

Date: 10 April 2019

Re: Freedom of Information Request
Ref: 78- 2019

Thank you for your email dated 14th March 2019 requesting information regarding the Trust's use of staff banks.

The information that you require is as follows:

FOI question no. 1a) - please can you confirm whether your Trust has either a) an in-house staff bank or b) outsourced staff bank or c) other service provision or d) not applicable, i.e. staff not required by the Trust, for the following staff groups:

- administrative services staff = a
- allied health professionals = a
- emergency services staff = d
- health science services staff = a
- 'registered' nursing and midwifery staff = a
- 'unregistered' nursing and midwifery staff = a
- medical and dental staff = c
- personal social services staff = c
- support services staff. = d

**If would be helpful to me if you could please reply in the following format:
administrative services staff = c; allied health professionals = a; emergency services staff = d and so on.**

FOI question no. 1b) - where you have not answered a) (an in house staff bank) to question 1a), please elaborate as follows:

- i) if any staffing category has received an answer of b) (an outsourced staff bank), please confirm the name of the outsourced staff bank service provider. For example, this could be either NHS Professionals or Pulse Healthcare Ltd. trading as Bank Partners or Reed Specialist Recruitment Ltd. or other service provider.**

Not applicable

- ii) if any staffing category has received an answer of c) (other service provision), please confirm the nature of the other service provision. For example, this could be full, or in part, reliance on agency staff.**

It would be helpful to me if you could please reply in the following format: administrative services staff = c, reliance on agencies; nursing and midwifery staff = b, name of outsourced staff bank service provider and so on

- medical and dental staff = c, reliance on agency workers**
- personal social services staff = c, reliance on agency workers**

FOI question no. 2a) - where you have answered b) (an outsourced staff bank) to question no. 1a), please confirm whether - in line with the Public Contract Regulations 2015 - you have entered a contract with that service provider under either:

Not applicable

- a) a locally procured contract; or
- b) called-off from an NHS accessible framework agreement, such as Crown Commercial Services RM1072 Workforce management services or Healthtrust Europe Total workforce solutions framework; or
- c) other

Where you have not entered a contract, please confirm accordingly.

FOI question no. 2b) - where you have answered b) (called-off from an NHS accessible framework) to question no. 2a), please confirm the framework, for example, Crown Commercial Services RM1072 Workforce management services framework.

Not applicable

FOI question no. 2c) - where you have answered c) (other) to question no. 2a), please elaborate.

Not applicable

FOI question no. 2d) - where you have entered into a contract, for the most recent 12 month period, i.e. financial year 2018/19, please confirm the contract's:

Not applicable

- a) overall annual value (£/pence excl. VAT). For example, £1 million excl. VAT.

Please note that this request is in relation to the provision of outsourced staff bank services only and should include any annual management fees, operational (transaction) costs, i.e. volume related hourly fees for the

provision of bank workers and/or agency workers. Please do not include any other agency related spend.

b) overall annual value by staffing type (£/pence excl. VAT), for example, 'qualified' nursing and midwifery staff = £250,000 excl. VAT; 'unregistered' nursing and midwifery staff = £150,000 excl. VAT and so on.

Please note that this request is in relation to the provision of outsourced staff bank services only and should include operational (transaction) costs, i.e. volume related hourly fees for the provision of bank workers and/or agency workers. Please do not include any other agency related spend.

FOI question no. 2e) - where you have entered into a contract, please confirm the contracts:

Not applicable

a) commencement date;

b) expiry date of any initial term; and

c) expiry date of any applicable extension periods if taken.

For example, if the contract entered commenced on 1st April 2018 for an initial period of 2 years with an option to extend by up to 2 years, then I would be looking for your reply to be as follows:

a) 01/04/2018;

b) 31/03/2020;

c) 31/03/2022.

FOI question no. 2f) - where your contract's initial or extended term is due to expire in the next 12 months, i.e. during financial year 2019/20, please confirm whether your Trust intends to:

Not applicable

- a) bring the outsourced managed staff bank service back in-house; or
- b) establish another local procured contract, advertising the business opportunity in line Public Contract Regulations 2015; or
- c) call-off again from an NHS accessible framework agreement, such as Crown Commercial Services or Healthtrust Europe.

