

Our Ref: NG/RM/24277
Date: 3rd September 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 9th August 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:

1. Please state which 3rd party provider you use to manage your Temporary Workforce (Staff Bank and/ or Master Vend/ Neutral Vend Agency Management), AND the contract expiry date for each of the following staff groups:
 - a) Medical and Dental. **Bank is managed internally. For agency we use Retinue as a neutral vendor, contract expires October 2024**
 - b) Nursing and Midwifery. **Bank is managed internally. For agency we use Mastervend, contract expires October 2025**
 - c) AHP and HSS. **N/A**
 - d) Admin and Clerical. **N/A**
2. If any contracts are due to expire in the next 12 months, are they likely to be extended or go out to tender? **The above-mentioned contracts have further extension options and will be extended.**
3. For each staffing group, please provide data for the past 12 months to show:
 - a) The average fill rate percentage, split out to show bank, agency and unfilled
Medical- 100% Bank and Agency fill rate
Other staff group- Please see Appendix 1 attached.
 - b) The total spend, split out to show bank and agency
Please see Appendix 1 attached.
4. Please state who provides your Direct Engagement service, the contract expiry date and throughput/ efficiency percentage for
 - a) Medical and Dental. **Retinue, contract expires October 2024**
 - b) AHP/ HSS. **N/A**



Chair: Janet Dawson
Chief Executive: Dr Buki Adeyemo
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5. Please state the name and contact details of the individual responsible for managing Temporary Staffing Contracts for your organisation. If a different individual is responsible for the different services stated below, please state for each
- a) Staff Bank
 - b) Neutral/Master Vendor
 - c) Direct Engagement

Staff names and 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 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

Staff Group	Total Shifts Requested (Bank, Agency & Collaborative)	Percentage fill rate by bank & collaborative	Number of shifts filled by agency	Percentage fill rate by agency	Shifts Unfilled
Nursing, Midwifery & Health Visiting	9607	51.75%	2297	23.91%	2338
Healthcare Assistant and Other Support	0	0.00%	0	0.00%	0
Scientific, Therapeutic & Technical (AHPs)	464	67.67%	133	28.66%	17
Administration & Estates	317	96.53%	0	0.00%	11
Support to Clinical	24108	68.16%	2584	10.72%	5091

£000	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Total
Medical	(314)	(165)	(194)	(185)	(208)	(61)	(208)	(200)	(267)	(197)	(262)	(277)	(2,539)
Nursing	(121)	(93)	(69)	(35)	(245)	(170)	(295)	(286)	(241)	(349)	(89)	(147)	(2,139)
Other Clinical	13	(81)	(92)	(144)	42	(54)	(29)	(26)	(1)	(16)	(15)	(74)	(476)
Non Clinical	(7)	(37)	(29)	(27)	(46)	(33)	(34)	(19)	(12)	(9)	(12)	(9)	(274)
Bank	(425)	(388)	(395)	(356)	(388)	(451)	(442)	(423)	(421)	(384)	(537)	(620)	(5,230)
Total	(855)	(765)	(779)	(747)	(845)	(769)	(1,006)	(953)	(942)	(955)	(915)	(1,128)	(10,658)
YTD	(855)	(1,619)	(2,399)	(3,145)	(3,990)	(4,759)	(5,765)	(6,718)	(7,660)	(8,615)	(9,531)	(10,658)	