

Bank Partners Bank & Agency Cancellation Monitoring Process

Any shift cancelled with less than 24 hours' notice from the start of the shift, is considered as a short notice cancellation. A Strike policy is implemented for both Bank and Agency workers, with each strike remaining live on the candidate's profile for 8 weeks from the date of the short notice cancellation. Providing there are no repeated short notice cancellations within the next 8 weeks of the strike being in place, it will then be removed from the candidate's profile.

Bank

When a worker short notice cancels, they are advised that the shift will be logged as a short notice cancellation. They will then be informed that any further cancellations within the next 8 weeks would lead to the three-strike process being triggered; any additional cancellations within the 8 week period will advance to the next strike.

- Strike 1 - Restriction of self-booking access for 7 days
- Strike 2 - 7 full day restriction
- Strike 3 - Meeting arranged with candidate to discuss high levels of sickness, which could lead to a full restriction from shifts at the Trust, depending on the outcome and reasons provided.

The required notice period is 24 hours' which is stipulated in Bank Partners T&Cs point 7.

Any worker that has had more than 3 instances of short notice cancellations for the same or similar reasons will automatically proceed to the third strike; this is to explore the cancellations in more detail. Following the outcome of the meeting the worker could be issued with a complete full restriction from working at the Trust.

Agency

Following an agency short notice cancellation, they will be informed that any further cancellations within the next 8 weeks will result in the three-strike policy being triggered; the below three strike policy would be in place for the agency to follow and advise their workers accordingly:

- Strike 1 – Verbal warning with email follow up
- Strike 2 – 10 full day restriction
- Strike 3 – Post closed with the trust

The Service Level Agreement (SLA) is managed by the Bookings Manager at Bank Partners, who meets with the agencies every 3 months to highlight the issues/repetitiveness of cancellations. Monthly reports are run to check agency worker cancellations to monitor high levels of short notice cancellations which would result in a review of the agency's ability to supply workers to the trust.

All agencies are aware of the SLA and failure to meet the targets could lead to a decision being made by the trust on the status of the agency, leading to either a decreased cascade time or de-tiering for an improvement time.

****Mitigating circumstances will be taken into consideration when applying the short notice cancellation policy, examples of this include:**
bereavement, required to work on substantive ward, serious illness of worker or immediate family, extreme weather conditions, long standing medical condition, hospitalization, pregnancy related illness, being a victim of a crime.