South East Coast Ambulance Service NHS
Foundation Trust
Nexus House
Gatwick Road
Crawley
RH10 9BG

Date 5th June 2018

Email:

Email:foi@secamb.nhs.uk

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/18/04/26.

You requested the following information, please also see our response below:

I would be most grateful if you could share with me some information on your current processes relating to bank staff by answering the below:

1. Which systems do you currently use?
GRS for booking of Bank shifts

2. How do you recruit bank employees?
We engage bank workers on an agreement, they're not employees. If they are returning SECAmb staff then we request line manager approval, complete compliance checks and issue an agreement. They can then start shifts 4 weeks after leaving the Trust. If they are new to Trust workers, they will go through a full recruitment and compliance process prior to an agreement being issued.

3. What is your recruitment process?
As above in Q2

4. Does having a bank of staff minimise the amount of agency workers?
Yes, we don't engage agency workers on to front line roles. Establishment shortfalls are covered by Bank, Private Ambulance Providers and overtime provisions.

5. How is the bank managed?
Bank shifts are managed via the GRS rostering system. The local operating units manage their bank workforce through their operational team leaders.

6. How many employees do you have managing the bank?
155 Operational Team Leaders with an active, substantive assignment at 31 March 2018
7. What band of staff are involved in the management of the bank?
Band 7 Operational Team Leaders

8. How many employees are in the bank pool?
275 staff with an active, bank primary assignment at 31 March 2018

9. Are bank employees shared between departments?
Yes, some Bank workers will work in EOC and operationally as Paramedics

10. How many bank shifts are allocated each week?
We don't allocate shifts to bank staff they offer their availability, the take up on this is extremely variable as bank staff can choose when they wish to work.

11. Who's responsibility is it to allocate shifts to bank employees?
Although scheduling agrees and records bank staff covering shifts, it is the individuals responsibility to call up to book on to a shift.

12. How are you made aware of what shifts need covering?
GRS system via scheduling

13.Are the bank employees rostered in for work in advance only or do you contact them to cover last minute absence?
Bank staff volunteer for shifts when they are available. We have a texting system for all staff (Bank, permanent part time etc) where we advertise short notice vacancies.

14. How do you manage stat and man training for the bank employees to ensure they are at the standards you require?
This is managed locally via Operational Team Leaders

15. How do you manage the employees that do not work enough hours?
This is monitored via Operational Team Leaders. We contact all Bank workers who have not worked enough hours.

16. How do you terminate these employees?
Their assignment is terminated on ESR upon receipt of a termination form from the Operational Team Leaders

I hope you find this information of some assistance.

If for any reason you are dissatisfied with our response, kindly in the first instance contact Caroline Smart, Information Governance Manager via the following email address:

FOI@secamb.nhs.uk

Yours sincerely

Freedom of Information Coordinator
South East Coast Ambulance Service NHS Foundation Trust

Your service, your call