

Ref: FOI/GS/ID 5363

Please reply to:
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02 May 2019

Freedom of Information Act 2000

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to the Use of Staff Banks.

You asked:

1a) - please can you confirm whether your Trust has either

a) an in-house staff bank or

b) outsourced staff bank or

c) other service provision or

d) not applicable, i.e. staff not required by the Trust, for the following staff groups:

- administrative services staff

- allied health professionals

- emergency services staff

- health science services staff

- 'registered' nursing and midwifery staff

- 'unregistered' nursing and midwifery staff

- medical and dental staff

- personal social services staff

- support services staff.

*If would be helpful to me if you could please reply in the following format:
administrative services staff = c; allied health professionals = a; emergency services staff = d and so on.*

1b) - where you have not answered a) (an in house staff bank) to question 1a), please elaborate as follows:

i) if any staffing category has received an answer of b) (an outsourced staff bank), please confirm the name of the outsourced staff bank service provider. For example, this could be either NHS Professionals or Pulse Healthcare Ltd.

trading as Bank Partners or Reed Specialist Recruitment Ltd. or other service provider.

ii) if any staffing category has received an answer of c) (other service provision), please confirm the nature of the other service provision. For example, this could be full, or in part, reliance on agency staff.

It would be helpful to me if you could please reply in the following format: administrative services staff = c, reliance on agencies; nursing and midwifery staff = b, name of outsourced staff bank service provider and so on

2a) - where you have answered b) (an outsourced staff bank) to question no.

1a), please confirm whether - in line with the Public Contract Regulations 2015 - you have entered a contract with that service provider under either:

a) a locally procured contract; or

b) called-off from an NHS accessible framework agreement, such as Crown Commercial Services RM1072 Workforce management services or Healthtrust Europe Total workforce solutions framework; or

c) other

Where you have not entered a contract, please confirm accordingly.

2b) - where you have answered b) (called-off from an NHS accessible framework) to question no. 2a), please confirm the framework, for example, Crown Commercial Services RM1072 Workforce management services framework.

2c) - where you have answered c) (other) to question no. 2a), please elaborate.

2d) - where you have entered into a contract, for the most recent 12 month period, i.e financial year 2018/19, please confirm the contract's :

a) overall annual value (£/pence excl. VAT). For example, £1 million excl. VAT.

Please note that this request is in relation to the provision of outsourced staff bank services only and should include any annual management fees, operational (transaction) costs, i.e. volume related hourly fees for the provision of bank workers and/or agency workers. Please do not include any other agency related spend.

b) overall annual value by staffing type (£/pence excl. VAT), for example, 'qualified' nursing and midwifery staff = £250,000 excl. VAT; 'unregistered' nursing and midwifery staff = £150,000 excl. VAT and so on.

Please note that this request is in relation to the provision of outsourced staff bank services only and should include operational (transaction) costs, i.e. volume related hourly fees for the provision of bank workers and/or agency workers. Please do not include any other agency related spend.

2e) - where you have entered into a contract, please confirm the contract's:

a) commencement date;

b) expiry date of any initial term; and

c) expiry date of any applicable extension periods if taken.

For example, if the contract entered commenced on 1st April 2018 for an initial period of 2 years with an option to extend by up to 2 years, then I would be looking for your reply to be as follows:

a) 01/04/2018;

b) 31/03/2020;

c) 31/03/2022.

2f) - where your contract's initial or extended term is due to expire in the next 12 months, i.e. during financial year 2019/20, please confirm whether your Trust intends to:

- a) bring the outsourced managed staff bank service back in-house; or
- b) establish another local procured contract, advertising the business opportunity in line Public Contract Regulations 2015; or
- c) call-off again from an NHS accessible framework agreement, such as Crown Commercial Services or Healthtrust Europe.

2g) - where you have answered c) (call-off again from an NHS accessible framework) to question no. 2f), please confirm the framework the Trust is likely to use, for example, Healthtrust Europe Total workforce solutions framework. If not yet known, please confirm accordingly.

2h) - where you have answered c) (call-off from an NHS accessible framework) to question no. 2f), please confirm whether this outsourced staff bank contract shall be:

- a) relevant to the Trust only; or
- b) a collaborative contract including other trusts from across your and/or neighbouring STP's footprint?

3 - for the most recent 12 month period, i.e. financial year 2018/19, please confirm the effectiveness of the Trust's staff bank as follows:

- a) monthly bank filled rate, broken down by staff type. For example, registered nursing and midwifery staff = 40%; and
- b) monthly agency filled rate, broken down by staff type. For example, registered nursing and midwifery staff = 40%; and
- c) monthly unfilled rate, broken down by staff type. For example, registered nursing and midwifery staff = 20%.

