

## Bank Staff- shifts & Incentive payments

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Reference Number: F4917  
Date of Response: 11/10/2022

Further to your Freedom of Information Act request, please find the Trust's response, in **blue bold text** below:

### **Royal Devon's Eastern FOI Office Response**

1. Are Bank colleagues paid top of band for bank working or does bank pay fall in-line with Agenda for change guidelines i.e. at band point pay? (If this varies between specialisms please give detail about variation).  
**In the Eastern area of the Trust's all bank workers are paid as per agenda for change guidelines .**
2. Are bank colleagues engaged on employee contracts or worker agreements?.  
**Temporary worker contract and bank terms and conditions**
3. Are there any monetary incentivisation or reward schemes in operation for Bank colleagues that aim to tackle staffing shortages?.  
**Yes, Double time payments for allocation on arrival shifts**
4. Please give detail of the above scheme/s by answering the following points;
  - a) How much is offered per shift? **Double their hourly rate plus any unsocial**  
How are payments distributed and authorised within the trust?  
**Through weekly staffing hub through the Director of nursing for approval a week in advance and then through the daily staffing meetings**
  - b) Does the scheme/s have any eligibility criteria?.  
**Not currently but under review.**
  - c) Is the scheme/s operational all year round or do you only offer incentivisation/reward at times of great need i.e. winter pressures?.  
**This has been offered all year round where there are areas that are challenged and flagging red on our safe staffing SOP**
  - d) Is this a formal scheme or it is at the discretion of senior management to offer incentivisation as required?. ?  
**It is a formal scheme managed and approved through the Director of nursing looking ahead at critical shifts and at then at discretion of on call teams dependant on acuity and safe staffing levels as per SOP**

5. How many shifts in the financial years 19/20, 20/21, 21/22 received monetary reward/incentivisation?.

.Please see below table.

Please note. The gap in 2020 which is blank is during the Covid 19 period of time (April – Sept) as such there was a reduction in activity across the Trust along with admissions so shifts were able to be covered with out the need for incentive payments.

	2019	2020	2021	2022
Jan	173	74	81	909
Feb	170	97	197	1530
March	136	121	174	1076
April	152		177	1598
May	121		33	987
June	113		24	195
July	287		120	590
Aug	244		597	1494
Sept	329		426	
Oct	263	33	757	
Nov	73	22	721	
Dec	40	77	951	

6. How much did the trust spend on incentivisation/reward in the above years?.
- The Trust can confirm that we hold the requested information, however there is not anything the Trust can run a report of that would show the information therefore, the only way would be for us to be a given details of all the impacted shifts and then calculate what has been paid and what would otherwise have been paid and that wouldn't be possible within the time frame.
- To carry out the above would exceed the appropriate cost limit as set out in Section 12 (1) of the Freedom of Information Act 2000 and is therefore exempt.
7. Are there any non-monetary incentivisation/reward schemes in operation in the trust for bank working that aim to increase staffing levels at times of need?. **No**
8. If answered yes to the above please give detail of the scheme?. **This question is not applicable.**
9. Have the monetary and/or non-monetary schemes positively impacted bank fill rates during times of use? (Please provide data to support).
- Although the double time payments have encouraged workers to pick up shifts , these workers would normally have booked directly into a ward shift , so has not necessarily increased fill rate but has changed how workers book
10. Do you operate weekly, monthly or other (please state) pay schedules for bank colleagues?. **Weekly Pay for bank workers.**

11. Please provide data, by month, for the amount of bank, agency and unfilled shifts during financial years 19/20, 20/21, 21/22 for the below specialisms;  
Registered Nursing: **Please refer to the attached Excel file.**  
Healthcare Assistants: **Please refer to the attached Excel file.**  
Medical & Dental: **Data not available via a central source.**  
Allied Health Professionals: **Data not available due to eRostering for Allied Health Professionals bank workers having not been comprehensively implemented throughout the period requested.**  
Healthcare Support: **Shift numbers included within the Healthcare Assistant numbers attached.**  
Administration & Clerical: **Data not available due to eRostering for Administration & Clerical bank workers having not been comprehensively implemented throughout the period requested.**
12. Please provide spend information, by month, for bank and agency for financial years 19/20, 20/21, 21/22 for the below specialisms;  
Registered Nursing **Please refer to the attached Excel file.**  
Healthcare Assistants **Please refer to the attached Excel file.**  
Medical & Dental **Please refer to the attached Excel file for agency spend. Bank spend data for Medical & Dental not available via a central source.**  
Allied Health Professionals **Please refer to the attached Excel file.**  
Healthcare Support **Shift numbers included within the Healthcare Assistant numbers attached.**  
Administration & Clerical **Please refer to the attached Excel file.**
13. Does the trust operate an agency tiering system in-line with NHSE agency cap guidelines, to include the 50% cap? **Yes**
14. If answered yes to above please give brief detail as to how this operates?.  
**Only agencies approved on the HTE framework are used. Little fill currently at tier 1 level 6 weeks in advance, majority of shifts filled at Tier 3 24 – 72 hours prior to shift , currently under review**
15. Does the trust have a central team that manage temporary staffing or does the trust have a vendor arrangement or is this managed in another way (please give detail)?. **We have a central team who manage bank**
- If answered yes to above, does this team include a clinical colleague who has line-management responsibilities over bank colleagues? **Yes.**

