

STANDARD OPERATING PROCEDURE STAFF BANK – OPERATIONAL GUIDELINE

SOP Reference :	SOP-WFM-071
Version Number:	16
Effective Date:	August 2024
Review Date:	July 2025

1. PURPOSE

This Operational Guideline provides key information for bank workers to ensure they fulfil their role as a bank worker effectively and in line with NHS Lanarkshire Policies & Procedures.

2. STAFF BANK – OVERVIEW

The aim of the staff bank is to supply cost effective, appropriately skilled workers to cover temporary shortages within the NHS Lanarkshire (NHSL) workforce. There is no guaranteed to a fixed amount of hours. Workers are booked on an “as available” and “when required” basis. Please note that if you are registered with an Agency you are not permitted to work an agency shift in NHSL if you are also an employee / worker with us.

3. STAFFING/LOCATION

The Staff Bank Service is managed centrally by the following staff:



The Staff Bank Office is supported by a Team of Bank Administrators, Pay Administrator and Workforce Administrator.

Following commencement on the Staff Bank your identified Line Manager will be **Stuart Walker, Senior Workforce Solutions Adviser**.

4. HOW DO I CONTACT THE STAFF BANK OFFICE?

Address:	NHSL Staff Bank Office Kirklands HQ Fallside Road Bothwell G71 8BB
Email:	staffbank@lanarkshire.scot.nhs.uk (Availability & Bookings, Cancellations, Annual Leave, Loop) staffbankpay2@lanarkshire.scot.nhs.uk (Pay)
Tel:	0300 3030229 Option 1 – Availability & Bookings Option 2 - Pay Services
Office Hours:	Availability & Bookings 9am to 5pm (Monday to Thursday) 9am to 430pm (Friday) 9am to 5pm (Public Holidays) If PH falls on a Friday opening hours are 9am to 430pm *Booking Office Opening Hours are subject to change*

The Staff Bank service has a webpage available which can be accessed from anywhere: [Staff Bank | NHS Lanarkshire \(scot.nhs.uk\)](https://www.scot.nhs.uk/staffbank/)

The NHSL public website site has many other links and gives you access to all NHSL Policies. [Corporate Policies | NHS Lanarkshire \(scot.nhs.uk\)](https://www.scot.nhs.uk/corporate-policies/) You can also access NHS Lanarkshire Staffbank internal website from home <http://firstport2/staff-support/staffbank/default.aspx>

5. HOW DO I SUBMIT MY AVAILABILITY FOR SHIFTS?

Availability should be added via Loop **6 weeks in advance** or submitted electronically by e-mail to staffbank@lanarkshire.scot.nhs.uk on the appropriate availability form. Please ensure after availability is submitted that any changes are then notified to the staff bank office by e-mail / telephone as soon as possible. Please check Loop regularly for available shifts. It is also appropriate to contact the bank office to check if work is available. Staff bank will endeavour to provide bookings in advance, however as the bank provides emergency cover towards/depts., you may be called upon to work at periods of short notice. All bank workers are encouraged to be flexible about where and when they work. Workers who are not available for work for a 6-month period with no prior notification may be removed from staff bank.

6. HOW ARE BOOKINGS CONFIRMED?

Details of each shift booked through the bank office will then be confirmed to you in advance by text message along with the shifts unique booking reference number. Confirmation texts will not be received for shifts directly booked by the ward/dept., so please ensure you receive a booking number from the ward as you may require this to confirm payment. A reminder text will be sent to all staff 24 hours in advance of a shift starting.

7. HOW WILL I BE PAID?

At the start and end of your shift you should report to the person in charge of the shift. At the end of the shift the person in charge will sign your timesheet off online - recording your start time, finish time and any unpaid breaks. If the person in charge is not able to do this before you leave the ward/dept., please follow this up with them directly as soon as possible. Failure to do so may result in payment delays.

Payment will be made on the next available payday following timesheet sign off. Bank Staff are paid retrospectively for work, therefore all shifts worked up to and including the last day of the month will be paid into your bank account on the last Wednesday of the following month for monthly paid staff. Weekly paid staff will receive payment for shifts completed on the first week of the month on the Thursday of the third week of the month and so on. Your payslip will be sent out to your home address.

For any payment discrepancies, please check with the appropriate ward/dept that your timesheet has been signed off online prior to contacting the staff bank office

Your salary will be reviewed annually. For Bank only workers, incremental credit will be applied annually or, in the event that you have not worked a total of 385 hours in the previous year, at such time as you have worked 385 hours.

Bank workers who hold a substantive contract in the same profession and the same band should automatically receive the annual increment and retain the same incremental date as their substantive post.

8. HOW DO I CLAIM ANNUAL LEAVE?

The annual leave year runs from 1 April to 31 March. Annual Leave entitlement accrued is dependent on the hours worked at a rate of 1 hour for every 8.29 hours worked, up to a maximum of 207 hours per leave year. Workers are responsible for ensuring that they take their entitlement of annual leave and that it is taken on **a quarterly basis**, i.e leave accrued Apr-Jun should be taken between July-Sep and so on (or leave will no longer be available to claim). A reminder text will be issued at the start of each quarter. A maximum of 8 hours annual leave can be claimed per day / maximum of 37 hours per week. Workers will have to submit a claim form to staffbank@lanarkshire.scot.nhs.uk at the earliest opportunity giving at least two weeks' notice in advance of going on annual leave to ensure that they are paid the appropriate amount of statutory annual leave. Please note that leave cannot be requested for dates which you have already agreed to work, unless the Senior Workforce Solutions Adviser has honoured these dates and cancelled your bookings accordingly. (For further details refer to your NHSL Staff Bank Contract and Annual Leave Standard Operational Procedure (accessible from first port).

