

Rostering Rule Guidance:

On some occasions, when attempting to book a Bank shift an error will appear advising a shift is 'breaking a rostering rule'.

Unfortunately, due to limited Bank shifts available, when these errors occur neither the Bank Partners or Trust Rostering team will be able to override this rule.

Bank are unable to see the Rostering rule associated with the shift therefore any queries we receive regarding a Rostering rule break we will refer you back to this communication.

The below list of Rostering rules explains the most common reasons why shifts are unable to be booked. When attempting to book a shift via Loop, if the error does occur please refer to these rules to check if anything could be impacting the ability to book.

1. *Owing hours to substantive role – If a worker owes hours to their substantive position, they would not be able to book bank shifts.* – In this instance it would be necessary for you to contact your line manager for they can update your hours. Once the issue with hours has been resolved you should be able to book shifts via Loop as normal.
2. *Sickness rule – This rule mainly affects substantive staff who go off sick in their permanent position. When a worker goes off sick, they cannot work a bank shift for 14 days after their initial return to work.* – Bank are unable to override this error message. If you have been off sick you are required to wait 14 days before you will be able to return to booking. If you are unsure of your sickness dates it would be recommended for you to pick up with your line manager.
3. *Submitting bank timesheets after a period of sickness – some staff members may work a shift during their sickness period and will not be able to submit their timesheets.* – In this instance it is required for you to contact the Trust's rostering team for them to lift the rule whilst on the phone so you can submit timesheet.
4. *Worker who wants to book a night shift after a day shift or a day shift after a night shift – The worker would not be able to book this shift, and the app will ask them to contact the bookings office for further support.* – As per the Rostering rule, this shift is unable to be booked due to you requiring a certain amount of rest period between shifts.
5. *Working 4 consecutive days in a row – This error will occur if a member of staff tries to book 4 shifts in a row.* – It is your responsibility to monitor the shifts you are working; you must be allowing yourself enough of a rest period and not allocating too many shifts consecutively.
6. *Bank compliance skill – There may be an instance whereby a worker's compliance skill has expired.* – If you believe your compliance may be due to expire or has expired please reach

out to our compliance team. If the matter is urgent please call the team on 0333 577 3316 option 2. If your query is non-urgent please they may need to be referred to our compliance team.

7. *Missing Professional Body* – There may be an instance whereby a worker's professional body has expired – If you have a professional body and this has recently been renewed please make sure you have updated our compliance team via portsmouth.compliance@bankpartners.co.uk

If you do have any further questions regarding Rostering rules please contact the relevant inbox for your staff group:

Nursing booking Queries: portsmouthnursing@bankpartners.co.uk

AHP booking Queries: portsmouthahp@bankpartners.co.uk

A&C booking Queries: portsmouthAC@bankpartners.co.uk

Doctors booking Queries: portsmouthdoctors@bankpartners.co.uk

Kind Regards,

Staff Bank Team.