Bench are required to submit a written request to their Line Manager. If approved, the Line Manager will submit an internal bench application form (Appendix 1) to the Corporate Bench office. On receipt of the application, the Corporate Bench Manager will complete an assignment change form for an 'additional post' and when this is processed in the Electronic Staff Record (ESR) / Payroll, then the Corporate Bench Manager will automatically add the individual to The Bench register. A statement of engagement will be issued by the recruitment department. There is no requirement to undergo a selection interview or the pre-recruitment process in this instance, as long as the bench post is the same or broadly similar to the substantive position.

### 3.2.3 Pre-Recruitment Checks

A designated Recruitment Administrator will ensure that all bench workers are appointed in line with the NHS Employment Check Standards. These standards outline the legal and mandatory checks that all NHS employers must carry out for the appointment and on-going employment of all individuals in the NHS. The Trust will need to evidence its compliance with these standards as part of the Care Quality Commission's (CQC) Annual Health Check.

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The 6 NHS Employment Check Standards are as follows:

- Verification of identity.
- Confirmation that the worker has the right to work in the UK in the capacity for which they are engaged.
- Registration with the regulatory body and qualifications check.
- Two written references and employment history check.
- Occupational Health Assessment.
- DBS (Disclosure and Barring) check, as appropriate.

The Line Manager / Recruiting Manager will ensure that bench workers have the competence and experience necessary to understand the role to which they are assigned.

### **3.2.4 Disclosure and Barring Scheme (DBS) Checks**

All Bench Workers in contact with children and vulnerable adults will undergo an Enhanced DBS Disclosure prior to appointment – see Criminal Records Bureau Disclosures CORP/POL/202.

The Bench Worker applicant will be charged for the DBS, which will be taken on completion of the DBS form and production of supporting documents. Only after receipt of the required amount will the DBS form be submitted. Existing staff will not normally need to apply for a new DBS unless working in an area that necessitates updating DBS clearance, i.e. working with children, in accordance with the Trust procedure.

### **3.2.5 Professional Registration, Qualifications and Revalidation**

For work that requires the Bench Worker to hold professional registration and / or specific qualifications, the Bench Worker must provide proof of registration, revalidation and qualifications to the Corporate Bench office at the recruitment stage.

It is the responsibility of the Bench Worker to ensure their registration and revalidation remains current at all times and they will be monitored in accordance with BTH's post-recruitment check procedures and during annual performance reviews.

## **3.3 Training and Supervision**

### **3.3.1 Induction and Mandatory Training**

BTH's Induction Policy ensures an induction is available to all new starters and effective induction is completed at all levels within BTH.

Any Bench Worker failing to complete the Induction programme will not be placed on the shift availability list.

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It is the responsibility of the Bench Team Leader to ensure that all Bench Workers have successfully completed the local induction requirements.

'Bench only' workers will be paid at their agreed pay rate for attendance on the induction programme.

Bench workers will be provided with 2 supernumerary placements to support their induction into the workplace.

All statistics relating to attendance on induction and Statutory / Mandatory courses for Bench Workers are recorded on the Learning and Development Database.

Monthly reports will be sent to the Bench Team Leader by the Learning and Development department for analysis. The Bench Team Leader will highlight issues for substantive staff relating to mandatory training compliance which will be highlighted to their Line Manager to address the situation. Bench only workers will be managed by the Bench Team leader / Bench manager.

Shifts will not be offered to any bench worker who is not fully compliant with mandatory training.

All Bench only workers who request additional training can do so via the Bench Team leader after they have worked on the bench for a minimum of 150 hours. For newly qualified nurses a preceptorship programme may be utilised or a period of 6 months lapsed before any additional training is enrolled on. If persistent non-attendance for this additional training arises in relation to a Bench Worker, the Bench Team Leader will investigate and take the appropriate formal action to resolve the issue. This could include temporary suspension from the Bench or termination of the Bench Statement of Engagement with the Bench Worker.

### 3.3.2 Core Mandatory Training

All BTH employees who also work on the bench will ensure they are up to date with their Core Mandatory training before joining the bench. On application this will be checked by the Corporate Bench Team Leader / Manager.

All 'Bench Only' Workers on The Bench register who are not also already in substantive employment with BTH are required to complete Core Mandatory training prior to commencing their first shift, and keep up to date with their training in accordance with Trust policy.

'Bench only' workers are responsible for keeping their mandatory training up to date and should complete this in their own time.

Where a Bench worker falls non-compliant with mandatory training (monitored by the Bench Team leader) they will receive a request in writing to meet with the Bench Team leader/Bench Manager to discuss this. They will then be provided with one month to become compliant in the areas required. Failure to do this will result in a temporary suspension from the bench and a further meeting scheduled with the Assistant Director of Nursing and Quality to agree the best course of action moving forward.

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### **3.3.3 Care Certificate (Only applies to Unqualified Nurse Bench Workers)**

All unqualified nurse bench workers will be expected to complete the Care Certificate unless able to demonstrate previous completion.

Bench only workers will be paid 1 day (at their agreed pay rate) for attendance on a tailored mandatory training programme to support the completion of the care certificate, provided that they are not paid to undertake this training requirement by BTH or another Trust / Organisation. Qualified nurse bench workers will complete this as part of their training.

Divisional support to meet the requirements of the observational aspect of the Care Certificate will be provided by divisional staff during the bench only workers initial supernumerary placement(s).

The Corporate Bench Team Leader will facilitate the completion of the care certificate in collaboration with the Learning and Development Department.

### **3.3.4 Fundamentals of Care (Only applies to Unqualified Nurse Bench Workers)**

All unqualified nurse bench workers will be expected to complete the Trusts Fundamentals of Care programme unless able to demonstrate previous completion.

Bench only workers will be paid 2 days (at their agreed pay rate) for attendance on a Fundamentals of Care mandatory training programme, provided that they are not paid to undertake this training requirement by BTH or another Trust / Organisation.

The Corporate Bench Team leader will facilitate the completion of the Fundamentals of Care programme in collaboration with the Clinical Skills Team.

### **3.3.5 Revalidation (Only applies to Qualified Nurse Bench Workers)**

It is the responsibility of the Bench Worker to ensure their registration and revalidation remains current at all times and they will be monitored in accordance with BTH's post-recruitment check procedures and during annual performance reviews. Where registration / revalidation lapses then the Bench worker will be suspended from the Bench until such a time where it has been renewed. Any relevant mandatory training will need to be completed following reinstatement to the Bench register.

The Corporate Bench Manager will act as a 'third party confirmer' for nurse revalidation and can signpost Bench only workers to relevant divisional support within the professional line management structure for reflective discussions to take place with a registered nurse.

### **3.3.6 Responsibility and Ownership**

It is the responsibility of the Heads of Service (for non-nursing staff) or Assistant Director of Nursing and Quality for nursing staff to ensure there is a professional line management structure to oversee the Bench Workers who are not existing employees of the Trust. The

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Corporate Bench Manager and the Corporate Bench Team Leader will act for Bench only workers in this instance.

It is the responsibility of the Clinical Governance & Quality Directorate to provide local induction / orientation / training as outlined for Bench Workers who are not existing employees.

