

Bank & Agency Policy

(Excludes Medical and Dental Staff)

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Author:	Resourcing Manager
Document Owner:	Senior Business Partner (Resourcing)
Accountable Executive:	Executive Director People, Culture and Transformation
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Powys Teach Health Board is the operational name of Powys Teaching Local Health Board

To ensure that you are always using the latest version of this corporate policy, please refer to the version on the Corporate Governance SharePoint site

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Associated Policies and Written Control Documents
This policy must be read in conjunction with the Bank and Agency operating procedure guidance document, which is available on the People and Culture intranet Policy Toolkits, Useful Guidance & Resources page.

Version Control

Version	Summary of Changes/Amendments	Publication Date
1	Initial Issue	March 2007
2	Changes to booking of bank staff/Introduction of Qlikview System	May 2015
3	Changes to booking of Temporary Staff in ward areas	June 2016
4	Significant content changes made since version 3.	October 2018
5	Added information since version 4 in line with the All Wales Agency Nursing Service Contract (Contract Number AW4626)	October 2021
6	Added information in regards to out of hours process, temporary workers only being able	Aug 2022

	to work 12 weeks at a time, confirmation of bank worker responsibility when engaged with a service and agency reporting	
7	Policy reduced and supporting documentation to be added to operating procedure/toolkit	20/07/2026

1. Scope

This Policy applies to all staff involved in the engagement and management of temporary workers within the organisation

2. Policy Statement

Powys Teaching Health Board acknowledges that from time to time services may experience staffing difficulties. In order to maintain service provision, ensure the safety of patients/service users and staff and to comply with staffing legislation, there may be a need to secure temporary staffing.

The health board is working towards minimal use of agency supporting all Wales approach. There may be exceptional circumstances when the use of agency workers is required to provide/maintain a safe level of service. In those circumstances, it is important that managers work to agreed standards with regard to the use of Agencies, in line with the All-Wales Contract and Crown Commercial Services agreements.

The health board also recognises its responsibilities to manage its finances in an efficient and cost-effective way and as such the use of temporary staff will be closely monitored to assure resources are being used effectively and appropriately. Due consideration will always be given to viable, alternative options before temporary staff are engaged.

The policy aims to: -

- Ensure safe, effective and consistent deployment of temporary staff across all staff groups with the exception of Medical and dental staffing which is covered under the health board policy for the use of medical and dental locum HR061
- Provide a framework that will be supported by a detailed Bank and Agency guidance document, outlining operational procedures.

This policy must be read in conjunction with the Bank and Agency operating procedure guidance document, which is available on the People and Culture intranet Policy Toolkits, Useful Guidance & Resources page.

3. Purpose

The objective of this policy and the supporting guidance document is:

- To ensure a consistent and safe approach, throughout the health board, in the use of temporary workers
- To ensure robust management, governance and financial controls are in place for the requesting, authorisation, engagement and utilisation of Bank and Agency Staff, both in-hours and in the out of hours period, providing assurance to the Board.
- To ensure the health board is in compliance with current employment law and staffing legislation.
- To ensure the health, safety and welfare of patients/service users and staff.
- To minimise Bank & Agency use, ensuring best use of resources and value for money when agencies are engaged
- To ensure that third party suppliers comply with legislation, policies and procedures and the regard it must have for diversity in age, gender, disability, gender reassignment, ethnicity, religion or belief and sexual orientation in appointing its workers.

4. Responsibilities

The **Chief Executive and the Board** have overall responsibility for ensuring that appropriate systems and processes are in place to manage and ensure the safety of patients, staff and visitors across the health board.

The **Director of People and Culture** has delegated responsibility for the continuous development and implementation of this policy.

The **Temporary Staffing Unit** will be responsible for the sourcing and allocation of bank and agency across all staffing groups within the organisation

- Recruitment of bank workers to include all checks around professional registration, booking bank workers onto relevant training and induction
- Monitor of bank workers registration and training
- Monitoring working time under the Working Time Regulations Policy to ensure compliance.

- Providing regular management reports
- Carrying out regular reviews of the use of individuals and the termination of bank workers where they have not provided their availability for work in the preceding six months.
- Developing and maintaining relationships with agency worker providers, including monitoring supply and performance.
- The operational management of the bank register in line with the health board's Bank Staff Management and Operating Procedure

All Managers

- The adherence of this policy and any associated procedures are implemented fairly and consistently.
- Identify temporary staffing needs and explore all cover option prior to requesting bank and agency staff
- Obtain appropriate authorisation for Bank and agency engagement following the bank and agency approval processes
- Ensure that the rosters accurately reflect the name, role and shifts of any temporary staff used.
- Ensure local inductions are provided to bank and agency workers
- Assisting the temporary staffing unit in the recruitment and professional management of bank workers.
- Where the health board has reason to believe that professional or other codes of conduct have been breached, this may be reported to the relevant professional; the Agency and/or other body by the manager, with support and advice from the Workforce and OD Business Partner or Adviser. If the temporary worker is an agency member of staff, all concerns should be formally outlined to the employing agency in order to ensure any fitness to practice concerns are raised.

