# A group of people in a circle  Description automatically generatedFrequently Asked Questions (FAQs)

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This document covers Frequently Asked Questions (FAQs) for Humber and North Yorkshire Collaborative Staff Bank (CSB) Workers and should be considered as your CSB Worker Handbook.

## Who is the HNY Collab Staff Bank for?

The Humber and North Yorkshire (HNY) Collaborative Staff Bank (CSB) is a new staffing initiative that will support well-trained and experienced staff work across collaborating NHS Trusts within our region.

The HNY CSB is a project currently being delivered across;

* Humber Health Partnership
	+ Hull University Teaching Hospital
		- Hull Royal Infirmary
		- Castle Hill Hospital
	+ Northern Lincolnshire and Goole
		- Scunthorpe General Hospital
		- Diana Princess of Wales Hospital (Grimsby)
		- Goole and District Hospital
* York and Scarborough Teaching Hospital NHS FT
	+ York Hospital
	+ Scarborough Hospital
	+ Bridlington Hospital
	+ Malton Community Hospital
	+ Selby War Memorial Hospital
	+ Nelson’s Court
	+ St Monica’s
	+ White Cross Court

We will be starting our Collaborative Staff Bank with Nursing and Midwifery workforce and will look to grow to include more staff groups over time.

If you are employed (Substantive / Bank) by a collaborating Trust within the Nursing & Midwifery workforce you are eligible to join. For more details, please see [How do I join the HNY Collab Staff Bank?](#_How_do_I)

## Why join the HNY Collab Staff Bank?

There are many benefits to a Collaborative Staff Bank, for CSB Workers, Managers and Trusts such as;

**Collaborative Staff Bank Worker** Benefits;

* Access to Bank shifts across multiple organisations before release to Agency.
* Flexibility in booking Bank shifts on the most convenient date and location.
* Viewing Bank shifts suitable for you – considering skills and working hours.
* No additional employment checks – managed by your Home Trust records (ESR).
* Build skills and experience working across different settings, in different teams.
* No extra payslips – paid in accordance with Home Trust processes in your usual payslip.

**Manager** Benefits;

* Access to additional NHS trained workforce within our region.
* Avoiding reliance on Agency workforce.

**Trust** Benefits;

* Avoiding reliance on Agency workforce.
* Supporting staff wellbeing and personal development.

## How do I join the HNY Collab Staff Bank?

If you are employed (Substantive / Bank) by a collaborating NHS Trust (your Home in ESR if employed by multiple) you will be prompted to join the Collaborative Staff Bank (subject to local Trust procedures – i.e. a pop-up in your online platform (i.e. Employer Online / Loop) or Trust Bank Office communications).

Your local Trust Bank Office will support your registration and undertake some checks before confirming your CSB Worker status. These checks will include confirmation of appropriate skills and training, consideration of performance and conduct, and any relevant Occupation Health adaptations.

Following review your local Trust Bank Office will confirm enrolment via email, and any details to support direct-booking shifts.

## How do I book a HNY Staff Bank Shift?

Vacant shifts will be published to your local trust Bank platform (i.e. Employee Online / Loop). Staff enrolled in HNY Collaborative Staff Bank will be able to view and book shifts via this platform.

If you are having trouble viewing shifts, please contact your Trust Bank Office to review your staff record settings.

All HNY Collaborative Staff Bank shifts should be booked via the online systems – we operate a zero-tolerance policy for direct booked shifts and any hours worked not reported via the system may result in non-payment.

## Should I inform my Home Trust that I have joined the HNY Collaborative Staff Bank?

Your Home Trust will automatically be notified of your enrolment to the HNY Collaborative Staff Bank – you do not need to do anything. Dependent upon your employment (Substantive / Bank), your Line Manager will be notified of your registration and asked to support with confirmation of enrolment.

## Do I need to tell my Manager I am working for HNY Staff Bank?

Following registration (for substantive employment) your Manager will be notified of your registration and will be asked to confirm your suitability to work across Trusts. You do not need to do anything, this will be done on your behalf by your Trust Bank Office.

## Will I need any additional employment checks to work at another site?

Following registration to join the HNY Collaborative Staff Bank your Home Trust Bank Office will review suitability in accordance with HNY Collaborative Staff Bank onboarding procedures. If any additional activity is required they will notify you, and support any relevant activity. Additional checks will be kept to a minimum with collaborating NHS Trusts working to similar standards and providing assurances for worker across settings.

## Are there any restrictions on where I can work and how many hours I can work?

You will only be able to view and book shifts for which you have the necessary skills (Home Trust Staff Record - ESR). You should not undertake any duties during a shift that you do not feel competent to perform.

