Policy · WRK-POL-004 · Version 1.0 · Approved by the ASF Expert Committee

Supports: 2E.9

At a glance

- Maximum working hours and minimum rest are set in writing for every role.
- Rotas are checked against these limits before they are published.
- Any excess is reported the same week and reviewed.
- Staff are never asked to work beyond safe limits to cover a gap without a recorded decision.
- Stop and get help straight away if: a staff member is working beyond the maximum hours with no recorded decision.

1. Purpose

To set working hours and rest so that staff can work safely, and to make excess visible and reviewed [EC].

2. Scope

Applies to	All workforce members, including locums and bank staff
Locations	All services
When	Always; limits checked for every rota
Does not apply to	Voluntary extra shifts within the limits

3. Definitions

Term	Meaning
Maximum hours	The longest working time allowed in a set period, as set in the policy
Minimum rest	The rest period required between shifts, as set in the policy
Excess	Hours or rest beyond or below the set limits

4. Background

Fatigue increases error and harm to patients and to staff. Written limits and checked rotas are the basic protection.

5. Responsibilities

Role	Responsibility	Competence
Chief executive	Approves the limits	Executive
Rota managers	Build rotas within the limits and check them before publishing	Management
Staff member	Reports fatigue and excess hours	Own role

6. Materials and equipment

Item	Requirement	Condition
Rota and working hours log (WRK-REG-004)	Current	Updated each week

7. Safety

- A staff member who is too tired to work safely must not start or continue a shift. This is never a disciplinary matter.

8. Before you start

- Confirm the maximum hours and minimum rest for each role are set and approved.

9. Procedure

Step 1. Set the limits.

- Set maximum hours and minimum rest for each role.
- Publish them to all staff in writing.

Key point: A limit that is not written cannot be checked.

Step 2. Build and check the rota.

- Check each rota against the limits before publishing.
- Record the check in WRK-REG-004.

Key point: Check before, not after.

Step 3. Record and report any excess.

- Record each excess with the reason, the person and the time.
- Report it to the rota manager the same week.

Key point: Excess is recorded whether or not it is agreed.

Step 4. Review.

- Review each excess at the monthly meeting.
- Change the rota or the staffing where a pattern is found.

Key point: A pattern means the staffing is wrong, not the people.

10. Decision points

- Where cover cannot be found within the limits, the clinical director decides and records the decision, the hours and the review date.

11. Special situations

Situation	Action
Emergency	Extra hours are allowed for a set time, with a recorded decision and a rest period afterwards.

12. Escalation

- Any shift beyond the maximum without a recorded decision is reported to the chief executive the same day.

13. Monitoring

Measure	Target	Frequency	Owner	If not met
Rotas checked before publishing	100%	Weekly	Rota managers	Escalate to clinical director
Excess recorded with reason	100%	Monthly	Rota managers	Escalate to chief executive
Rest periods respected	At least 70%	Monthly	Rota managers	Review rota

14. Records

Record	Kept in	Retention
WRK-REG-004 Rota and working hours log	Rota office	3 years

15. Training

- Rota managers are trained in the limits and in recording excess at appointment.

16. Related documents

ID	Title	Use
WRK-REG-004	Rota and working hours log	Record used in step 2
WRK-POL-003	Occupational health, safety and wellbeing policy	Health and safety policy

17. Evidence

Reference	Note
E-006	ASF Policy Framework v1.2. Adapted.
E-009	ASF Expert Committee consensus. Limits set by the ASF Expert Committee by the Committee and by national law.

18. Change history

Version	Date	What changed	Approval
1.0	the date of approval	First version	set Expert Committee approval

E-learning for this document

No e-learning course is linked to this document yet.

Planned course: New course planned.

References

- Accréditation Sans Frontières (2026). ASF Policy Framework v1.2. (E-006)
- Accréditation Sans Frontières (2026). ASF Expert Committee consensus on Standard 1. (E-009)

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