9. AM I ENTITLED TO A PENSION?

New workers to NHSL who are aged sixteen but under seventy five will, subject to the rules of the Scheme, be enrolled automatically into the NHS Pension Scheme. If you already have a full-time substantive NHS position and are a member of the NHS Pension Scheme you cannot be enrolled again whilst on the Bank. (For further details refer to your NHSL Staff Bank Contract.)

10. REPORTING ABSENCE

To report absence, you must contact the Ward/Department and the Staff Bank Office (within office hours) and Hospital Cover/Night Manager (out with office hours) at the earliest opportunity but no later than 4 hours prior to your shift commencement.

If you have no other option but to cancel a shift, you should follow the cancellation procedure below:

Less than 4 hours prior to shift start time

Do not cancel shift using Loop, call the ward/department and Staffbank Booking Office - 0300 3030229 option 1

Between 4 and 24 hours prior to shift start time

Cancel shift using Loop, call the ward/department and Staffbank Booking Office - 0300 3030229 option 1

More than 24 hours prior to shift start time

Cancel shift using Loop

If it is out with Staffbank Booking Office core hours of 9-5 Monday-Friday, Hospital Cover should be contacted.

Staff who repeatedly cancel shifts or fail to follow the correct cancellation procedure risk having their Loop access removed and they will be managed appropriately in line with the [NHS Scotland Workforce Conduct policy](#)

11. AM I ENTITLED TO SICK PAY / MATERNITY PAY?

There is no entitlement to Contractual Sick Pay or to Maternity Pay. Bank staff may be entitled to Statutory payments and should submit their sickness/maternity details to staffbankpay2@lanarkshire.scot.nhs.uk at all times to inform us of your absence from work and also check your validity for payment.

12. PROFESSIONAL ADVICE, TRAINING & REVALIDATION SUPPORT (FOR REGISTERED NURSES / MIDWIVES / AHPs (NMAHP))

NMAHP staff requiring professional advice, training or support with revalidation should refer to the Practice Development website on Firstport <http://firstport2/staff-support/practice-development-centre/default.aspx> or contact the Practice Development Centre on 01698 201404. (For full details refer to Staffbank website for Local Standard Operational Procedure for Bank Only Workers NMAHP Professional Advice & Revalidation Support).

13. AM I REQUIRED TO UNDERTAKE TRAINING?

All Bank workers are responsible for completing and maintaining their NHSL Compulsory Training. Please refer to <http://firstport2/resources/learning/Pages/default.aspx>. Attendance at the courses listed below if face to face will be paid; however, all other training will be carried out in your own time.

Mandatory / Compulsory Training	Duration (hrs)
Healthcare Support Worker Induction Part 1 & Part 2 (External Staff only)	6.5 hours
Moving & Handling	3.75 hours to 7.5 hours (course dependant)
PAMOVA Level 2 (MH/LD Staff)	3.75 hours
PAMOVA Level 3 (MH/LD Staff)	10 hours

Throughout your contract of employment you are responsible for notifying and evidencing completed training to the staff bank office at staffbank@lanarkshire.scot.nhs.uk within 3 months of the completion date to receive payment.

14. HOW WILL I RECEIVE COMMUNICATIONS / UPDATES?

Bank workers will receive communications regarding confirmation/reminders/cancellations of shifts and general updates via text / phone call/email. You should also regularly access First Port <http://firstport2/staff-support/staffbank/default.aspx> or <http://www.nhslanarkshire.org.uk/services/staffbank> for notifications of changes to procedures, policies etc. If you are required to submit any documentation to the Staff Bank Office, please send electronically or alternatively send by internal mail/post to the Staff Bank Office.

15. WHAT IS LOOP AND HOW DO I ACCESS IT?

Loop enables Bank Workers to book bank shifts and submit availability remotely via the internet. You will also be able to view your bank roster, personal details and skills record (please note mandatory / compulsory training is currently held separately)



NHSL - Loop -
Account Setup and Ac

All Bank Workers will be provided with the Loop setup and Access Guide:

Loop can be accessed via the link contained within the email or via [Loop - RLDatix - UK \(allocatesoftware.co.uk\)](https://loop-RLDatix-UK.allocatesoftware.co.uk)

STAFF BANK MONTHLY PAY DATES 2024 - 2025

	DATES	WORKED	LATEST SIGN OFF	SUBMITTED	
MONTH	FROM	TO	Staff Bank	FOR PAY	PAID ON
1	01-Apr	30-Apr	05-May	06-May	29-May
2	01-May	31-May	02-Jun	03-Jun	26-Jun
3	01-Jun	30-Jun	30-Jun	01-Jul	31-Jul
4	01-Jul	31-Jul	04-Aug	05-Aug	28-Aug
5	01-Aug	31-Aug	01-Sep	02-Sep	25-Sep
6	01-Sep	30-Sep	06-Oct	07-Oct	30-Oct
7	01-Oct	31-Oct	03-Nov	04-Nov	27-Nov
8	01-Nov	30-Nov	01-Dec	02-Dec	20-Dec
9	01-Dec	31-Dec	05-Jan	06-Jan	24-Jan
10	01-Jan	31-Jan	02-Feb	03-Feb	26-Feb
11	01-Feb	28-Feb	02-Mar	03-Mar	26-Mar
12	01-Mar	31-Mar	06-Apr	07-Apr	30-Apr