Finance

- Ensuring that the organisations authorised signatory list is accurate and up to date
- Providing advice in relation to standing financial instructions and the

scheme of delegation in line with procurement rules

- Monitoring and providing regular reports on temporary staffing expenditure

The Bank Register

The health board supports the use of bank workers when there is a requirement for temporary ad hoc cover where appropriate authorisation is in place to do so.

Bank workers must not be used to cover a regular requirement for work, where it may be more appropriate to employ a member of staff on a fixed term basis.

All bank requests must be directed to the temporary staffing unit and recorded on the Health Roster Bank Staff system.

it is important that managers follow the correct approval agency process and follow the Bank and Agency guidance document

Agency Principles

The health board is working towards minimal use of agency supporting the all Wales approach. There may be exceptional circumstances when the use of agency workers is required to provide/maintain a safe level of service. In those circumstances, it is important that managers follow the correct approval agency process

5 Implementation Monitoring Compliance, Audit & Review

Compliance with this policy will be monitored through regular reporting on temporary staffing usage, agency expenditure, and audit outcomes

This document will be reviewed every three years or earlier should audit results or changes to legislation / practice within PTHB indicate otherwise.

6 References and Bibliography

- **HR 011** Recruitment & Selection Policy & Procedure
- **HR 090** Rostering Policy
- **HR 061** Engagement of Medical & Dental Locums and Agency Locums Policy

Equality Impact Assessment

EIA is not optional, it is embedded in Equality legislation and therefore all policies must undergo an impact assessment as part of development and/or review.

How will the strategy, policy, plan, procedure and/or service impact on:-	Potential positive and/or negative impacts	Recommendations for improvement/mitigation	Action taken
Age For most purposes, the main categories are: <ul style="list-style-type: none"> • under 18; • between 18 and 65; and • over 65 	<p>Individuals under the age of 18 need to comply to different rules as set out in the HSP 012 Control of Ricks at Work – Young Persons P&P 2017.</p> <p>Given the highly specialist skills that a hard to fill post requires (i.e., a clinical registration,) it is unlikely that an individual under the age of 18 would meet the criterion to apply for a hard to fill post</p>	<p>Given the highly specialist skills that a hard to fill post requires (i.e., a clinical registration,) it is unlikely that an individual under the age of 18 would meet the criterion to apply for a hard to fill post</p>	<p>Make reference to where the mitigation is included in the document, as appropriate</p> <p>No action required.</p>
Persons with a disability as defined in the Equality Act 2010 Those with physical impairments, learning disability, sensory loss or impairment, mental health conditions, long-term medical conditions such as diabetes	<p>As a bank worker can book into shifts themselves it would be difficult to assess reasonable adjustment needs, it would be up the service manager or bank worker to inform us</p>		<p>No action required.</p>

How will the strategy, policy, plan, procedure and/or service impact on:-	Potential positive and/or negative impacts	Recommendations for improvement/ mitigation	Action taken Make reference to where the mitigation is included in the document, as appropriate
<p>People of different genders: Consider men, women, people undergoing gender reassignment NB Gender-reassignment is anyone who proposes to, starts, is going through or who has completed a process to change his or her gender with or without going through any medical procedures. Sometimes referred to as Trans or Transgender</p>	<p>There has been no impact identified for people who are of different genders</p>		<p>No action required.</p>
<p>People who are married or who have a civil partner.</p>	<p>There has been no impact identified for people who are married</p>		<p>No action required.</p>
<p>Women who are expecting a baby, who are on a break from work after having a baby, or who are breastfeeding. They are protected for 26 weeks after having a baby whether or not they are on maternity leave.</p>	<p>Women who are expecting a baby or who are on a break from work after having a baby would not be disproportionately disadvantaged under this policy</p>		<p>No action required.</p>
<p>People of a minority race, nationality, colour, culture or ethnic origin including non- English speakers, gypsies/travellers, migrant workers</p>			