It is the responsibility of the Bench Team Leader to ensure 'bench only' workers have a programme of statutory mandatory training in place and no shifts are offered to workers who are not 100% compliant with their mandatory training.

### 3.3.7 Supervision and Management

A qualified healthcare practitioner working only on The Bench will require clinical supervision and this will be available from the professional line management structure. If this proves to be a problem, the practitioner must raise the issue in the first instance with the Bench Team Leader, who will arrange for an appropriate person to undertake clinical supervision with them. Appendix 2 can be used to support this process. It is the responsibility of the healthcare practitioner to ensure these are completed to facilitate appraisal and revalidation.

Appendix 2 will be recorded in the staff members personnel file.

### 3.4 Development and Appraisal Reviews

In order to ensure that standards of care are maintained and improved upon, BTH will review the development needs of all Bench Workers who do not hold a substantive contract within BTH.

The Assistant Director of Nursing & Quality will facilitate identification of a relevant clinical lead where required to support the undertaking of reviews for Bench only staff in clinical grades.

The frequency of these appraisal reviews will depend upon the complexity and regularity of Placements but all Bench Workers who do not hold a substantive contract within the NHS, or hold a Bench contract in a different staffing group, will receive one review per year. The Bench Team Leader will identify when reviews are due to take place and take the appropriate action to ensure these occur.

The performance development review will be conducted by those identified within the agreed professional line management structure.

The appraisals that Bench Workers who hold a substantive post within the NHS receive as part of their substantive employment, will be accepted as meeting the needs of BTH, and these Bench Workers will not be offered a separate review as detailed above.

The Bench Manager has discretion to suspend or terminate a Bench Worker agreement based on the outcome of any review.

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### 3.5 Bench Worker Availability / Booking of Shifts

#### 3.5.1 Availability of Bench Staff

Bench Workers in the acute and Clifton Hospital settings have the option to provide each week, their availability for the following week to the Corporate Bench via the e-Rostering system. If the Bench Worker does not work any hours within a six month period, this will result in automatic removal from the Bench Register. The process for submitting availability is identified in Appendix 5

If the Bench Worker requires re-registration on the Bench they must follow the normal recruitment process for Corporate Bench.

The Bench Office Team will allocate shifts based on the competency requirements required for the vacant shift and the priority of filling areas of high risk across the organisation first. Preferences indicated at local induction with the Bench Team Leader / Manager will be accommodated where possible if risk and service delivery permits.

The bench worker will be notified of the allocated shift via e-mail or text, face to face or social media messenger (their preferred method of communication).

It is the responsibility of the bench worker to identify any areas they do not wish to be allocated shifts along with the rationale for this decision. The Corporate Bench Team Leader / manager must be informed of this at local induction to the Bench. Available shifts will be displayed via the electronic booking system for the acute and Clifton Hospital settings.

Available shifts will be displayed via the BFWH e-Rostering and Bench internet page and via communications sent out via email and social media to all bench workers. The Bench Co-ordinator will allocate a placement to the bench worker and confirmation of this will be sent via text, phone, email or social media messenger. For community the coordinators will text / email the shift availability and then confirm with bench worker allocated.

Bench workers must complete return to work interviews following any period of sickness and will be managed in line with the trust sickness policy. For substantive staff working on the Bench the return to work interview will be completed by their line manager and a copy of this sent to the bench office for retention on their personnel file. It is the responsibility of the substantive line manager to inform the Bench Office of any staff unavailability and timeframe following a period of sickness.

For Bench only workers, where possible return to work (RTW) interviews following a period of sickness must be done face to face, however if this is in hours where the bench office does not operate it is acceptable to contact the Bench team leader or Corporate Bench Manager by telephone to advise of the date they are fit to return to work and telephone RTW be undertaken.

It is the responsibility of all bench workers to notify their line manager (Corporate Bench team leader / manager for Bench only workers) of any restrictions that would result in them not being able to carry out the full duties of the role to be undertaken. If necessary the line manager may need to carry out an occupational health referral and a suspension from the

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bench may need to take place until the outcome of this assessment has been received. For substantive staff – their line manager would need to inform bench of any restrictions in place.

### 3.5.2 Booking Arrangements for Bench Workers

All surplus shifts / vacant hours are to be covered by Bench Workers in the first instance where the relevant staffing group is within the Bench remit.

Ward / Departmental Roster Managers (or authorised deputy) will identify staffing requirements each week for the weeks ahead via the e-rostering system.

The Bench Co-ordinator will match bench staff availability to vacant shifts.

The Bench Coordinator will e-mail / message and/or text a booking confirmation to the Bench Worker once a shift is booked via the e-Rostering system. The roster Manager (or authorised deputy) will be notified via the e-Rostering system for shifts that have been booked and which bench workers are assigned to them. .

Whilst the booking will confirm the initial place of work and where the Bench Worker is required to report to duty, BTH reserves the right to vary the place of work, according to the needs and mitigation of risk of the service and based on the needs of the patients at any given time.

Identity checks should be carried out prior to allowing any bench worker to commence any shift within the Trust. Photographic evidence of identity of the bench worker must be provided in the form of a trust ID badge.

The Ward / Departmental Roster Manager will be responsible for ensuring any amendments to the start and finish times of the booked shift are notified in writing via email to the Bench Co-ordinator. In community the BENCH coordinator will input the shift on the Adults and Long Term Conditions (ALTC) database.

The Ward / Departmental Roster Manager will be responsible for recording the shift time worked on the e-roster system and ensuring the appropriate payment is assigned for bench workers.

The Duty Matron / Duty Manager will have access to Nurse Bench Worker bookings on the e-Rostering system to enable them to arrange cover for emergency shifts at weekends and Bank Holidays. Registered nursing grades are only permitted to work at this level and not as an unregistered grade due to the potential risks associated with this for the trust. Exceptions apply where Matron is agreeable to use of an alternative grade.

Any shifts unfilled within 72 hours of the shift commencement will be escalated to the divisional Associate / Assistant Director of Nursing (ADoN) / Head of Service, who will review their staffing requirements and authorise in writing the use of agency.

Nursing, Allied Healthcare Professionals (AHP) and other staff group shifts requiring agency workers will then be requested by the division following agreement with the senior

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nurse. In community agency requests will be coordinated through the BENCH coordinators.

### 3.5.3 Cancellation of shifts

The Line / Roster Manager will make all attempts to find an alternative placement by liaising with The Bench before making a decision to cancel a shift for the Bench Worker. If a shift needs to be cancelled for any reason by a departmental manager they must inform the bench office to enable another shift to be allocated for the Bench Worker.

If the Line Manager cancels a shift within a 24 hour period, the Bench Worker will be paid for the hours they should have worked within the 24 hour period unless an alternative placement has been provided. This also applies to part shifts worked.

Where a Bench worker cancels a shift within 48 hours of the shift start time or fails to attend with no valid reason (determined by the Bench Manager or team leader), they will be placed on a cancellation register held in the Bench office. If this occurs three times within a three month calendar period they could be temporarily suspended from the Bench for one calendar month.

