

FOI REF: 25/304

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13<sup>th</sup> May 2025

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## FREEDOM OF INFORMATION ACT

I am responding to your request for information under the Freedom of Information Act. The answers to your specific questions are as follows:

**Please can I request the below information from the Temporary Staffing Team/Bank Office?**

1. **Do you have a training compliance threshold for individual bank workers? If yes, what is this percentage threshold, for example, above 90%?**

[Yes, 100% \(classroom sessions need to be booked to meet the threshold\).](#)

2. **If you do have a training compliance threshold, how do you enforce/maintain this? For example, is a bank worker restricted from working, given a warning, etc, if their training compliance falls below a certain percentage?**

[Staff restricted from working if training not updated.](#)

3. **If bank workers are not prevented from working for falling below a certain percentage of training, are they prevented from working based on being out of date for specific training, for example, resuscitation training?**

[Not applicable.](#)

4. **Is bank worker training compliance monitored by the organisation or only by the team that manages them?**

[Bank worker training compliance is monitored by the Team that manages them.](#)

5. **Please provide a list of statutory and mandatory training for generic bank healthcare assistants and generic bank band 5 registered nurses?**

[Please see the attached document – ‘FOI 24-304 Mandatory Training for TWS’.](#)

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- 6. Is bank worker training compliance included in the organisation's strategy or organisational objectives?**

Bank worker training is broadly covered by the Trust objectives.

- 7. Do you pay for mandatory training as a complete package or for the individual courses? If, as a package, for example, you would pay for 5 hours of training for all e-learning modules.**

The Trust pays for individual courses.

If I can be of any further assistance, please do not hesitate to contact me.

Should you be dissatisfied with the Trust's response to your request, you have the right to request an internal review. Please write to the Freedom of Information Department ([esh-tr.foi@nhs.net](mailto:esh-tr.foi@nhs.net)), quoting the above reference, within 40 working days. The Trust is not obliged to accept an internal review after this date.

Should you still be dissatisfied with your FOI request, you have the right of complaint to the Information Commissioner at the following address:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF

Telephone: 0303 123 1113

Yours sincerely

Freedom of Information Department  
[esh-tr.foi@nhs.net](mailto:esh-tr.foi@nhs.net)

## Mandatory Training for Healthcare Support Workers and Trained Nurses working in TWS

Certification Title		Frequency	Format	Approximate Duration (This is a guide only and individuals may take more/less time as necessary to complete)	Audience (Training Requirement)
Fire Safety	CSTF	Annual	eLearning	1 hr (15 minutes for assessment only)	All Staff
Information Governance and Data Protection	CSTF	Annual	eLearning	1 hr (15 minutes for assessment only)	All Staff
Equality, Diversity and Human Rights	CSTF	3-yearly	eLearning	1 hr (15 minutes for assessment only)	All Staff
Health & Safety Level 1	CSTF	3-yearly	eLearning	1 hr (15 minutes for assessment only)	All Staff
Infection Control Level 2	CSTF	Annual	eLearning	1 hr (15 minutes for assessment only)	All TWS Clinical Staff
Conflict Resolution	CSTF	3-yearly	eLearning	1 hr (15 minutes for assessment only)	All TWS Clinical staff

Preventing Radicalisation - Basic Awareness	CSTF	3-yearly	eLearning	1 hr (15 minutes for assessment only)	TWS Healthcare Support Workers
Preventing Radicalisation - Awareness (L3)	CSTF	3-yearly	eLearning	1 hr (15 minutes for assessment only)	TWS Registered Staff
Moving and Handling Level 1	CSTF	3-yearly	eLearning	1 hr (15 minutes for assessment only)	All Staff
Moving and Handling Level 2 - 2 yearly	CSTF	2-yearly	Practical Classroom	1.5 hours	All Clinical TWS Staff
Patient Safety Level 1		3-yearly	eLearning	30 minutes	All Staff
Resuscitation (BLS)	CSTF	Annual	Videos/Knowledge Check	30 minutes	All Clinical TWS Staff
Safeguarding Think Family Level 2 (adults & children)	CSTF	3-yearly	eLearning	2 hrs	TWS Healthcare Support Workers
Safeguarding Think Family Level 3 (adults & children)	CSTF	3-yearly	eLearning/Webinar or F2F	Aprox 2 hrs for eLearning & 3 hrs Webinar	TWS Registered Staff
Mental Capacity Act (MCA)		3-yearly	eLearning	1 hr (15 minutes for assessment only)	All Clinical Staff
Deprivation of Liberty Safeguards (DoLs)		3-yearly	eLearning	1 hr (15 minutes for assessment only)	All Clinical Staff
Oliver McGowan Mandatory Training on Learning Disability and Autism Tier 1		3-yearly	eLearning and Webinar	Approx 1.5 hrs eLearning – webinar not yet	All Staff

				confirmed or available	
Looked After Children Level 2		3-yearly	eLearning	1 hour	All TWS clinical staff
Blood Transfusion		Annual	Webinar	1 hour	All TWS Clinical Staff
Oxygen (safe use)		3-yearly	eLearning	30 minutes	All TWS Clinical Staff
End of Life Care Level 2		3-yearly	Classroom	3 Hours	All TWS Clinical Staff
Falls Prevention		3-yearly	eLearning	3 hours	All TWS Clinical Staff
Wound Care Level 1		3-yearly	eLearning	1 hr (15 minutes for assessment only)	All TWS Clinical Staff
Dementia Awareness Tier 1		Once Only	eLearning	20 minutes	All Staff