Registered Nurse	Filled		Unfilled
	Bank	Agency	
Apr-19	825	638	766
May-19	912	630	748
Jun-19	959	715	771
Jul-19	935	697	1109
Aug-19	817	684	1071
Sep-19	886	706	966
Oct-19	932	767	1021
Nov-19	857	611	891
Dec-19	813	582	951
Jan-20	1066	577	1068
Feb-20	1042	573	1133
Mar-20	1010	571	1379
Apr-20	961	138	895
May-20	859	53	673
Jun-20	755	44	576
Jul-20	866	140	730
Aug-20	815	179	723
Sep-20	872	283	763
Oct-20	1008	418	1133
Nov-20	1057	494	1339
Dec-20	827	434	1443
Jan-21	1183	430	1752
Feb-21	1415	475	1638
Mar-21	1542	499	876
Apr-21	1236	472	841
May-21	1577	462	919
Jun-21	1791	428	1264
Jul-21	1572	473	1654
Aug-21	1493	573	1727
Sep-21	1334	517	1648
Oct-21	1495	558	1606
Nov-21	1475	546	2054
Dec-21	1454	442	2504
Jan-22	1484	503	2008
Feb-22	1285	540	2004
Mar-22	1348	675	2664

Healthcare Assistant	Filled		Unfilled
	Bank	Agency	
Apr-19	1526	53	999
May-19	1505	49	1239
Jun-19	1591	83	1295
Jul-19	1760	172	1555
Aug-19	1870	91	1496
Sep-19	1837	163	1656
Oct-19	1791	155	1931
Nov-19	1833	72	1454
Dec-19	1730	68	1696
Jan-20	2020	59	1712
Feb-20	2081	53	1782
Mar-20	2262	60	1800
Apr-20	1900	5	1187
May-20	2119	13	988
Jun-20	2346	2	801
Jul-20	2675	7	659
Aug-20	2523	9	810
Sep-20	2348	32	1359
Oct-20	2245	32	1579
Nov-20	2322	33	2026
Dec-20	2203	30	2847
Jan-21	2887	59	2504
Feb-21	2706	45	2099
Mar-21	2777	72	1572
Apr-21	2601	100	1399
May-21	3075	50	1304
Jun-21	3296	45	1345
Jul-21	3269	28	1762
Aug-21	3117	35	2353
Sep-21	2486	22	2401
Oct-21	2497	29	2819
Nov-21	2483	56	3247
Dec-21	2495	67	4007
Jan-22	2507	139	3708
Feb-22	2170	141	3417
Mar-22	2501	97	4542

Registered Nurse		
Month	Bank	Agency
Apr-19	194,536	278,756
May-19	175,552	300,965
Jun-19	174,304	281,064
Jul-19	173,283	355,760
Aug-19	182,794	392,600
Sep-19	169,458	367,569
Oct-19	188,128	372,913
Nov-19	196,423	278,755
Dec-19	185,292	302,505
Jan-20	191,858	209,836
Feb-20	217,367	357,156
Mar-20	194,776	28,125
Apr-20	369,161	23,065
May-20	440,589	49,840
Jun-20	454,768	16,187
Jul-20	420,138	63,524
Aug-20	450,202	183,644
Sep-20	370,346	146,518
Oct-20	346,158	223,898
Nov-20	431,069	205,779
Dec-20	476,505	247,863
Jan-21	547,014	295,509
Feb-21	345,285	157,052
Mar-21	473,363	397,414
Apr-21	274,114	294,382
May-21	209,024	204,977
Jun-21	195,548	220,095
Jul-21	162,446	269,305
Aug-21	187,312	444,676
Sep-21	250,436	276,763
Oct-21	200,963	449,997
Nov-21	235,356	284,400
Dec-21	171,978	262,684
Jan-22	183,136	275,566
Feb-22	257,604	391,273
Mar-22	219,342	612,577

Healthcare Assistant		
Month	Bank	Agency
Apr-19	248,223	63,307
May-19	226,364	30,361
Jun-19	237,560	48,916
Jul-19	255,191	105,339
Aug-19	260,881	40,171
Sep-19	285,759	81,713
Oct-19	268,481	90,714
Nov-19	267,849	122,311
Dec-19	278,566	4,540
Jan-20	319,365	28,314
Feb-20	331,778	27,925
Mar-20	341,429	5,342
Apr-20	233,217	32,245
May-20	255,903	28,226
Jun-20	225,746	19,394
Jul-20	200,575	23,000
Aug-20	214,932	11,202
Sep-20	221,709	18,866
Oct-20	216,366	25,553
Nov-20	236,846	24,184
Dec-20	295,659	30,775
Jan-21	256,632	28,070
Feb-21	297,098	13,687
Mar-21	229,515	38,558
Apr-21	465,193	40,988
May-21	411,196	16,113
Jun-21	477,626	24,155
Jul-21	397,732	7,457
Aug-21	463,194	19,590
Sep-21	576,379	16,702
Oct-21	384,523	9,813
Nov-21	430,555	21,117
Dec-21	371,936	27,381
Jan-22	465,734	49,072
Feb-22	465,760	160,966
Mar-22	454,802	64,071

