

Sent via email to:

[REDACTED]

Information Governance

Christopher Ward, West Pavilion
St Charles Centre for Health & Wellbeing
Exmoor Street
London
W10 6DZ

Our ref: FOI/2016/004

www.clch.nhs.uk

23rd February 2016

foi.request@clch.nhs.uk

Dear [REDACTED],

Freedom of Information Act 2000 request: *Temporary Staffing Processes*

With reference to your request for information, dated 26th January, made under section 1(1) of the Freedom of Information Act, I am writing to inform you of the outcome of your information request.

You asked the following:

1) Do you have a master vendor (MV) arrangement in place for the supply of medical locums? If so please state the name of the provider used (Medacs, Holt, A&E Agency etc.)

The Trust has entered into a strategic partnership with Capita, of which one of the services they supply is the management of our agency staffing providers. This commenced in September 2015.

2) Please state the utilisation rate that has been achieved through the master vendor in the last 12 months. This is the total value of locum spend supplied by the master vendor itself in the last 12 months as a percentage of total locum spend in the same period.

The Capita partnership commenced in September 2015 and, as such, we would not be able to provide data for the previous 12 months, as requested.

3) Does the trust use a direct engagement model to engage locum staff? If so please state the name of the company used (Liaison PwC, 247 Time, Brookson, HB Retinue, Medacs etc.)?

The Trust uses a direct engagement model provided by Liaison PwC to engage with Allied Health Professional locums.

4) Do you run a weekly payroll for medical bank?

Yes

5) Does the trust use rostering software (Allocate, Smart etc.)? If so please state the name of the company used, and the total amount that the trust has spent on rostering in 2014/15.

The Trust uses Allocate rostering software, which has recently been rolled out and, as such, there are no costs associated with Allocate in 2014/15. The Trust used SMART to roster bank staff the total spend in 2014/15 was £48,160.

Please provide all subsequent information split by the following staffing categories. Please include all spend outside of the specified categories as “other”.

Nursing & HCA's*

Medical & Dental

AHP's

Other

6) Please state the trusts expenditure on agency staff in 2014/15 split by the above staff categories.

- Nursing and HCAs £9.4m
- Medical and Dental £0.2m
- AHPs £4.8m
- Other £4.0m

7) Please state the total spent on internal bank staff in 2014/15, split by the above staff categories. This is the total paid to workers completing shifts via the trust bank, excluding any costs to 3rd parties. Please do not include any spend on outsourced bank staff.

- Nursing and HCAs £5.9m
- Medical and Dental £0m
- AHPs £0.8m
- Other £4.2m

8) Please state the total number of staff signed up to the trust's internal bank, split by the above categories.

As of 2014/15 (31.03.15) including bank and the sexual health internal bank

Nursing & HCA's* - 981

Medical & Dental - 44

AHP's - 114

Other** - 663

*additional clinical support interpreted as falling into this category

**A&C

9)Of the above figure, please state the total number of staff signed up to the bank who also work as substantive staff at the trust. I.e. Staff that hold substantive contracts but have also completed shifts via the internal bank.

There are 757 registered bank workers who also hold substantive contracts.

10) Does the trust outsource the supply of any bank staff to third parties such as NHS Professionals, Bank Partners, etc.? If so please specify the name of the company used and the staffing categories supplied by the 3rd party.

The Trust has entered into a strategic partnership with Capita, of which one of the services they supply is the management of our agency staffing providers.

11)Does the trust use any third party tech solutions to manage internal bank staff (de Poel, HB Retinue, Liaison, Holt, 247 Time etc.)? If so please specify the name of the company used and the staffing categories managed through the tech solution.

None used.

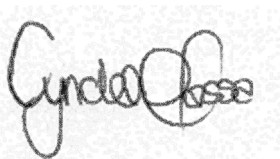
12)Do you use any suppliers or systems to manage the release of vacancies to agencies and bank workers? If so please state the name of the company used and the staffing categories managed. If you use different suppliers/systems for different staffing categories, please specify.

The Trust uses the BankStaff module of Allocate to manage the internal bank staff shift requirements for all categories. This launched in February 2016. Prior to this date, the Trust used the SMART system to release vacancies to bank workers.

This completes our response to your request for information. If you are unhappy with our response, please write to us giving your reasons and we will address them. If you remain dissatisfied you are entitled to appeal to the Information Commissioner:

Customer Contact
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow SK9 5AF
Tel: 0303 123 1113
http://ico.org.uk/concerns/getting/report_concern_foi

Yours sincerely,



Cyndee Massa
Information Governance Facilitator
Central London Community Healthcare NHS Trust