



Frequently Asked Questions

Winter loyalty scheme 2022/23

Are HCAs eligible for the winter loyalty scheme?

Yes, please check the Terms and Conditions for a full list of eligible roles.

Does time taken for breaks during my shift accrue hours towards the loyalty scheme?

No, only hours actually worked count towards the loyalty incentive scheme, so this does not include hours taken as part of an unpaid break. Under the Working Time Directive Regulations, all staff whose daily working time is longer than 6 hours must take a rest break, rest breaks are unpaid. Break durations will vary depending on the shift length (between 30 minutes and 1 hour).

Will I still be eligible for the loyalty scheme payment(s) if I cancel a bank shift due to sickness / injury or if the ward cancels the shift?

You will only be able to accrue hours towards the loyalty scheme for hours that have actually been worked. However, cancellation of a shift by the ward or yourself due to sickness / injury will not result in cancellation of the overall bonus.

Do supernumerary / shadow shifts count towards the loyalty scheme?

Supernumerary and shadow shifts do not count towards the loyalty scheme.

If eligible, when will I receive my payment(s)?

Loyalty scheme payment will be made via weekly or monthly payrolls in January and February (depending on whether you have opted in to weekly pay or not). See full terms and conditions for payment dates.

What should I do if my availability changes and I can pick up a last minute shift?

Always let the Temporary Staffing Team know if your availability changes and you would like to pick up a bank shift. As a member of the bank team you will always have priority for extra shifts, so even if you can't see any suitable bank shifts on Employee Online, the team would be happy to identify an appropriate shift for you.

Can I opt-out of the loyalty scheme payment(s)?

Any staff member who completes the required number of bank hours for their contract type within the time periods will automatically receive the loyalty scheme payment(s). If you would like to opt-out of receiving the payment(s) you should email e-RosteringTeam@dchft.nhs.uk by 1 January 2023.

What if I don't reach the qualifying hours in the first period, can these be rolled over?

The sum of the hours worked for each period must reach the required total based on contract type to qualify. Bank hours cannot be rolled over into the following 4-week period.

Will overtime or additional hours count towards the incentive scheme?

No, only hours completed for bank or Flexibly Employed Staff (FES) shifts will count towards the loyalty scheme.