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### 3.5.4 Working Time Regulations

Bench Workers should be encouraged not to exceed the limitations on working hours under the European Working Time Regulations (EWTD). Both the individual and Line Manager should use their best endeavours to ensure that the provisions regarding working time limits, rest periods and breaks are complied with.

Bench Workers have an option to sign an Opt Out Agreement (available from the Bench office or Recruitment department) which will allow them to exceed the limit on weekly working hours. Where an Opt Out agreement has been signed, it is expected that workers will not exceed 63 hours in any working week under any employment arrangement. Working hours will be monitored by the Corporate Bench Manager. Where excessive hours become a concern, the worker will be referred to the appropriate manager to discuss safe working. For community Bench the opt out status will be saved on the bench worker personnel file. Minimum daily rest periods of 11 hours uninterrupted and any compensatory rest will be provided after the end of the work period where possible. Where this is not possible, an assessment of the Bench workers continue fitness to work may be required. Detail regarding working time directive can be found in the e- Rostering Policy for Non-Medical Workforce CORP/POL/128.

The Corporate Bench Manager will ensure through effective liaison with the e-rostering team that the 'opt out' status is recorded on the substantive Bench Worker's e-rostering record. In community this will be managed through ESR.

Managers must ensure that Bench Workers are enabled to take their rest breaks (in accordance with the Working Time Directive). It is the responsibility of the Bench Worker to take the breaks made available to them and will not be paid for rest breaks.

In the event that a Bench Worker has not been able to take a break during their shift, this must be brought to the attention of an appropriate manager. The manager will look into the reason as to why the Bench Worker has not taken their break, acknowledging that not taking breaks is unacceptable. It is also the responsibility of the Bench worker to notify the Corporate Bench Manager if this is occurring on a regular basis.

Where a Bench Worker's work pattern is giving cause for concern, e.g. number of bench shifts worked or preferred shift pattern, the Corporate Bench office will make arrangements to see the Bench Worker (Bench only) to discuss this, or inform the respective Manager / Team Leader for their substantive post. The purpose of the meeting is to ensure the satisfactory welfare of the staff involved. If a bench worker fails to meet with the respective manager this may lead to temporary exclusion/suspension from the Bench.

Substantive employees must take the minimum annual leave in line with the Working Time Regulations. This responsibility lies with the employee / Bench Worker. Bench workers are however permitted to work Bench shifts whilst on annual leave in their substantive post.

Where the Bench Workers have signed an Opt Out Agreement in relation to the Working Time Regulations limitation on working hours, the Corporate Bench Manager will seek to ensure that the health and safety of patients, co-workers, the public and the Bench Worker are not put at risk through the Bench Workers working excessive hours. The e-Rostering system will be an enabler for this to be managed effectively.

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### 3.5.5 Exclusion of Bench Staff and removal from the Bench Register

Where a senior manager, as determined by the professional line management structure, deems that it has reasonable grounds to believe that a Bench Worker's completion of a Placement may compromise the safety of clients / patients / service users or of others, or following an allegation relating to the conduct of a Bench Worker that is deemed by a senior manager to be serious enough to be incompatible with continuation of the placement, the senior manager may exclude the Bench Worker from Trust premises or other designated places of work ("exclusion").

A designated manager will be assigned to investigate the allegations, at which point the member of staff and if required a representative should be consulted. Where the allegation is of a serious enough nature to warrant such action being taken the designated manager will remove the Bench Worker from The Bench until the issue has been resolved and a decision will then be taken as to whether to restore them to The Bench or not.

Where a Bench Worker who holds a substantive post within BTH becomes excluded from their employment, they will be temporarily removed from The Bench until the exclusion is lifted and/or a decision has been taken as to whether to restore them to their substantive post or not.

Where a Bench Worker who holds a substantive post or fixed term contract with the Trust has an episode of sickness absence from that employment, the absence will be reviewed by their substantive manager upon return to work who will determine whether it is appropriate for the individual to accept additional bench shifts on the bench. It is the responsibility of the substantive line manager to inform the Bench Office of any staff unavailability and timeframe. Bench Workers are not permitted to undertake any bench shifts whilst absent from work due to sickness.

Where a Bench worker falls non-compliant with mandatory training (monitored by the Bench Team leader) they will receive a request in writing to meet with the Bench Team leader / Bench Manager to discuss this. They will then be provided with one month to become compliant in the areas required. Failure to do this will result in a temporary suspension from the bench and a further meeting scheduled with the Assistant Director of Nursing and Quality to agree the best course of action moving forward.

### 3.5.6 Capability / Disciplinary Issues and Investigations

Where an issue relating to conduct or capability arises in relation to a Bench Worker, the Corporate Bench Manager will investigate and resolve the issue following BTH Trust policies and procedures. The placement evaluation form can be used to support capability issues (Appendix 2)

Where such informal action does not resolve matters, a formal discussion will be arranged with the Bench Worker which could result in no further shifts being offered to the Bench Worker although the Bench worker can appeal against this decision.

Where an issue relating to conduct or capability arises in relation to a Bench Worker who is also a permanent employee of BTH, the appropriate Trust Performance / Disciplinary

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procedural documents will be adopted if the issues are relevant to their substantive employment.

The Corporate Bench Manager will inform the Head of Service and Assistant Director of Nursing and Quality of all investigations conducted and action taken in relation to Bench Workers and any substantive staff who are also involved in the matter.

### **3.5.7 Issues relating to repeated non attendance**

Where an issue relating to persistent non-attendance for confirmed Placements or additional training arises in relation to a Bench Worker, the Bench Team Leader will investigate and take the appropriate formal action to resolve the issue. This could include termination of the Bench Statement of Engagement with the Bench Worker.

The Bench Coordinator will monitor cancellations and non-attendance by the Bench Worker to establish the reasons for the cancellations and take appropriate action in respect of bench workers. If the Bench Worker fails to attend three confirmed Placements, this is likely to result in a temporary one month removal from The Bench. If the bench Worker fails to attend any further confirmed Placements after a temporary removal, the Trust is likely to exercise its discretion to terminate this Agreement.

If the Bench Worker cancels or does not attend a shift on 3 occasions with less than 48 hours' notice, within a 3 month period, this will result in a temporary removal from the Bench register for one month at the discretion of the Corporate Bench Manager. Once the one month period of suspension has elapsed it is also at the discretion of the Corporate Bench Manager as to how many shifts can be booked with the bench office in one sitting.

### **3.5.8 Termination of Bench Agreement**

BTH reserves the right to terminate the Bench Statement of Engagement or any Placement without a period of notice.

Dependent on the reason for termination, BTH may be obliged to inform other employers / organisations associated with the Bench Worker of the reasons for termination.

Written confirmation of termination will be provided by the Recruitment / Workforce department.

If, following receipt of the letter from the Workforce and Organisational Development department, the Bench Worker is dissatisfied, they may appeal in writing to the Deputy Director of Workforce and Organisational Development, whose decision will be final.

Every quarter the Bench office will conduct a check of e-Rostering for inactive bench workers. For Bench workers who have not worked on placement for a period of six months or more a letter will be issued to advise that their bench post will be terminated if they fail to contact The Bench within one month. The Bench Team leader will update Payroll / ESR of any terminations required in bulk.