Medical & Dental		
Month	Bank	Agency
Apr-19	Not Available	190,257
May-19	Not Available	193,697
Jun-19	Not Available	271,337
Jul-19	Not Available	203,502
Aug-19	Not Available	126,366
Sep-19	Not Available	241,059
Oct-19	Not Available	234,969
Nov-19	Not Available	181,876
Dec-19	Not Available	124,430
Jan-20	Not Available	48,633
Feb-20	Not Available	73,604
Mar-20	Not Available	149,738
Apr-20	Not Available	159,283
May-20	Not Available	92,183
Jun-20	Not Available	54,212
Jul-20	Not Available	132,017
Aug-20	Not Available	163,661
Sep-20	Not Available	113,963
Oct-20	Not Available	110,880
Nov-20	Not Available	200,618
Dec-20	Not Available	138,383
Jan-21	Not Available	100,412
Feb-21	Not Available	107,203
Mar-21	Not Available	65,806
Apr-21	Not Available	99,934
May-21	Not Available	40,986
Jun-21	Not Available	74,303
Jul-21	Not Available	97,470
Aug-21	Not Available	91,968
Sep-21	Not Available	92,298
Oct-21	Not Available	101,691
Nov-21	Not Available	146,604
Dec-21	Not Available	145,156
Jan-22	Not Available	74,200
Feb-22	Not Available	100,754
Mar-22	Not Available	167,340

Allied Health Professionals		
Month	Bank	Agency
Apr-19	84	53,641
May-19	85	59,867
Jun-19	85	79,355
Jul-19	85	94,517
Aug-19	85	120,802
Sep-19	85	76,382
Oct-19	85	106,612
Nov-19	85	76,432
Dec-19	85	56,666
Jan-20	94	99,646
Feb-20		93,987
Mar-20	117	91,721
Apr-20	96	58,515
May-20		29,647
Jun-20		36,404
Jul-20		47,835
Aug-20	347	90,547
Sep-20		80,540
Oct-20	109	102,831
Nov-20	98	72,900
Dec-20	98	85,881
Jan-21	98	77,723
Feb-21	98	73,486
Mar-21	109	105,415
Apr-21	87	97,597
May-21	87	79,647
Jun-21	174	117,178
Jul-21	98	51,701
Aug-21		141,088
Sep-21	212	78,609
Oct-21	101	107,936
Nov-21	302	89,369
Dec-21	201	88,322
Jan-22	101	91,223
Feb-22	134	137,896
Mar-22	302	125,403

Administration & Clerical		
Month	Bank	Agency
Apr-19		54,156
May-19		57,304
Jun-19		62,139
Jul-19		63,097
Aug-19		83,296
Sep-19		68,643
Oct-19		54,516
Nov-19		92,583
Dec-19		93,465
Jan-20		96,383
Feb-20		74,952
Mar-20		87,166
Apr-20		85,270
May-20		80,317
Jun-20		88,272
Jul-20		90,255
Aug-20		127,279
Sep-20		133,542
Oct-20		115,899
Nov-20		112,360
Dec-20		107,436
Jan-21		100,909
Feb-21		117,638
Mar-21		104,992
Apr-21		153,082
May-21		109,847
Jun-21		136,351
Jul-21		114,852
Aug-21		128,568
Sep-21		142,494
Oct-21		102,923
Nov-21		120,173
Dec-21		104,661
Jan-22		97,756
Feb-22		98,814
Mar-22		97,502
Apr-19		116,250
May-19		120,272
Jun-19		94,106
Jul-19		114,291
Aug-19		118,297
Sep-19		133,188
Oct-19		126,320
Nov-19		85,341
Dec-19		131,424
Jan-20		98,545
Feb-20		198,374
Mar-20		191,125
Apr-20		108,624
May-20		154,419
Jun-20		215,061
Jul-20		205,368
Aug-20		91,548
Sep-20		110,823
Oct-20		179,690
Nov-20		155,523
Dec-20		186,842
Jan-21		148,938
Feb-21		155,882
Mar-21		261,010
Apr-21		146,808
May-21		260,107
Jun-21		173,578
Jul-21		184,707
Aug-21		126,587
Sep-21		132,424
Oct-21		121,615
Nov-21		183,945
Dec-21		187,329
Jan-22		154,696
Feb-22		178,495
Mar-22		245,443