

30 May 2019

Information Rights & Compliance Team  
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Our Ref: FOI/03244

Thank you for your request concerning our use of bank staff.

Your request has been considered and processed in accordance with the requirements of the Freedom of Information (FOI) Act 2000.

- 1a) Please can you confirm whether your Trust has either an**
- a) 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:**

**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.**

administrative services staff	a
allied health professionals	a
emergency services staff	d
health science services staff	d
'registered' nursing and midwifery staff	a
'unregistered' nursing and midwifery staff	a
medical and dental staff	a
personal social services staff	d
support services staff	a

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

**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**

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.	Not applicable
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.	Not applicable

- 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:**

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

a) a locally procured contract	Not applicable
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	Not applicable
c) other	Not applicable

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.**

Not applicable

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

Not applicable

- 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.

Not applicable

- 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.

Not applicable

**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.

Not applicable

**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.**

Not applicable

**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?

Not applicable

**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.

Please see next page.

Total Shifts Nursing RN/HCA												
	April	May	Jun	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Bank %	73.2%	74.4%	74.6%	75.2%	76.8%	45.4%	76.5%	76.3%	77.0%	76.8%	77.7%	77.6%
Agency %	19.2%	20.7%	17.6%	16.3%	15.2%	50.1%	16.5%	17.3%	15.6%	14.3%	13.1%	15.1%
Unfilled %	7.6%	4.9%	7.8%	8.5%	8.0%	4.5%	7.0%	6.4%	7.5%	9.0%	9.3%	7.2%

Total Shifts Admin												
	April	May	Jun	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Bank %	86.9%	84.4%	80.1%	78.0%	42.9%	46.0%	90.7%	90.4%	86.7%	85.9%	86.1%	88.9%
Agency %	6.6%	8.3%	11.9%	13.0%	4.5%	2.5%	4.3%	5.0%	4.7%	7.4%	6.0%	5.3%
Unfilled %	6.5%	7.3%	7.9%	8.9%	52.7%	51.5%	5.0%	4.5%	8.6%	6.7%	7.9%	5.8%

Total Shifts AHP												
	April	May	Jun	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Bank %	74.3%	81.7%	79.5%	81.5%	48.2%	90.4%	77.3%	87.5%	93.4%	90.2%	86.8%	81.8%
Agency %	8.3%	10.8%	9.5%	9.3%	48.2%	9.6%	19.3%	12.5%	6.6%	9.8%	13.2%	12.2%
Unfilled %	17.4%	7.5%	11.0%	9.3%	3.6%	0.0%	3.4%	0.0%	0.0%	0.0%	0.0%	6.0%

Total Shifts Social Workers												
	April	May	Jun	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Bank %	34.7%	49.3%	56.9%	47.6%	42.6%	47.0%	54.7%	50.4%	56.4%	48.8%	61.9%	58.7%
Agency %	36.7%	39.5%	33.6%	46.2%	57.4%	53.0%	45.3%	43.0%	37.6%	27.1%	28.4%	21.2%
Unfilled %	28.6%	11.2%	9.5%	6.3%	0.0%	0.0%	0.0%	6.6%	6.0%	24.1%	9.7%	20.1%

**Medical Doctors (internal bank – pilot scheme)**

<b>Month/Year</b>	<b>Bank shifts filled</b>	<b>Agency Shifts filled</b>	<b>Shifts Unfilled</b>	<b>Total Shifts</b>	<b>Bank Fill %</b>
<b>Apr-18</b>	20	7	12	39	51.3
	7	0	0	7	100.0
<b>May-18</b>	6	4	5	15	40.0
	8	4	1	13	61.5
<b>Jun-18</b>	8	0	3	11	72.7
	14	0	0	14	100.0
<b>Jul-18</b>	13	0	12	25	52.0
	9	3	2	14	64.3
<b>Aug-18</b>	6	0	0	6	100.0
	11	0	0	11	100.0
<b>Sep-18</b>	9	0	1	10	90.0
	9	2	0	11	81.8
<b>Oct-18</b>	5	0	2	7	71.4
	5	0	0	5	100.0
<b>Nov-18</b>	2	5	1	8	25.0
	3	0	2	5	60.0

<b>Dec-18</b>	6	3	2	11	54.5
	5	0	0	5	100.0

<b>Jan-19</b>	15	0	2	17	88.2
	6	1	0	7	85.7

<b>Feb-19</b>	15	2	5	22	68.2
	9	0	0	9	100.0

<b>Mar-19</b>	13	2	11	26	50.0
	6	0	0	6	100.0

<b>TOTAL</b>					
Apr18 / Mar 19	210	33	61	304	69.1

4a) Please can you confirm 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**

Yes, please follow this [link](#) to our website where you can find the responsibilities of our executive team<sup>1</sup>.

- ii) **temporary staff usage is regularly discussed at Board meetings?**

Yes, please follow this [link](#) to all our published board papers<sup>1</sup>.

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.

Please follow the link provided under 4a) i).

Should you require further clarification, please do not hesitate to contact me.

Please find enclosed an information sheet regarding copyright protection and the Trust's complaints procedure in the event that you are not satisfied with the response.

Yours sincerely

*Sue Smith*

**Sue Smith  
Information Rights Officer**

Enc: Copyright Protection and Complaints Procedure Information Leaflet.

If you would like to complete a short survey in relation to your Freedom of Information request please scan the QR code below or click [here](#).



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<sup>1</sup> Section 21 – Information is accessible through other means has been applied