Where this monthly information is not readily available, please provide an annual average percentage rate instead.

4a) - please can you confirm either 'Yes' or 'No' whether:

- i) there is a member, or members, of your Trust's Board who is accountable for the effective management of temporary staffing and in turn the reduction of agency spend? making effective use of staff banks overseeing the use of temporary staff; and
- ii) temporary staff usage is regularly discussed at Board meetings?

4b) - where you have answered yes to question 4a)i) (there is an accountable member, or members, of your Trust's Board), can you please tell me whether the relevant persons concerned are either:

- a) a non-executive; or
- b) an employee of the Trust? If a Trust employee, please elaborate by confirming the role (not their name) of that person within the Trust.

Trust response:

Please see the following table.

1a) - please can you confirm whether your Trust has either	a) an in-house staff bank	b) outsourced staff bank	c) other service provision	d) not applicable
administrative services staff	Y			
allied health professionals	Y			
emergency services staff	Y			
health science services staff	Y			
registered ¹ nursing and midwifery staff	Y			

'unregistered' nursing and midwifery staff	Y			
medical and dental staff	Y			
personal social services staff	Y			
support services staff.	Y			
1b) - where you have not answered a) (an in house staff bank) to question 1a), please elaborate as follows:	i) if any staffing category has received an answer of b) (an outsourced staff bank), please confirm the name of the outsourced staff bank service provider. For example, this could be either NHS Professionals or Pulse Healthcare Ltd. trading as Bank Partners or Reed Specialist Recruitment Ltd. or other service provider.	ii) if any staffing category has received an answer of c) (other service provision), please confirm the nature of the other service provision. For example, this could be full, or in part, reliance on agency staff.		
administrative services staff				
allied health professionals				
emergency services staff				
health science services staff				
registered' nursing and midwifery staff				
'unregistered' nursing and midwifery staff				
medical and dental staff				
personal social services staff				
support services staff.				
2a) - where you have answered b) (an outsourced staff bank) to question no. 1a), please confirm whether - in line with the Public Contract Regulations 2015 - you have entered a contract with that service provider under either:	a) a locally procured contract	b) called-off from an NHS accessible framework agreement, such as Crown Commercial Services RM1072 Workforce management services or Healthtrust Europe Total workforce solutions framework	c) other	
administrative services staff				
allied health professionals				
emergency services staff				
health science services staff				
registered' nursing and midwifery staff				
'unregistered' nursing and midwifery staff				
medical and dental staff				
personal social services staff				
support services staff.				
2b) - where you have answered b) (called-off from an NHS accessible framework) to question no. 2a), please confirm the framework, for example, Crown Commercial Services RM1072 Workforce management services framework				
administrative services staff				
allied health professionals				
emergency services staff				
health science services staff				
registered' nursing and midwifery staff				
'unregistered' nursing and midwifery staff				
medical and dental staff				
personal social services staff				
support services staff.				
2c) - where you have answered c) (other) to question no. 2a), please elaborate.				
administrative services staff				
allied health professionals				

emergency services staff			
health science services staff			
registered' nursing and midwifery staff			
'unregistered' nursing and midwifery staff			
medical and dental staff			
personal social services staff			
support services staff.			
2d) - where you have entered into a contract, for the most recent 12 month period, i.e financial year 2018/19, please confirm the contract's:	a) overall annual value (£/pence excl. VAT). For example, £1 million excl. VAT. Please note that this request is in relation to the provision of outsourced staff bank services only and should include any annual management fees, operational (transaction) costs, i.e. volume related hourly fees for the provision of bank workers and/or agency workers. Please do not include any other agency related spend.	b) overall annual value by staffing type (£/pence excl. VAT), for example, 'qualified' nursing and midwifery staff = £250,000 excl. VAT; 'unregistered' nursing and midwifery staff = £150,000 excl. VAT and so on. Please note that this request is in relation to the provision of outsourced staff bank services only and should include operational (transaction) costs, i.e. volume related hourly fees for the provision of bank workers and/or agency workers. Please do not include any other agency related spend.	
administrative services staff			
allied health professionals			
emergency services staff			
health science services staff			
registered' nursing and midwifery staff			
'unregistered' nursing and midwifery staff			
medical and dental staff			
personal social services staff			
support services staff.			
2e) - where you have entered into a contract, please confirm the contract's:	a) commencement date	b) expiry date of any initial term	c) expiry date of any applicable extension periods if taken
administrative services staff			
allied health professionals			
emergency services staff			
health science services staff			
registered' nursing and midwifery staff			
'unregistered' nursing and midwifery staff			
medical and dental staff			
personal social services staff			
support services staff.			