How will the strategy, policy, plan, procedure and/or service impact on:-	Potential positive and/or negative impacts	Recommendations for improvement/ mitigation	Action taken Make reference to where the mitigation is included in the document, as appropriate
People with a religion or belief or with no religion or belief. The term 'religion' includes a religious or philosophical belief	There has been no impact identified.		No action required.
People who are attracted to other people of: <ul style="list-style-type: none"> the opposite sex (heterosexual); the same sex (lesbian or gay); both sexes (bisexual) 	There has been no impact identified.		No action required.
People who communicate using the Welsh language in terms of correspondence, information leaflets, or service plans and design Well-being Goal – A Wales of vibrant culture and thriving Welsh language	It has been identified that some areas do not use the medium of Welsh to communicate verbally, this may impact a bank worker placed in a non-Welsh communication area		No action required.
People according to their income related group: Consider people on low income, economically inactive, unemployed/workless, people who are unable to work due to ill-health	Temporary work benefits people who are unemployed to be reintroduced to work or people on low income and can take temporary work to boost their income		No action required.

How will the strategy, policy, plan, procedure and/or service impact on:-	Potential positive and/or negative impacts	Recommendations for improvement/ mitigation	Action taken Make reference to where the mitigation is included in the document, as appropriate
People according to where they live: Consider people living in areas known to exhibit poor economic and/or health indicators, people unable to access services and facilities. This also may include wifi poverty, travel poverty and fuel poverty.	There has been no impact identified.		No action required.
Consider any other groups and risk factors relevant to this strategy, policy, plan, procedure and/or service			

How will the strategy, policy, plan, procedure and/or service impact on the health and well-being of our population and help address inequalities in health?

Questions in this section relate to the impact on the overall health of individual people and on the impact on our population. Specific alignment with the 7 goals of the Well-being of Future Generations (Wales) Act 2015 is included against the relevant sections.

How will the strategy, policy, plan, procedure and/or service impact on:-	Potential positive and/or negative impacts and any particular groups affected	Recommendations for improvement/ mitigation	Action taken by Clinical Board / Corporate Directorate Make reference to where the mitigation is included in the document, as appropriate
People being able to access the service offered: Consider access for those living in areas of deprivation and/or those experiencing health inequalities Well-being Goal - A more equal Wales	There has been no impact identified.		No action required

How will the strategy, policy, plan, procedure and/or service impact on:-	Potential positive and/or negative impacts and any particular groups affected	Recommendations for improvement/mitigation	Action taken by Clinical Board / Corporate Directorate Make reference to where the mitigation is included in the document, as appropriate
<p>People being able to improve /maintain healthy lifestyles: Consider the impact on healthy lifestyles, including healthy eating, being active, no smoking /smoking cessation, reducing the harm caused by alcohol and /or non-prescribed drugs plus access to services that support disease prevention (eg immunisation and vaccination, falls prevention). Also consider impact on access to supportive services including smoking cessation services, weight management services etc</p> <p>Well-being Goal – A healthier Wales</p>	<p>There has been no impact identified.</p>		<p>No action required</p>
<p>People in terms of their income and employment status: Consider the impact on the availability and accessibility of work, paid/ unpaid employment, wage levels, job security, working conditions</p> <p>Well-being Goal – A prosperous Wales</p>	<p>The nature of temporary working is ad hoc so availability and accessibility of work may not always be available.</p>		<p>No action required</p>

How will the strategy, policy, plan, procedure and/or service impact on:-	Potential positive and/or negative impacts and any particular groups affected	Recommendations for improvement/ mitigation	Action taken by Clinical Board / Corporate Directorate Make reference to where the mitigation is included in the document, as appropriate
<p>People in terms of their use of the physical environment: Consider the impact on the availability and accessibility of transport, healthy food, leisure activities, green spaces; of the design of the built environment on the physical and mental health of patients, staff and visitors; on air quality, exposure to pollutants; safety of neighborhoods, exposure to crime; road safety and preventing injuries/accidents; quality and safety of play areas and open spaces</p> <p>Well-being Goal – A resilient Wales</p>	<p>There has been no impact identified.</p>		<p>No action required</p>

How will the strategy, policy, plan, procedure and/or service impact on:-	Potential positive and/or negative impacts and any particular groups affected	Recommendations for improvement/ mitigation	Action taken by Clinical Board / Corporate Directorate Make reference to where the mitigation is included in the document, as appropriate
<p>People in terms of social and community influences on their health: Consider the impact on family organisation and roles; social support and social networks; neighbourliness and sense of belonging; social isolation; peer pressure; community identity; cultural and spiritual ethos Well-being Goal – A Wales of cohesive communities</p>	<p>There has been no impact identified.</p>		<p>No action required</p>
<p>People in terms of macro-economic, environmental and sustainability factors: Consider the impact of government policies; gross domestic product; economic development; biological diversity; climate Well-being Goal – A globally responsible Wales</p>	<p>There has been no impact identified.</p>		<p>No action required</p>