

Our Ref: NG/RM/24138
Date: 15th May 2024

Nicola Griffiths
Deputy Director of Governance
North Staffordshire Combined Healthcare NHS Trust
Lawton House
Bellringer Road
Trentham
ST4 8HH

Reception: 0300 123 1535

Dear

Freedom of Information Act Request

I am writing in response to your e-mail of the 12th April 2024. Your request has been processed using the Trust's procedures for the disclosure of information under the Freedom of Information Act (2000).

Requested information:

Under the Freedom of Information Act 2000, could you please provide me with the below information in relation to your Temporary Staffing Workforce Systems for the Fiscal Year 2023-2024.

Please see Appendix 1 attached.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review of the management of your request. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Dr Buki Adeyemo, Chief Executive, North Staffordshire Combined Healthcare Trust, Trust Headquarters, Lawton House, Bellringer Road, Trentham, ST4 8HH. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely



Nicola Griffiths
Deputy Director of Governance

Filled Shifts vs. Unfilled Shifts				
FY 2023/2024	Medical & Dental	Allied Health Professionals (AHPs) including Scientific, Therapeutic and Technical Staff	Nursing & Midwifery including Health Care Assistants (HCAs)	Non-Medical Non-Clinical (NMNC) including Admin & Clerical and Estates & Facilities
Number of Shifts Filled by Staff Bank	284	74	15885	229
Number of Shifts Filled by Agency	0	775.5	52184.75	0
Number of Shifts Unfilled	0	90	13124	30

Staff Bank				
FY 2023/2024	Medical & Dental	Allied Health Professionals (AHPs) including Scientific, Therapeutic and Technical Staff	Nursing & Midwifery including Health Care Assistants (HCAs)	Non-Medical Non-Clinical (NMNC) including Admin & Clerical and Estates & Facilities
Total Bank Spend	£565k	£172k	£4,388k	£105k
Number of Bank Hours Worked		74	15771	216
Name of Staff Bank Provider(s)*	In-House	In-House	In-House	In-House
Contract Expiry Date with Provider(s)	N/A	N/A	N/A	N/A
Type of Staff Bank(s) Procured**	N/A	Local Bank	Local Bank	Local Bank
Type of Bank Service(s) Procured***	N/A	N/A	N/A	N/A
Contact Name****	Medical Staffing Manager	E-Rostering and Temporary Staffing Manager	E-Rostering and Temporary Staffing Manager	E-Rostering and Temporary Staffing Manager

For Medical staffing- The Trust does not hold this information in a reportable format for the time period specified, to supply this information would require a manual trawl. We believe that the cost of collating the information in order to respond to your request would exceed the threshold of £450 as defined by the Freedom of Information and Data Protection (Appropriate limit Fees) Regulations 2004. As a result, we are refusing your request under Section 12 of the Freedom of Information 2000.

Staff names email addresses are exempt as they constitute personal data and would contravene the principles of the Data Protection Act 2018 (in accordance with qualified exemption S40 (2)(a) of the FOI Act).

* If a staff bank is not currently utilised, please state 'No Provider'. If a staff bank is solely managed in-house and with no staff bank technology procured, please state 'In-House'.

** Please advise of the type of staff bank(s) provided by the staff bank provider(s). Please state 'Local Bank Only' or please state 'Collaborative Bank' if a regional bank has been procured. Please state 'Both' if both have been procured.

*** Please advise of the type of bank service(s) procured with the staff bank provider(s). Please state 'Managed Service' if the staff bank provider(s) help grow and/or engage and/or retain the bank, or please state if a 'Technology Only' service is procured.

**** Please provide the name of the lead responsible person who looks after the staff bank(s). If there are multiple people for each staffing group, please name each relevant person.

Agency				
FY 2023/2024	Medical & Dental	Allied Health Professionals (AHPs) including Scientific, Therapeutic and Technical Staff	Nursing & Midwifery including Health Care Assistants (HCAs)	Non-Medical Non-Clinical (NMNC) including Admin & Clerical and Estates & Facilities
Total Agency Spend	£2539k	£26k	£2,589k	£274k
Number of Agency Hours Worked	15340		1997.4	
Name of Agency Staffing Provider or PSL*	Retinue	PSL	Day Webster Thornbury	PSL
Contract Expiry Date with Provider	08/10/2024	N/A	31.10.2024 No contract with Thornbury	N/A
Name of Vendor Management System (VMS) Provider**	Retinue	N/A	Day Webster Thornbury	N/A
Contract Expiry Date with Provider	08/10/2024	N/A	31.10.2024 No contract with Thornbury	N/A
Contact Name***	Medical Staffing Manager	N/A	E-Rostering and Temporary Staffing Manager	N/A

For AHP and NMNC data- The Trust does hold this information but not a reportable format as clinical areas source their own agency staff, to supply this information would require a manual trawl of individual invoices. We believe that the cost of collating the information in order to respond to your request would exceed the threshold of £450 as defined by the Freedom of Information and Data Protection (Appropriate limit Fees) Regulations 2004. As a result, we are refusing your request under Section 12 of the Freedom of Information 2000

Staff names email addresses are exempt as they constitute personal data and would contravene the principles of the Data Protection Act 2018 (in accordance with qualified exemption S40 (2)(a) of the FOI Act).

* Please provide the name of the neutral vendor (NV) or master vendor (MV) managed service provider/agency staffing provider, or if Preferred Supplier List in place, please state 'PSL'. If there is no provider or PSL, please state 'No Provider'.

** Please provide the name of the VMS technology provider. If same as agency staffing provider above, please state 'Same As Above'. If no VMS technology is currently utilised for agency cascade, please state 'No Provider'.

*** Please provide the name of the lead responsible person who looks after temporary agency staffing. If there are multiple people for each staffing group, please name each relevant person.

Direct Engagement (DE) - in relation to VAT saving on agency spend				
FY 2023/2024	Medical & Dental	Allied Health Professionals (AHPs) including Scientific, Therapeutic and Technical Staff	Nursing & Midwifery including Health Care Assistants (HCAs)	Non-Medical Non-Clinical (NMNC) including Admin & Clerical and Estates & Facilities
Name of DE Provider*	Retinue	N/A	N/A	N/A
Type of DE Service Procured**	Managed Service	N/A	N/A	N/A
DE Payroll Responsibility***	In-house	N/A	N/A	N/A
Contract Expiry Date with Provider	08/10/2024	N/A	N/A	N/A
% of Agency Workers on DE Contracts	100	N/A	N/A	N/A
Total VAT Saving (€) Achieved****	£250,019.00	N/A	N/A	N/A
Contact Name*****	Medical Staffing Manager	N/A	N/A	N/A

Staff names email addresses are exempt as they constitute personal data and would contravene the principles of the Data Protection Act 2018 (in accordance with qualified exemption S40 (2)(a) of the FOI Act).

* If a DE model is not currently utilised, please state 'No Provider'. If a DE model is utilised, but not via a DE provider as managed fully in-house, please state 'In-House'.

** Please advise of the type of DE service procured with the DE provider. Please state if the DE provider delivers a 'Managed Service' with agency and/or worker engagement, or if the DE provider delivers a 'Technology Only' service?

*** Please advise who pays DE workers. Please state 'DE Provider' if the DE provider pays DE workers, or if this is done in-house please state 'In-House'. If this is carried out by another payroll organisation, please name the organisation.

**** Please state total VAT savings achieved through DE, pre any DE provider fees (if applicable).

***** Please provide the name of the lead responsible person who looks after Direct Engagement (DE). If this contact is the same as the lead responsible person for agency staffing, please still input the contact's name.