2f) - where your contract's initial or extended term is due to expire in the next 12 months, i.e. during financial year 2019/20, please confirm whether your Trust intends to:	a) bring the outsourced managed staff bank service back in-house	b) establish another local procured contract, advertising the business opportunity in line Public Contract Regulations 2015	c) call-off again from an NHS accessible framework agreement, such as Crown Commercial Services or Healthtrust Europe
administrative services staff			
allied health professionals			
emergency services staff			
health science services staff			
registered' nursing and midwifery staff			
'unregistered' nursing and midwifery staff			
medical and dental staff			
personal social services staff			
support services staff.			
2g) - where you have answered c) (call-off again from an NHS accessible framework) to question no. 2f), please confirm the framework the Trust is likely to use, for example, Healthtrust Europe Total workforce solutions framework. If not yet known, please confirm accordingly.			
administrative services staff			
allied health professionals			
emergency services staff			
health science services staff			
registered' nursing and midwifery staff			
'unregistered' nursing and midwifery staff			
medical and dental staff			
personal social services staff			
support services staff.			
2h) - where you have answered c) (call-off from an NHS accessible framework) to question no. 2f), please confirm whether this outsourced staff bank contract shall be:	a) relevant to the Trust only	b) a collaborative contract including other trusts from across your and/or neighbouring STP's footprint?	
administrative services staff			
allied health professionals			
emergency services staff			
health science services staff			
registered' nursing and midwifery staff			
'unregistered' nursing and midwifery staff			
medical and dental staff			
personal social services staff			
support services staff.			
3 - for the most recent 12 month period, i.e. financial year 2018/19, please confirm the effectiveness of the Trust's staff bank as follows: Where this monthly information is not readily available, please provide an annual average percentage rate instead.	a) monthly bank filled rate, broken down by staff type. For example, registered nursing and midwifery staff = 40%;	b) monthly agency filled rate, broken down by staff type. For example, registered nursing and midwifery staff = 40%;	c) monthly unfilled rate, broken down by staff type. For example, registered nursing and midwifery staff = 20%.
administrative services staff	88.6%	6.7%	4.7%
allied health professionals	22.8%	67.7%	9.6%
emergency services staff	n/a (accounted for in other groups)	n/a (accounted for in other groups)	n/a (accounted for in other groups)

health science services staff	59.4%	31.9%	8.7%
registered' nursing and midwifery staff	44.4%	35.7%	19.9%
'unregistered' nursing and midwifery staff	96.4%	0.1%	3.5%
medical and dental staff	36.4%	42.3%	20.4%
personal social services staff	n/a (accounted for in other groups)	n/a (accounted for in other groups)	n/a (accounted for in other groups)
support services staff.	n/a (accounted for in other groups)	n/a (accounted for in other groups)	n/a (accounted for in other groups)
4a) - please can you confirm either 'Yes' or 'No' whether:	i) there is a member, or members, of your Trust's Board who is accountable for the effective management of temporary staffing and in turn the reduction of agency spend? making effective use of staff banks overseeing the use of temporary staff	ii) temporary staff usage is regularly discussed at Board meetings?	
administrative services staff	Yes	Yes	
allied health professionals	Yes	Yes	
emergency services staff	Yes	Yes	
health science services staff	Yes	Yes	
registered' nursing and midwifery staff	Yes	Yes	
'unregistered' nursing and midwifery staff	Yes	Yes	
medical and dental staff	Yes	Yes	
personal social services staff	Yes	Yes	
support services staff.	Yes	Yes	
4b) - where you have answered yes to question 4a)i) (there is an accountable member, or members, of your Trust's Board), can you please tell me whether the relevant persons concerned are either	a) a non-executive	b) an employee of the Trust? If a Trust employee, please elaborate by confirming the role (not their name) of that person within the Trust	
administrative services staff	No	Director of Workforce	
allied health professionals	No	Director of Workforce	
emergency services staff	No	Director of Workforce	
health science services staff	No	Director of Workforce	
registered' nursing and midwifery staff	No	Director of Workforce	
'unregistered' nursing and midwifery staff	No	Director of Workforce	
medical and dental staff	No	Director of Workforce	
personal social services staff	No	Director of Workforce	
support services staff.	No	Director of Workforce	