## **3.6 Grievances and Disputes**

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Where a Bench Worker has a grievance, they should seek to resolve it informally, in the first instance, with the person that their grievance concerns (Grievance procedure CORP/PROC/200 V 5.3).

If the Bench Worker is unable to resolve the matter informally, or if the Bench Worker does not feel able to raise the matter with the person concerned directly, they may raise their grievance with the Corporate Bench Manager. The Bench Team Leader or trade union representative will seek to resolve the grievance, as per grievance procedure, and any decision made at this stage will be final. (Grievance procedure CORP/PROC/200).

### 3.7 Concerns at Work

All Bench Workers should be expected to be treated with dignity and respect and expect not to be discriminated against, bullied, victimised, or harassed. If a Bench Worker has any concerns relating to the way they are being treated, they must be raised in accordance with 3.2.8. Where a member of The Bench has a cause for concern regarding issues such as health and safety or patient safety, they must report this in accordance with BTH's Concerns at Work (Whistle-Blowing) policy (CORP/POL/214).

### 3.8 Use of Trust and Professional Codes of Practice

Bench Workers must:-

- Adhere to and adopt all relevant Trust and Professional Codes of Practice.
- Only act within their sphere of competence.
- Report any untoward incidents.
- Maintain confidentiality at all times.

Appropriate line managers shall ensure that each Bench Worker is made aware of the standards of BTH through attendance at Corporate and Local Induction.

### 3.9 Finance

#### 3.9.1 Charges

Each ward / department / work area will be individually charged for each placement covered by a Bench Worker.

#### 3.9.2 Payment Arrangements for Bench Staff

Bench Workers must report to the relevant Manager (or authorised deputy) at the start and end of every Placement.

All Placements worked must be recorded on the Timesheet (Ref – Appendix 3) for all staff in the community setting and the 'Bench Sign-In' sheet (Ref Appendix 3a) for hospital based staff. The Bench Worker will be required to complete the sheet with their name, ward / location worked, and start and finish times at the beginning and end of each shift.

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Incomplete entries on the sign in sheet may result in the Bench Worker not receiving pay for that shift.

In the Hospital setting, the Ward Manager / Departmental manager will verify and authorise the shifts to ensure Payroll have payment instructions in time via the e-rostering lockdown process for the pre agreed cut off dates.

In the community setting, until such time as e-rostering is rolled out, this will be undertaken via the web data entry clerks.

Payment will be made on a monthly or weekly basis in arrears to the Bench Worker via BACS payment, dependant on their option status for payment frequency.

### 3.9.3 Rates of Pay

Bench Only Workers will commence on Agenda for Change (AfC) Pay band and be paid at a rate equivalent to the minimum to fourth point of the Agenda for Change (AfC) pay band appropriate to the work being carried out.

Members of the The Bench will receive increments (capped at fourth point) after completion of 488 bench hours.

National Insurance is aggregated and will be deducted from pay at the correct % on earnings. If a substantive employee of BTH is full time and pensionable in their substantive roles, then their wages from any Bench Work will not be pensionable pay. This will mean that they are 'not contracted out of State Earnings Related Pension Scheme (SERPS)' and thereby pay a slightly higher rate of National Insurance.

Bench workers in areas where specialist skills and competencies are required may receive pay commensurate to the skills and competencies required to undertake the placement e.g. Intensive Care and Emergency Department Units.

Bench Workers who also hold a substantive post of employment with BTH will be paid in accordance with their current rate of pay in their substantive post, provided that the work offered is at the same AfC banding as their substantive post. For example, an individual paid at the top of Band 5 in their substantive post will be paid at the same rate for any bench placements.

If the substantive Bench Worker undertakes work at a band below their substantive post, the individual will receive pay at a point commensurate to their substantive post or at Band 5.4 of Band 5 for example whichever is the lowest.

If a Bench Worker is required to work unsocial hours (i.e. between the hours of 8 pm and 6 am on weekdays, or weekends and public holidays), the individual will receive a percentage enhancement on their hourly rate for each unsocial hour worked as per Agenda for change.

If a Nursing Bench Worker undertakes a placement that specifically requires payment above Band 5 only qualified healthcare professionals skilled to this level will be offered the Placement paid in accordance with the relevant bench rata.

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Bench Workers will assume the level of responsibility and duty associated with the appropriate role for the placement

### **3.9.4 Responsibility for Payment of Expenses**

BTH will not accept responsibility for any expenses incurred for meals, telephone, accommodation or travel charges, unless travelling is expected within their role, and provided that the expenses incurred are after their shift has commenced.

### **3.10 Annual Leave**

From 1<sup>st</sup> October 2015 Bench Workers will accrue annual leave for every hour worked and will receive a percentage (12.07%) of their basic rate for annual leave accrued.

All Bench workers are responsible for their own health and wellbeing and to ensure adequate rest breaks are taken from work.

The Corporate Bench office will monitor Bench worker availability / unavailability and ensure adequate rest breaks are taken in line with European Working Time Directive. All Bench workers are also responsible for their own health and wellbeing ensuring adequate rest breaks are taken from work.

In order to claim any accrued annual leave prior to 1<sup>st</sup> October 2015, the Bench worker should contact the Workforce (Human Resources) department in the first instance.

Bench Workers, who hold substantive posts with BTH, are entitled to accept Placements during the unpaid period of maternity leave.

### **3.11 Uniforms**

BTH will provide uniforms to all Bench Workers.

All Bench Workers must wear the uniforms provided when undertaking placements and adhere to the uniform policy (Uniform Policy and Dress Code - CORP/POL/006).

Bench Workers should return uniforms and all other Trust equipment e.g. ID badges car park pass etc. on ceasing employment with The Bench.

### **3.12 Authorised Signatories**

Ward Managers / Departmental managers will compile a list of senior staff authorised to approve Signing In sheets and will keep this list up to date and accurate by adding or removing signatories.

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### 3.13 Fraudulent Claims

All Responsible Officers of the Trust shall comply with service condition 24 of the NHS Standard Contract.

Any suspicion of fraudulent activity will be referred to the Trust's Counter Fraud Specialist for investigation, in accordance to the Trust's Counter Fraud and Corruption Policy.

### 3.14 Review and Monitoring of the Agreement

The Bench Manager will monitor individual working hours for compliance against the Working Time Regulations on a monthly basis.

This policy will be reviewed on a three yearly basis.

### 3.15 Auditing Effectiveness of the Policy, The Bench Usage and monitoring KPI's

An audit calendar will be developed and maintained by the Corporate Bench Manager and Bench Team Leader

On an annual basis the following areas will be audited from within this Policy:

- Compliance with requesting Bench Shifts.
- Compliance with Submitting Timesheets (community staff only).
- Compliance with Submitting Annual leave days.
- Compliance with finalising bench shifts for payroll.

KPI's will be monitored on a monthly basis and will include:

- Percentage Fill rates of Bench.
- Percentage Fill rates of Agency.
- Percentage of agency reduction.

Although not a KPI, the following data will be monitored on a monthly basis:

- Uptake of recruitment to the Bench.
- Conversion of Bench Workers into substantive posts.
- Qualified shift requests filled by unqualified staff.
- Individual assignment summaries in line with EWTD.
- Number of cancelled shifts.
- Number of short notice requests.