As outlined in the [HNY Collaborative Staff Bank Terms of Engagement](https://humberandnorthyorkshire.org.uk/our-work/workforce/collaborative-staff-banks/) all activity must comply with Working Time Regulations (WTR), which include;

• A worker has the right not to work more than 48 hours per week on average (including hours worked in all jobs you may have, including with other persons, firms or employers).

• There must be a minimum of 11 hours’ break between shifts.

• A worker working over 6 hours must take a 20-minute uninterrupted (unpaid) break.

• At least 24 hours per 7 day period must be taken as a rest period.

• You must not work more than 60 hours per calendar week (Monday – Sunday).

• You must not work more than 4 consecutive shifts if they are 12 hours shifts or 6 consecutive shifts if they are 7.5 hours shifts.

• Within a 14-day period you must have a 48-hour continuous break period.

• After completing a set of nights be this 3 or 4 consecutively (depending on hours of shift) you must have a 48-hour continuous break.

• If you are a student nurse, you must not work a night shift on the same day as attending college or attending college after completing a night duty.

• You are not permitted to undertake a training course either immediately before or after a night shift.

You should only be able to view Bank shifts that complement your working pattern (scheduled via E-rostering) in accordance with WTR. However, it is an individual’s responsibility to ensure compliance with WTR with any persistent non-compliance escalated with penalties including de-registration from HNY Collaborative Staff Bank in accordance with Terms of Engagement and Local Trust procedure.

It is an individual’s responsibility to notify your Home Trust if you are working outside of the Trust (i.e. Agency / Bank – outside of Collaborative Staff Bank) to support compliance with WTR.

It is also an individual’s responsibility to ensure they are working in accordance with their Right to Work in the UK, with any restrictions on hours worked applicable to CSB shifts (i.e., Student Visa)

To support working in a new setting you should ensure you have appropriate travel arrangements in place to arrive at your Host Trust in advance of required start time. Information on collaborating Trust premises is [available here](https://humberandnorthyorkshire.org.uk/our-work/workforce/collaborative-staff-banks/)

## Will I need any extra training to work at another site?

The HNY Collaborative Staff Bank will operate in accordance with NHS Trust ambitions to ensure 100% compliance with Statutory (NHSE Core Skills Training Framework) and Clinical Skills training.

Training compliance will be monitored and managed by your Home Trust in accordance with local procedure, with Home Trust discretion in the application of any restrictions to individuals HNY Collaborative Staff Bank account to ensure satisfactory completion of relevant training. Training requirements are in accordance with your Home Trust training programme and should therefore be completed within standard working hours.

## What do I need to do to prepare for a shift at another site?

Before working a Bank shift as a HNY Collaborative Staff Bank Worker you will need;

* NHS Photo ID Badge – if you attend a shift without your Photo ID Badge you will be refused work and will not be paid (see [Terms of Engagement](https://humberandnorthyorkshire.org.uk/our-work/workforce/collaborative-staff-banks/)).
* Home Trust Uniform – HNY CSB Workers should wear their usual uniform and comply with standard principles of NHS Dress Code.

## What uniform and ID badge should I wear?

Your Home Trust NHS Photo ID Badge and Uniform must be worn, with you Photo ID badge visible for every HNY Collaborative Staff Bank shift.

## Where can I park if travelling by car for a HNY Staff Bank Shift?

Facilities vary across collaborating Trusts and specific settings – please refer to the relevant Trust website to review locations and recommended travel arrangements. More details to relevant resources can be [found here](https://humberandnorthyorkshire.org.uk/our-work/workforce/collaborative-staff-banks/)

All arrangements required to support undertaking a shift should be considered at the time of booking. All costs incurred are payable by the individual undertaking the shift. Please see [Can I claim travel expenses?](#_Can_I_reclaim)

## Can I reclaim travel expenses?

Any expenses incurred in travelling (including parking) to complete HNY Collaborative Staff Bank shifts are the responsibility of the CSB Worker. You should only book shifts that you are prepared to travel for.

If the location of your shift is changed after booking a shift the Host Trust will manage any expenses incurred to support travel arrangements between hospital settings as outlined in your [Terms of Engagement](https://humberandnorthyorkshire.org.uk/our-work/workforce/collaborative-staff-banks/).

## Will I be paid differently depending on where I work?

HNY Collaborative Staff Bank shifts will be paid at your current rate of pay at your Home Trust, in accordance with the appropriate pay band for the shift advertised. You will be paid for the hours worked at the current rate at the time work is undertaken.

Unsocial hours payments will be paid in accordance with your Home Trust regulations in force at the time shifts are worked.

Any necessary deductions required by law will be taken from your pay.

