

Our Ref: NG/RM/25091
Date: 27th March 2025

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 15th February 2025. Your request has been processed using the Trust's procedures for the disclosure of information under the Freedom of Information Act (2000).

Requested information:

I am writing to submit a request under the Freedom of Information Act 2000. I am seeking clarification regarding the management of staffing contracts and associated services within your Trust. Specifically, I would like to request information about the companies or processes involved in managing the following areas across the staffing groups of Doctors, Nursing, and Allied Health Professionals (AHPs):

1. Direct Engagement – Management of direct engagement of staff.
2. Neutral Vendor Contracts – Oversight of neutral vendor agreements for agency staff.
3. Bank Staff Management – Administration and management of staff banks.
4. Master Vendor Contracts – Oversight and management of master vendor contracts.

For each of these areas, please provide the following information:

- The name(s) of the company or organization managing these services, if applicable.
- A brief description of their roles and responsibilities.
- Confirmation if the service is managed internally by the Trust, and if so, whether this is supported by any platforms or tools (in-house or otherwise).
- If a platform is used internally, confirmation that it is not managed by a third party.
- Confirmation if a particular area is not applicable to your Trust.
- An end date for the contract if applicable.

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

	1. Direct Engagement – management of direct engagement of staff.	2. Neutral Vendor Contracts – Oversight of neutral vendor agreements for agency Staff.	3. Bank Staff Management – Administration and management of staff banks.	4. Master Vendor Contracts – Oversight and Management of master vendor contracts.
The name(s) of the company or organisation managing these services, if applicable.	Retinue initially, then internally managed	N/A	Internal only	Day Webster
A brief description of their roles and responsibilities	Full appointment process until entered onto the Trust's payroll system	N/A	Bank appointments/ shifts are fully managed internally	Securing of suitable Agency workers, ensuring compliance with all training required, right to work and proof of registration if registered staff.
Confirmation if the service is managed internally by the Trust, and if so, whether this is supported by an platforms or tools (in house or otherwise	Payroll system only	N/A	No tools or systems used for medics. RLDatix systems: Optima, Bankstaff, Loop used for nursing staff	N/A
If a platform is used internally, confirm that it is not managed by a third party.	Managed by the Trust	N/A	Managed by the Trust	Managed by the Trust
Confirmation if a particular area is not applicable to your Trust.	N/A	N/A	N/A	N/A
An end date for the contract if applicable.	29/11/2026	N/A	29/11/2027	Oct-25