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The above information will be made available to the divisional ADoN's in order to triangulate with other staffing and harm data to provide a comprehensive picture of staffing effectiveness and efficiency in their divisions.

<b>4 ATTACHMENTS</b>	
<b>Appendix Number</b>	<b>Title</b>
Appendix 1	Zero hours sign up form (application for Bench workers)
Appendix 2	Placement Assessment Form
Appendix 3a	Timesheet (Community Only)
Appendix 3b	Sign in sheet – Bench workers
Appendix 4	Holiday Request Form
Appendix 5	Process for Submitting Availability
Appendix 6a	Process For Sending Shifts To Bench – Temporary Staffing Decision Tree, Bench Authorisation For Hospital Settings
Appendix 6b	Process For Sending Shifts To Bench – Temporary Staffing Decision Tree, Bench Authorisation For Community Settings
Appendix 7	Equality Impact Assessment Form

<b>5 PROCEDURAL DOCUMENT STORAGE (HARD AND ELECTRONIC COPIES)</b>
Electronic Database for Procedural Documents
Held by Procedural Document and Leaflet Coordinator

<b>6 LOCATIONS THIS DOCUMENT ISSUED TO</b>		
<b>Copy No</b>	<b>Location</b>	<b>Date Issued</b>
1	Intranet	
2	Wards, Departments and Service	

<b>7 OTHER RELEVANT / ASSOCIATED DOCUMENTS</b>	
<b>Unique Identifier</b>	<b>Title and web links from the document library</b>
CORP/POL/006	Uniform Policy and Dress Code <a href="http://fcsharepoint/trustdocuments/Documents/CORP-POL-006.docx">http://fcsharepoint/trustdocuments/Documents/CORP-POL-006.docx</a>
CORP/POL/214	Whistleblowing Policy <a href="http://fcsharepoint/trustdocuments/Documents/CORP-POL-214.docx">http://fcsharepoint/trustdocuments/Documents/CORP-POL-214.docx</a>
CORP/PROC/200	Grievance Procedure - Seeking a Resolution <a href="http://fcsharepoint/trustdocuments/Documents/CORP-PROC-200.docx">http://fcsharepoint/trustdocuments/Documents/CORP-PROC-200.docx</a>
CORP/POL/128	e-Rostering Policy for Non-Medical Workforce
CORP/POL/202.	Criminal Records Bureau Disclosures <a href="http://fcsharepoint/trustdocuments/CORP/POL/202.">http://fcsharepoint/trustdocuments/CORP/POL/202.</a>

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<b>8 SUPPORTING REFERENCES / EVIDENCE BASED DOCUMENTS</b>		
<b>References In Full</b>		
European Commission. (04/11/2003). Directive 2003/88/EC Of The European Parliament And Of The Council concerning certain aspects of the organisation of working time (2003/88/EC). Available: <a href="http://eur-lex.europa.eu/legal-content/EN/ALL/?uri=CELEX:32003L0088">http://eur-lex.europa.eu/legal-content/EN/ALL/?uri=CELEX:32003L0088</a> . Last accessed 09/08/2016.		
NHS Employment. (10/04 /2014). NHS Employment Check Standards. Available: <a href="http://www.nhsemployers.org/your-workforce/recruit/employment-checks/nhs-employment-check-standards">http://www.nhsemployers.org/your-workforce/recruit/employment-checks/nhs-employment-check-standards</a> . Last accessed 29/09/2015.		

<b>9 CONSULTATION / ACKNOWLEDGEMENTS WITH STAFF, PEERS, PATIENTS AND THE PUBLIC</b>		
<b>Name</b>	<b>Designation</b>	<b>Date Response Received</b>
L Horkin A McKeane C McCann T Burrell N Parry	ADoN's	
M Wrigley	D/N Pathology	
M Heaton K Harte D Porter	Staff Side Chair Staff Side Vice Chair Staff Side Secretary	
Natalie Hill Jessica Kozakiewicz	Corporate Bench Team	
L Littler N Lane J Naylor	ALTC division (ALTC Bench) ALTC division ALTC HR	
V Higgins A Radcliffe A Smith M Casson J Meek	HR HR Workforce Payroll Workforce and OD	
Simone Anderton	DDoN	
John Marsden	Counter Fraud officer	

<b>10 DEFINITIONS / GLOSSARY OF TERMS</b>	
ADoNs	Associate / Assistant Directors of Nursing
AfC	Agenda for Change
AHP	Allied Healthcare Professional
ALTC	Adults and Long Term Conditions
BTH's	Blackpool Teaching Hospitals NHS Foundation Trust's
DBS	Disclosure and Barring Scheme
ESR	Electronic Staff Record
EWTD	European Working Time Regulations
RTW	return to work
SERPS'	State Earnings Related Pension Scheme

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11 AUTHOR / DIVISIONAL / DIRECTORATE MANAGER APPROVAL			
<b>Issued By</b>	Natalie Hill	<b>Checked By</b>	Tracy Burrell
<b>Job Title</b>	e-Rostering and Corporate Bench Manager	<b>Job Title</b>	Assistant Director of Nursing & Quality
<b>Date</b>		<b>Date</b>	

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**APPENDIX 1: INTERNAL BENCH APPLICATION**

Blackpool Teaching Hospitals   
NHS Foundation Trust

## Corporate Bench (Zero Hours) Post

If you would like to work extra hours across all Divisions, please complete this form and send to:

Corporate Bench Office  
1<sup>st</sup> Floor Cardiac Centre  
Blackpool Teaching Hospitals

Full Name	
Band	
Employment Number	
Ward / Department	
Extension No	
Home No	
Mobile No	
Personal Email Address	
Would you like Weekly / Monthly Pay on this post?	
Would you be available to work last minute shifts?	Yes No
Line Manager Name (please print)	

I can confirm as Line Manager that I know of no reason why this person cannot work on the bench.

Line Managers Signature:

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<b>APPENDIX 2: PLACEMENT ASSESSMENT FORM</b>							
<p><b>Please write clearly, in black ink, initial amendment and do not use tippex</b></p> <p style="text-align: center;"><b>PLACEMENT ASSESSMENT FORM</b></p>							
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td colspan="2" style="padding: 5px;"><b>Full Name of Bench Worker:</b></td> </tr> <tr> <td style="width: 50%; padding: 5px;"><b>Pay Band:</b></td> <td style="width: 50%; padding: 5px;"><b>Work Location:</b></td> </tr> <tr> <td style="padding: 5px;"><b>Date of Placement:</b></td> <td style="padding: 5px;"><b>Authorised Manager:</b></td> </tr> </table>		<b>Full Name of Bench Worker:</b>		<b>Pay Band:</b>	<b>Work Location:</b>	<b>Date of Placement:</b>	<b>Authorised Manager:</b>
<b>Full Name of Bench Worker:</b>							
<b>Pay Band:</b>	<b>Work Location:</b>						
<b>Date of Placement:</b>	<b>Authorised Manager:</b>						
<p><b>TO BE COMPLETED BY THE MANAGER IN CHARGE</b></p> <p>Attendance</p> <p>Time Keeping</p> <p>Job Performance</p> <p>Standard of Work</p>							
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td colspan="2" style="padding: 5px;"><b>Relationships at Work</b></td> </tr> <tr> <td style="width: 50%; padding: 5px; vertical-align: top;">With clients/patients/service users/customers</td> <td style="width: 50%; padding: 5px; vertical-align: top;">With colleagues/managers</td> </tr> </table>		<b>Relationships at Work</b>		With clients/patients/service users/customers	With colleagues/managers		
<b>Relationships at Work</b>							
With clients/patients/service users/customers	With colleagues/managers						
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 5px;"><b>General Issues</b></td> </tr> <tr> <td style="height: 100px;"></td> </tr> </table>		<b>General Issues</b>					
<b>General Issues</b>							
<p><b>SIGNED:</b> _____ <b>(Manager)</b></p> <p><b>DATE:</b> _____</p>							

