Ref: FOI/GS/ID 6026

Please reply to:
FOI Administrator
Trust Management
Maidstone Hospital
Hermitage Lane
Maidstone, Kent
ME16 9QQ
Email: mtw-tr.foiadmin@nhs.net

20 March 2020

Freedom of Information Act 2000

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

You asked:
Please answer the below questions in relation to your organisations staff bank utilisation for each staffing group.
1a. Does your organisation have staff bank? (an entity of staff managed by either the organisation or a third-party, who are temporarily contracted to take on shifts)
"1b. If yes, what type of bank is in place:
i) Internal bank supported by third-party technology
ii) Managed bank
iii) Outsourced bank
iv) In-house (no third-party involved, possibly managed on Excel) "
2a. What is the monthly average number of workers (headcount) on the bank in the last 12 months?
2b. What is the monthly average utilisation rate for your bank in the last 12 months? (calculated based on the % of vacant shifts filled by bank workers)
2c. What is the average utilisation rate for your bank in November 2019?
2d. What is the average utilisation rate for your bank in December 2019?
2e. What is the average utilisation rate for your bank in January 2020?
Please answer the below questions in relation to the organisations staff bank supplier for each staffing group
3a. Please state the name of the third-party supplier(s) used to manage the supply of your bank staff, inclusive of any outsourced or managed arrangements (i.e. NHSP, Patchwork, Allocate, Liaison, PlusUs, Locum's Nest etc.)
3b. Please state the name of the software used to book and manage your bank staff (i.e. NHSP:Connect, TempRE Bank, Allocate BankStaff etc.)

3c. Do your bank workers book shifts via a mobile app? If yes, please state the name of the app being used
3d. Do your bank workers submit electronic timesheets using the software?
3e. Does your organisation make use of an API (Application Programming Interface) i.e. allows for interaction/communication with other software.
3ei. If yes to the above, please state the software integrations that are currently being utilised e.g. Ryalto with NHSP, Reed with Patchwork etc.
4a. What framework was used to procure the supplier?
4b. What is the contract start date? (dd/mm/yy)
4c. What is the contract end date? (dd/mm/yy)
4d. What was the average monthly fee paid to the supplier in the last 12 months?
4e. What is the pricing structure of the fees paid to the supplier? I.e. % of costs processed, fixed transactional fee, license fee etc.

Trust response:
Please note - Under Section 21 of the Act we are not required to provide information in response to a request if the information is already reasonably accessible to you. The information you requested is available from the trust website using the following link/s:
ID 5363 - http://www.mtw.nhs.uk/wp-content/uploads/2019/05/Use-of-Staff-Banks.-020519.pdf
ID 5769 - http://www.mtw.nhs.uk/wp-content/uploads/2020/01/Staff-bank-management.-091019.pdf
ID 5789 - http://www.mtw.nhs.uk/wp-content/uploads/2020/01/Bank-and-Agency-Staffing.-181019.pdf

** The Trust is applying Section 43(2) FOIA which provides an exemption from disclosure of further detailed information which would or would be likely to, prejudice the commercial interests of any person (including the public authority holding it). This is a qualified exemption, and is therefore subject to the public interest test.
The Trust believes that the information requested is of an amount which may identify the items or services provided which would be likely to damage the company's ability to win new business opportunities for their services and products and to perform them within a commercially competitive market.
The Trust has concluded that the public interest in maintaining the exemption, and therefore protecting the commercial interests of the suppliers and preserving its ability to compete fairly in a commercial market, outweighs the public interest in disclosure in this case.
Supplier Transactions
All NHS bodies are required to publish details of individual invoices and transactions that are over £25,000. This is in response to guidance from HM Treasury which sets out the scope of the data. Details can be found on our website using the following link: www.mtw.nhs.uk/about-us/our-quality-story/finance/

Please answer the below questions in relation to your organisations staff bank utilisation for each staffing group	Medical & Dental	Allied Health Professionals (AHPs)	Nursing & Midwifery	Non-Medical Non-Clinical (including admin and estates)
1a. Does your organisation have staff bank? (an entity of staff managed by either the organisation or a third-party, who are temporarily contracted to take on shifts)	See ID 5363 Q1a	See ID 5363 Q1a	See ID 5363 Q1a	See ID 5363 Q1a
1b. If yes, what type of bank is in place: i) Internal bank supported by third-party technology ii) Managed bank iii) Outsourced bank iv) In-house (no third-party involved, possibly managed on Excel)	See ID 5363 Q1a	See ID 5363 Q1a	See ID 5363 Q1a	See ID 5363 Q1a
2a. What is the monthly average number of workers (headcount) on the bank in the last 12 months?	468	73	1168	398
2b. What is the monthly average utilisation rate for your bank in the last 12 months? (calculated based on the % of vacant shifts filled by bank workers)	See ID 5789 Q2	See ID 5789 Q2	See ID 5789 Q2	See ID 5789 Q2
2c. What is the average utilisation rate for your bank in November 2019?	50%	21.30%	52.00%	89.90%
2d. What is the average utilisation rate for your bank in December 2019?	56.20%	33.30%	48.80%	92.40%
2e. What is the average utilisation rate for your bank in January 2020?	56.85%	34.14%	55.88%	93.68%
Please answer the below questions in relation to the organisations staff bank supplier for each staffing group	Medical & Dental	Allied Health Professionals (AHPs)	Nursing & Midwifery	Non-Medical Non-Clinical (including admin and estates)
3a. Please state the name of the third-party supplier(s) used to manage the supply of your bank staff, inclusive of any outsourced or managed arrangements (i.e. NHSP, Patchwork, Allocate, Liaison, PlusUs, Locum's Nest etc)	See ID 5769 Q1	See ID 5769 Q1	See ID 5769 Q1	See ID 5769 Q1
3b. Please state the name of the software used to book and manage your bank staff (i.e. NHSP:Connect, TempRE Bank, Allocate BankStaff etc.)	See ID 5769 Q1	See ID 5769 Q1	See ID 5769 Q1	See ID 5769 Q1

3c. Do your bank workers book shifts via a mobile app? If yes, please state the name of the app being used	No	Allocate EOL	Allocate EOL	Allocate EOL
3d. Do your bank workers submit electronic timesheets using the software?	No	No	No	No
3e. Does your organisation make use of an API (Application Programming Interface) i.e. allows for interaction/communication with other software.	No	No	No	No
3ei. If yes to the above, please state the software integrations that are currently being utilised e.g. Ryalto with NHSP, Reed with Patchwork etc.	Not applicable	Not applicable	Not applicable	Not applicable
4a. What framework was used to procure the supplier?		HTE Framework	HTE Framework	HTE Framework
4b. What is the contract start date? (dd/mm/yy)		Aug-18	Aug-18	Aug-18
4c. What is the contract end date? (dd/mm/yy)		Aug-21	Aug-21	Aug-21
4d. What was the average monthly fee paid to the supplier in the last 12 months?	Commercially sensitive data **			
4e. What is the pricing structure of the fees paid to the supplier? I.e. % of costs processed, fixed transactional fee, license fee etc.	Commercially sensitive data **			

The Trust believes that the information in the previous responses answers the questions raised and have added the relevant question number to our response.