

Freedom of Information Request – Ref: GHC-05012026-310556

Thank you for your recent Freedom of Information request. Please find our response below.

You asked:

For information relating to our bank shift activity, bank provider costs and staffing levels, safer staffing non compliance and requirements for requesting bank shifts.

Our response:

1. Bank Shift Activity

For each of the following financial years:	Please provide: The number of bank shifts requested.	The number of bank shifts filled.	The cost of filling bank shifts, broken down by staff group and band.
a) 2022/23	102578	73444	See below
b) 2023/24	106498	83634	See below
c) 2024/25	100337	81042	See below
d) 2025/26 (to date)	82752	67882	See below

BANK STAFF	22/23 YTD Total £k	23/24 YTD Total £K	24/25 YTD Total £k	25/26 M1- M9 YTD Total £k
Non-medical - Clinical staff				
Registered nursing, midwifery and health visiting	6,175	7,376	7,755	5,478
Allied health professionals	-	938	773	473
Other scientific, therapeutic and technical staff	971	384	430	321
Qualified ambulance service staff	114	182	244	174
Support to nursing staff	5,889	7,144	6,622	4,856
Support to allied health professionals	133	212	129	93
Support to other clinical staff	17	275	95	89
Total non-medical - Clinical staff	13,299	16,512	16,049	11,485
Medical and dental				
Consultants (including Directors of Public Health)	710	773	395	600
Career/staff grades	-	-	1,651	2,555
Trainee grades	-	-	6	-
Total medical and dental staff	710	773	2,051	3,154
Non-medical - Non-clinical staff				
NHS infrastructure support	851	987	1,590	1,163
Any others	-	-	13	8
Total non-medical - Non-clinical staff	851	987	1,603	1,171
Total pay bill - Bank staff	14,860	18,271	19,703	15,811

2. Bank Provider Costs & Safer Staffing Levels

For each of the following financial years:	Please provide: The costs per provider of Bank (e.g., internal staff bank, external/agency bank provider, etc.).	The corresponding safer staffing levels in place during each period.	
		(Actual CHPPD compared to demand template CHPPD)	(Required CHPPD compared to actual CHPPD)

a) 2022/23	We have internal temp team no provider cost	0.65	1.03
b) 2023/24	We have internal temp team no provider cost	1.15	0.63
c) 2024/25	We have internal temp team no provider cost	2.15	-0.3
d) 2025/26 (to date)	We have internal temp team no provider cost	1.91	0.44

3. Safer Staffing Non-Compliance

For each of the following financial years:	Please provide: The costs per provider of Bank (e.g., internal staff bank, external/agency bank provider, etc.).	The corresponding safer staffing levels in place during each period.			The number of occasions the Trust reported—internally or externally—that safer staffing levels were not met.
		Demand Template CHPPD (Care Hours per Patient per Day)	Actual CHPPD (Care Hours per Patient per Day)	Required CHPPD (Care Hours per Patient per Day)	
a) 2022/23	We have internal temp team no provider cost	7.55	8.2	9.23	
b) 2023/24	We have internal temp team no provider cost	6.55	8.06	8.69	
c) 2024/25	We have internal temp team no provider cost	7.36	9.51	9.21	
d) 2025/26 (to date)	We have internal temp team no provider cost	7.14	9.05	9.49	

4. Requirements for Requesting Bank Shifts

For each of the following financial years:	Please Provide: The Trust's policies, procedures, and criteria governing how bank shifts are requested (e.g., triggers for requesting a bank shift, approval process, staffing thresholds, escalation routes).	Any guidance, protocols, or internal documents outlining these requirements.
a) 2022/23		<p>The manager is responsible for sending the detail of unfilled shifts to the Temporary Staffing Team as early as possible in order to enable staff bank to maintain fill-rates. Bank and agency staff must not be used to take charge of wards. Refer to Section 6 for centrally rostered services.</p> <p>It is crucial that shifts are allocated to temporary staff at the correct grade level.</p>

b) 2023/24	Managed against demand templates and safe staffing levels by central rostering team and ward managers. Automatically requested against any vacancies.	<p>Temporary staff at the correct grade level.</p> <p>Exceptions to paying higher band rates for lower grade shift requirements are only allowed when there is a strong safe staffing justification, which applies to all grades. If such an exception is requested, it must be approved in advance by the Manager/Head of service in collaboration with the Service Director overseeing the budget. The decision must be communicated to the Temporary Staffing Team through email. This principle also extends to Band 4 RNAs looking to cover Band 3 bank shifts.</p>
c) 2024/25		<p>Once a shift is sent out to bank staff it will be visible on LOOP to be booked by those with matching skill requirements for the shift. Once the shift has been filled the name of the person and booked shift becomes visible within the E Roster system at the bottom of the duty roster.</p>
d) 2025/26 (to date)		