## APPENDIX 3A: TIMESHEET (COMMUNITY)

### TIMESHEET (COMMUNITY BASED STAFF ONLY) ATTENDANCE RECORD AND PAYROLL INPUT DOCUMENT FOR BENCH STAFF

Name: ..... Job Title: .....

Band: ..... Salary Point ..... Week ending:  
- SUNDAY.....

	Location	Time In	Time Out	Time In	Time Out	Enhanced Hours	Total	Signature of Line Manager / Nurse In Charge	PRINT NAME
Monday Date:									
Tuesday Date:									
Wednesday Date:									
Thursday Date:									
Friday Date:									
Saturday Date:									
Sunday Date:									
Total Hours									

**Please record times using the 24 Hour clock system**  
**Holidays NOT TO BE recorded on this form**

Declaration: - I declare that the information I have given on this form is true, factually correct and complete. I confirm that I have worked the above stated hours in full. I understand that if I knowingly provide false information this may result in disciplinary action and I may be liable for prosecution and civil recovery proceedings. I consent to the disclosure of information from this form and any associated documentation, to the Local Counter Fraud Specialist and/or NHS Protect, for the purpose of verification and the investigation, prevention, detection and prosecution of fraud.

Signature of Employee: .....Date: .

Certified by: ..... (Bench Co-ordinator) Date: .....

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## APPENDIX 3B: BENCH WORKER SIGN IN SHEET

### Corporate Bench Staff Sign in sheet

Name	Date	Ward/Area	Start Time	Finish Time	Staff Signature	Nurse In charge signature	Date signed	Comments – i.e. movements, changes

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**APPENDIX 4: ANNUAL LEAVE REQUEST FORM****ANNUAL LEAVE REQUEST FORM****NAME:** .....**HOLIDAY W/C**.....

	DATE	NOT AVAILABLE
MONDAY		<input type="checkbox"/>
TUESDAY		<input type="checkbox"/>
WEDNESDAY		<input type="checkbox"/>
THURSDAY		<input type="checkbox"/>
FRIDAY		<input type="checkbox"/>
SATURDAY		<input type="checkbox"/>
SUNDAY		<input type="checkbox"/>

I confirm that I am taking a complete rest period for the days stated above.

**Signature:** **PRINT** **Date:****CERTIFIED BY:****Signature:** **PRINT****Position:** **Date:****PAYROLL DEPARTMENT:****Signature:** **PRINT** **Date:**

- **Comments:**Requests for paid holiday **MUST** be sent **5 FULL WORKING DAYS** prior to the holiday being taken *e.g. a holiday request for Friday 13<sup>th</sup> September must be submitted on, or before Thursday 5<sup>th</sup> September*
- All accrued holiday entitlement **MUST** be taken within each quarter leave year (Jan to Mar; Apr to June; July to Sept and Oct to Dec)
- Holiday hours **MUST NOT** be recorded on the Bench timesheet, only actual hours worked must be shown
- Signed-off holiday forms will be considered as your confirmation of a rest period where no other employment will be undertaken
- Please email your holiday request form to appropriate Bench Coordinator

# Corporate Bench

## Submitting Availability



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## APPENDIX 5: PROCESS FOR SUBMITTING AVAILABILITY



### Accessing Employee Online

1.

You can access **Employee Online** through the Trust's Intranet homepage or at home if you have internet connection.

On the intranet home page on the right hand side you will see **System Access**. In the search box type '**Employee**' and you will see '**e-Rostering Employee Online**' appear. Click on this link.

▼ System Access: Search: EMP

Clinical: - e-Rostering Employee Online  
Clerical:  
Training:

2. You will then need to enter your username and password. Every member of staff has a login which is set to your surname and employee number as your username and initially your password is your employee number. If you request a password reset it is also set to your employee number.

Welcome to Employee Online

PLEASE LOGIN

Username: smith123456  
Password: \*\*\*\*\*  
Login

\*Please contact the e-Rostering team via [erostering@bfwhospitals.nhs.uk](mailto:erostering@bfwhospitals.nhs.uk) or 01253 30 3690 if you experience any problems or require a password reset.

3. When you first log in, you will be prompted to change your password; your new password must contain a minimum of 6 characters.

Change Password

CHANGE PASSWORD

Current Password:   
New Password:   
Confirm New Password:   
Change Password

## APPENDIX 5: PROCESS FOR SUBMITTING AVAILABILITY



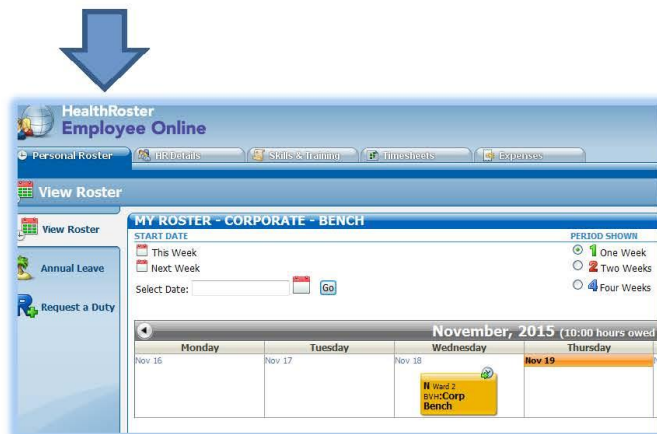
### Accessing at Home

4. Open up your internet browser and go to the following address:

<http://e-expenses.bfwh.nhs.uk/EmployeeOnline/Login.aspx>

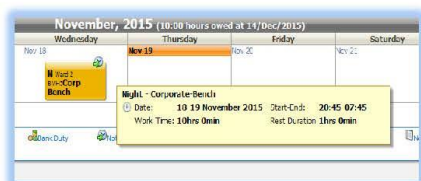
### View your shifts (Substantive and Bench)

5. Click on the **Personal Roster** tab at the top of the screen.



6. Your roster will automatically appear when you log in. To return to this page at any time, click on **View Roster**. Any shifts which have been approved by your Matron will appear here.

