

Our Ref: NG/RM/25342  
Date: 22<sup>nd</sup> October 2025

Nicola Griffiths  
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North Staffordshire Combined Healthcare NHS Trust  
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ST4 8HH

Reception: 0300 123 1535

Dear

### Freedom of Information Act Request

I am writing in response to your e-mail of the 24<sup>th</sup> September 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 make a request under the Freedom of Information Act regarding Temporary Staff Management. Please can you complete the below questions.

1. Sourced Staffing Arrangements
  - a. Do you have a master vendor (MV) or neutral vendor (NV) arrangement in place for sourcing agency staff? If so, please state which arrangement is in place.
    - **Master Vendor for nurses and HCSW.**
    - **Neural Vendor for medical staffing.**
  - b. What is the name of the MV/NV provider(s) and what staffing groups do they source? e.g. medical, nursing etc.
    - **Daywebster for nurses and HCSW.**
    - **Retinue Solutions for medical staffing.**
  - c. As part of the arrangement, is any NV technology provided by the supplier to help manage the procurement of agency staff? **Bridge System for Retinue Solutions.**
  - d. Please provide the contract start and end date for the supplier (dd/mm/yy)
    - **Daywebster- 01/10/2022 to 30/09/2026**
    - **Retinue Solutions- 10/10/2022 to 09/10/2026**
2. Direct Engagement
  - a. Does the organisation use a third party to provide a Direct Engagement/Outsourced Employment Solution\*? **Yes**
  - b. What is the name of the Direct Engagement (DE)/Outsourced Employment supplier\*\*. **Retinue Solutions**

- c. Under the DE/Outsourced Employment arrangement, which staffing groups are managed? For example, Medical, Admin, Scientific staff. Please list all applicable.  
**Medical Staff.**
- d. Please provide the contract start and end date for the DE supplier (dd/mm/yy).  
**10/10/2022 to 09/10/2026**
- e. How much did the organisation pay the supplier in 24/25 (April 2024 to March 2025) for the provision of the direct engagement service? **£207,930**
- f. What type of Direct Engagement contract is in place between the trust and the worker? E.g. Fixed term, casual, zero hours etc. **Fixed Term**
- g. Are workers issued a P45 at the end of their assignment? **Yes**
- h. Does your DE provider process DE payroll? **No**
- i. If not, who is responsible for processing DE payroll? **Medical Staffing Via Our Payroll system**
- j. Who is responsible for inputting timesheet data into your DE solution? **Medical Staffing**
- k. Who is responsible for inputting workers' bank details into the DE solution?  
**Medical Staffing**

### 3. Bank Management

- a. Please name the technology provider used to manage the supply of your bank staff, inclusive of any outsourced or managed arrangements \*\*\* If more than one supplier is used, please name all suppliers. **RLDatix system.**
- b. Please name the staffing group each provider is used for e.g. medical, nursing, AHPs, admin and clerical. **This is for all inpatient areas for nursing, Crisis team. HCSW, some admin and AHP's that are on live areas.**
- c. Please provide the contract start and end date for each bank supplier (dd/mm/yy)
  - **RLDatix (Softcat) Contract: 01 Aug 2025 – 31 Jul 2028**
  - **Allocate (Softcat) Contract: 30 Nov 2024 – 29 Nov 2026**
- d. How much did the organisation pay the supplier(s) in 24/25 for the provision of the bank service? **For 2024/25 £88,883**

\*This is where the NHS organisation sources agency staff via a recruitment agency but hold a direct contract between the organisation and the worker - there is often VAT savings associated to this employment model

\*\* e.g. Allocate/RL Datix, PlusUs, Retinue, Liaison, NHS Professionals, Agile Workforce/Holt, Litmus/Medacs etc

\*\*\*i.e. NHSP, Bank Partners, RL Datix/Allocate, Liaison, Patchwork, Locum's Nest etc

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**