## Who will pay me, and how much will I be paid?

Your Home Trust will pay you, (at your standard rate, unless advised otherwise) for all HNY Collaborative Staff Bank shifts with one payslip. All hours worked will be automatically submitted to payroll via the Roster system following authorisation by the ward. Please be mindful of ward authorisation deadlines and payroll cut off each month when reviewing pay. If you have any queries linked to payment please contact your Home Trust Bank Office in the first instance, seeking payroll team support as required. Individuals retain responsibility to review and query any errors in payment within required timelines, this includes over-payment. (for more information see [I have not been paid for a shift I have worked, when will it be paid?](#_I_have_not))

You will be paid in accordance with your Home Trust procedures (weekly/monthly, in arrears) on your usual payment date.

## How do I access my payslip?

You will be paid by your Home Trust, with your payslip accessible via local Trust procedure.

## I have not been paid for a shift I have worked, when will it be paid?

Any unpaid duties or pay discrepancies should be brought to the attention of the Trust Bank Office within 3 months of shifts being worked.

## How do I change my personal details?

If you change your name, address, telephone number, email address, bank details or make any other changes which may affect your pay, you must update employee self-service via MyESR. Failure to do so may affect your pay.

## How do I cancel my shift?

If you are unable to attend a shift for any reason you must contact the Matron / Bed Manager where your shift is booked at least 2 hours before the start of the shift (ensure you make a note of the time of the call and the name of the person who was informed). You must also inform the Staff Bank Office between the hours of operation.

Failure to inform the relevant people that you have cancelled a shift may result in work being withheld. Staff who regularly cancel shifts will have the ability to book online withdrawn.

Once a Bank worker has committed to working a particular shift they will be expected to uphold that commitment and would not be able to swap this for a more desirable shift as outlined in your Terms of Engagement [available here](https://humberandnorthyorkshire.org.uk/our-work/workforce/collaborative-staff-banks/). Any concerns regarding reliability will be addressed in accordance with Home Trust procedures.

## What happens if my shift is cancelled by the bank?

Ward/Service staff should inform the Bank Management team of any cancellations at the earliest opportunity so that the Bank worker can be informed and potentially offered an alternative shift.

If a bank worker is no longer needed, a reasonable notice (4 hours) should be given. If less than 4 hours’ notice is given then the bank worker is eligible to be paid for 4 hours (unless an alternative shift can be offered) in accordance with your [Terms of Engagement](https://humberandnorthyorkshire.org.uk/our-work/workforce/collaborative-staff-banks/). If a bank worker arrives for a cancelled shift where they have not been notified, every effort should be made to reassign them to another shift on another ward. If this isn’t possible the bank worker should be paid for 4 hours work.

The reason why the bank worker arrived for a cancelled shift would have to be investigated. If the Trust was at fault then the charges for the paid hours would have to be made to the ward/ department where the error occurred.

## How do I raise a work related concern?

We encourage and support staff who raise genuine concerns. If something whilst working a shift troubled you, please tell us. We are committed to dealing with all concerns openly, responsibly and professionally.

If you are unsure how to proceed with your concern, please discuss with your Home Trust manager or a local Freedom to Speak Up Champion.  For more information on best contacts across HNY CSB Trusts please see:

* York and Scarborough Teaching Hospitals: [Freedom to Speak Up | York and Scarborough Teaching Hospitals (yorkhospitals.nhs.uk)](https://staffroom.yorkhospitals.nhs.uk/freedom-to-speak-up) Email; yhs-tr.Fairness.Champions@nhs.net
* NHS Humber Health Partnership: [Contact your Freedom to Speak Up Guardian – Bridget](https://www.bridget.org.uk/page/22222) Email; nlg.tr.ftsuguardian@nhs.net

## How do I leave the HNY Staff Bank?

We understand that an individual’s circumstances change and that you may be unable to continue to work on the HNY CBS. It is your responsibility to inform your Home Trust Bank Office in writing if you would like to de-register.

Any Bank/Substantive staff who wish to return to work in collaborating Trusts via an agency will not be permitted to do so for a period of 12 months from the date their Bank post was ended.

## Who do I contact with questions if working across sites?

The best contact will depend on the question – but if in doubt please contact your Home Trust Bank Office and they will be able to support you.

If your question is about;

* CSB Booked shifts – please contact your Home Trust Bank Office with relevant details of shift(s) booked available.
* CSB shift availability – please contact your Home Trust Bank Office if you think there is an issue with viewing shifts.
* Payments – please contact your Home Trust payroll department. All CSB shifts will be paid by your home Trust (see [Who will pay me, and How much will I be paid?)](#_Who_will_pay)