7. You can hover over a duty to see the details of the shift and any notes.



## APPENDIX 5: PROCESS FOR SUBMITTING AVAILABILITY



8. To change the view date of your roster, you can use the **This Week, Next Week** options.



9. Or you can select a specific date using the **calendar** option.



10. You can also choose to see a **One Week, Two Week or Four Week** roster using the options



## APPENDIX 5: PROCESS FOR SUBMITTING AVAILABILITY

### Submitting your Availability for Bench (Bank)

11. Click on **Personal Roster**

12. Click on **Bank Availability**

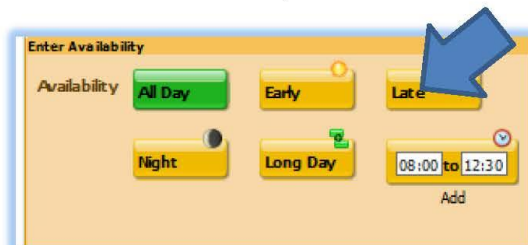
13. Click on the day you want to submit your availability

## APPENDIX 5: PROCESS FOR SUBMITTING AVAILABILITY

14. To Navigate to other weeks select either 'This Week' or 'Next Week'

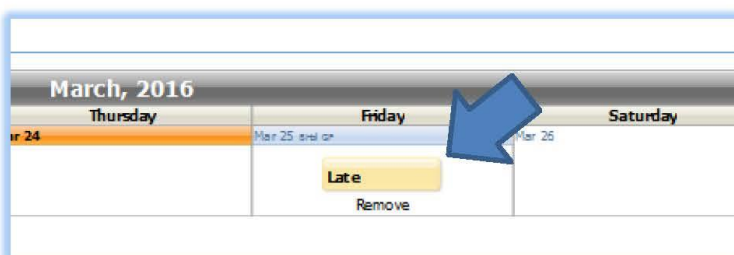


15. To select a shift that you're available to work, left click on the shift you require



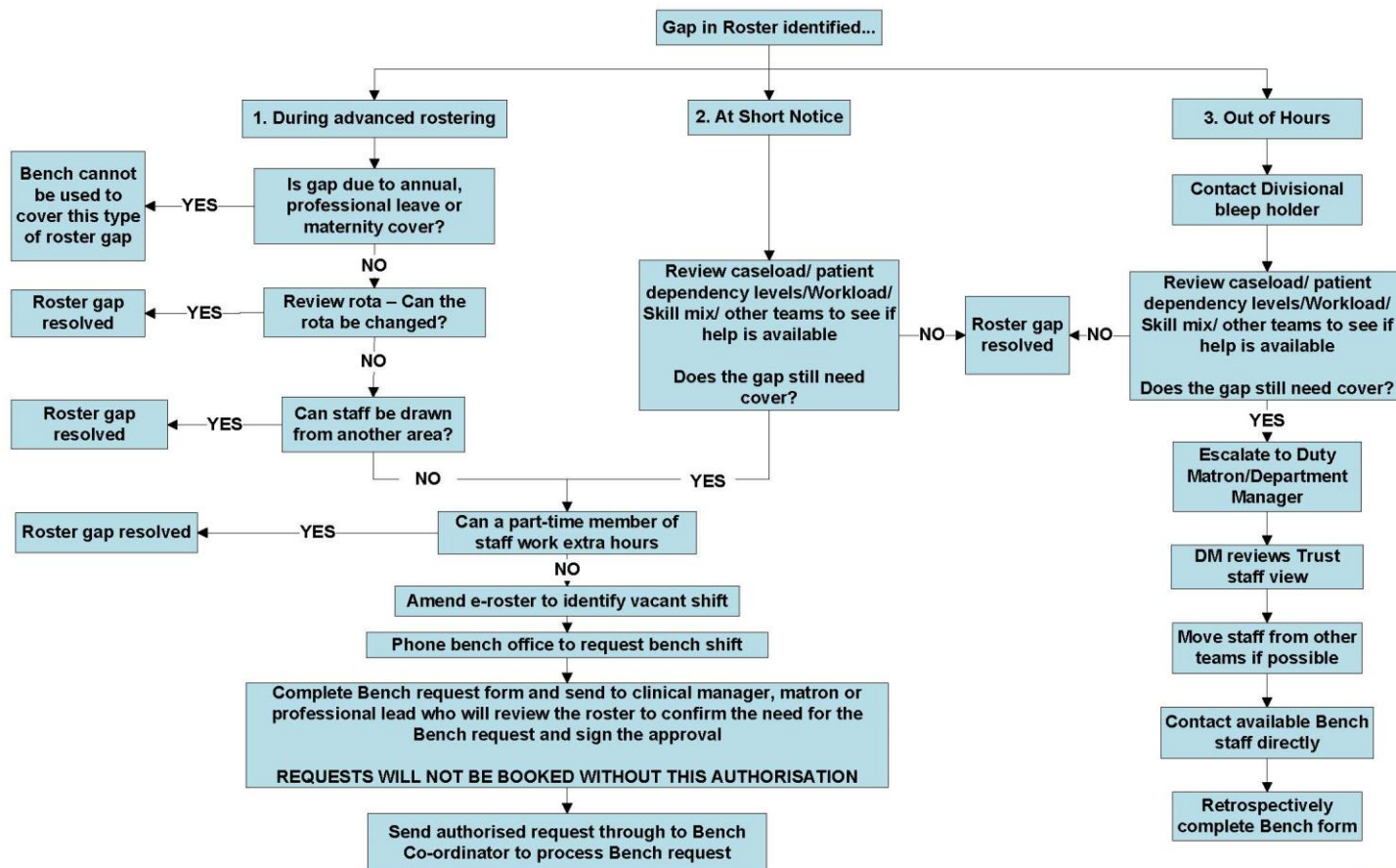
16. The shift will then appear on your screen and the bench team will see this, they will then match this to your competence and historical working pattern and your shift will be booked, the bench office will send confirmation via email or text.

Please note: This is only for short notice availability (the next 2 weeks) advanced bookings can still be booked via the bench office and wards can be selected



## APPENDIX 6A: PROCESS FOR SENDING SHIFTS TO BENCH – TEMPORARY STAFFING DECISION TREE, BENCH AUTHORISATION FOR HOSPITAL SETTINGS

### Temporary Staffing Decision tree – Bench Authorisation Process for Hospital Settings



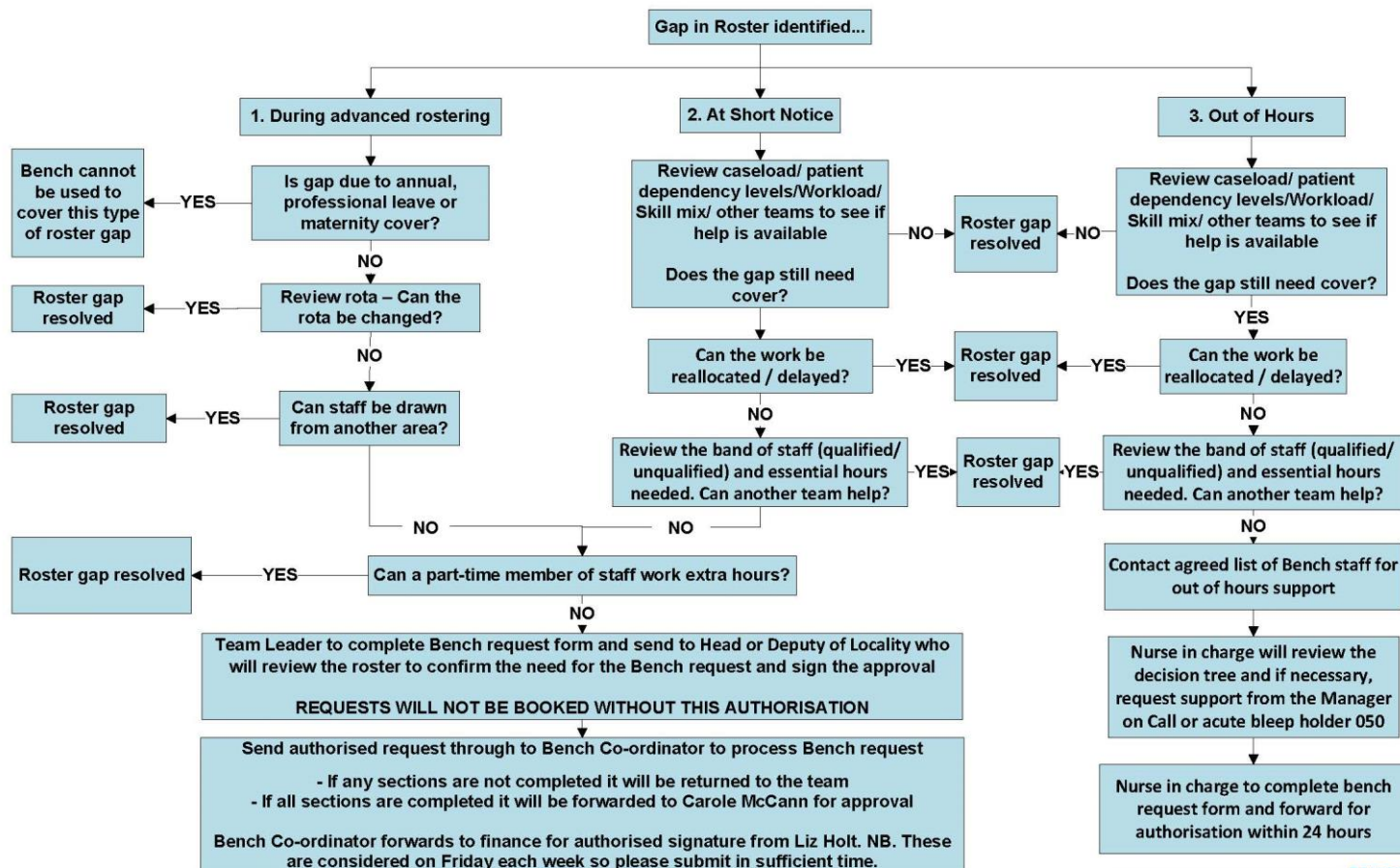
DRAFT 13<sup>th</sup> November 2015 (v1.2)

Blackpool Teaching Hospitals NHS Foundation Trust **NHS**

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## APPENDIX 6B: PROCESS FOR SENDING SHIFTS TO BENCH – TEMPORARY STAFFING DECISION TREE, BENCH AUTHORISATION FOR COMMUNITY SETTINGS

### Temporary Staffing Decision tree – Bench Authorisation Process for Community Settings



DRAFT 9<sup>th</sup> November 2015 (v1.1)

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NHS Foundation Trust

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APPENDIX 7: EQUALITY IMPACT ASSESSMENT FORM					
Department	HR Service Centre	Service or Policy	Workforce	Date Completed:	5 <sup>th</sup> October 2015
<b>GROUPS TO BE CONSIDERED</b>					
Deprived communities, homeless, substance misusers, people who have a disability, learning disability, older people, children and families, young people, Lesbian Gay Bi-sexual or Transgender, minority ethnic communities, Gypsy/Roma/Travellers, women/men, parents, carers, staff, wider community, offenders.					
<b>EQUALITY PROTECTED CHARACTERISTICS TO BE CONSIDERED</b>					
Age, gender, disability, race, sexual orientation, gender identity (or reassignment), religion and belief, carers, Human Rights and social economic / deprivation.					
QUESTION	RESPONSE		IMPACT		
	Issue	Action	Positive	Negative	
What is the service, leaflet or policy development? What are its aims, who are the target audience?	This policy is to be used as a model for the management of the Casual Bench Register and applies to all casual bench workers registered on the central bench list for Blackpool Teaching Hospitals NHS Foundation Trust (BTH) and applies to managers insofar as they are required to manage such workers.	N/A			
Does the service, leaflet or policy/ development impact on community safety • Crime • Community cohesion	No	N/A			
Is there any evidence that groups who should benefit do not? i.e. equal opportunity monitoring of service users and/or staff. If none/insufficient local or national data available consider what information you need.	No	N/A			
Does the service, leaflet or development/ policy have a negative impact on any geographical or sub group of the population?	No	N/A			
How does the service, leaflet or policy/ development promote equality and diversity?	Yes	N/A			
Does the service, leaflet or policy/ development explicitly include a commitment to equality and diversity and meeting needs? How does it demonstrate its impact?	Yes, particular in terms of fair recruitment and selection practice and consistent and fair treatment of all bench workers.	N/A			
Does the Organisation or service workforce reflect the local population? Do we employ people from disadvantaged groups	Yes	N/A			
Will the service, leaflet or policy/ development i. Improve economic social conditions in deprived areas ii. Use brown field sites iii. Improve public spaces including creation of green spaces?	No	N/A			
Does the service, leaflet or policy/ development promote equity of lifelong learning?	Yes – bench workers are encouraged to keep their practice up to date	N/A			
Does the service, leaflet or policy/ development encourage healthy lifestyles and reduce risks to health?	Yes – particularly in terms of safe practice and working hours	N/A			
Does the service, leaflet or policy/ development impact on transport? What are the implications of this?	No	N/A			
Does the service, leaflet or policy/development impact on housing, housing needs, homelessness, or a person's ability to remain at home?	No	N/A			
Are there any groups for whom this policy/ service/leaflet would have an impact? Is it an adverse/negative impact? Does it or could it (or is the perception that it could exclude disadvantaged or marginalised groups?	No	N/A			
Does the policy/development promote access to services and facilities for any group in particular?	No	N/A			

APPENDIX 7: EQUALITY IMPACT ASSESSMENT FORM				
Does the service, leaflet or policy/development impact on the environment	No	N/A		
<ul style="list-style-type: none"> <li>During development</li> <li>At implementation?</li> </ul>				
<b>ACTION:</b>				
Please identify if you are now required to carry out a Full Equality Analysis		No		
Name of Author:	Natalie Hill/Tracy Burrell		Date Signed:	
Signature of Author:				
Name of Lead Person:	Natalie Hill/Tracy Burrell		Date Signed:	
Signature of Lead Person:				
Name of Manager:	Natalie Hill/Tracy Burrell		Date Signed:	
Signature of Manager				

Blackpool Teaching Hospitals NHS Foundation Trust		ID No. CORP/POL/565
Revision No: 1	Next Review Date:	Title: Corporate Bench Registration, Management and Use Policy
<b><i>Do you have the up to date version? See the intranet for the latest version</i></b>		