FOI question no. 2g) - where you have answered c) (call-off again from an NHS accessible framework) to question no. 2f), please confirm the framework the Trust is likely to use, for example, Healthtrust Europe Total workforce solutions framework. If not yet known, please confirm accordingly.

Not applicable

FOI question no. 2h) - where you have answered c) (call-off from an NHS accessible framework) to question no. 2f), please confirm whether this outsourced staff bank contract shall be:

Not applicable

- a) relevant to the Trust only; or
- b) a collaborative contract including other trusts from across your and/or neighbouring STP's footprint?

FOI question no. 3 - for the most recent 12 month period, i.e. financial year 2018/19; please confirm the effectiveness of the Trust's staff bank as follows:

- a) monthly bank filled rate, broken down by staff type. For example, registered nursing and midwifery staff = 40%; and

Month	Additional Clinical Services Bank Fill Rate	Nursing & Midwifery Registered Bank Fill Rate	Allied Health Professionals Bank Fill Rate
Apr-18	16.88%	42.42%	N/A
May-18	10.00%	34.25%	100.00%
Jun-18	11.11%	21.05%	100.00%
Jul-18	5.80%	18.42%	100.00%
Aug-18	2.99%	15.15%	100.00%
Sep-18	8.70%	37.80%	100.00%
Oct-18	10.20%	37.04%	100.00%
Nov-18	9.30%	24.00%	100.00%
Dec-18	0.00%	11.43%	93.75%
Jan-19	3.57%	30.67%	68.00%
Feb-19	17.95%	36.84%	100.00%
Mar-19	27.59%	32.93%	N/A

b) monthly agency filled rate, broken down by staff type. For example, registered nursing and midwifery staff = 40%; and
Information not held- This information is not currently held within the e-roster system and is not currently reported on.

c) monthly unfilled rate, broken down by staff type. For example, registered nursing and midwifery staff = 20%.

Month	Additional Clinical Services Bank Unfilled Rate	Nursing & Midwifery Registered Bank Unfilled Rate	Allied Health Professionals Bank Unfilled Rate
Apr-18	83.12%	57.58%	N/A
May-18	90.00%	65.75%	0.00%
Jun-18	88.89%	78.95%	0.00%
Jul-18	94.20%	81.58%	0.00%
Aug-18	97.01%	84.85%	0.00%
Sep-18	91.30%	62.20%	0.00%
Oct-18	89.80%	62.96%	0.00%
Nov-18	90.70%	76.00%	0.00%
Dec-18	100.00%	88.57%	6.25%
Jan-19	96.43%	69.33%	32.00%
Feb-19	82.05%	63.16%	0.00%

Mar-19	72.41%	67.07%	N/A
--------	--------	--------	-----

Where this monthly information is not readily available, please provide an annual average percentage rate instead.

FOI question no. 4a) - please can you confirm either 'Yes' or 'No' whether:

i) there is a member, or members, of your Trust's Board who is accountable for the effective management of temporary staffing and in turn the reduction of agency spend? Making effective use of staff banks overseeing the use of temporary staff;

Yes

ii) temporary staff usage is regularly discussed at Board meetings?

Yes

FOI question no. 4b) - where you have answered yes to question 4a)i) (there is an accountable member, or members, of your Trust's Board), can you please tell me whether the relevant persons concerned are either:

a) a non-executive; or

b) an employee of the Trust? If a Trust employee, please elaborate by confirming the role (not their name) of that person within the Trust.

b - Trust employees, Director of Finance (responsible for cost and spend) and Director of Workforce & OD (responsible for effective use and management)

Should you require any further information please do not hesitate to contact me on the email address provided below.

Please remember to quote the reference number above in any future communications.

If you are dissatisfied with the handling of your request, you have the right to ask for this to be investigated internally.

If you are dissatisfied with the information you have received, you have the right to ask for an internal review.

Both processes will be handled in accordance with our Trust's Freedom of Information Policy and the Freedom of Information Act 2000.

Internal investigation and 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: Freedom of Information Review, The Clatterbridge Cancer Centre NHS Foundation Trust, Clatterbridge Road, Bebington, Wirral, CH63 4JY

If you are not satisfied with the outcome of the internal investigation/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.

In order for us to ensure customer satisfaction and to monitor compliance with the Freedom of Information Act 2000, we would be grateful if you could take a couple of minutes to complete a short feedback form via the link below:

<https://www.surveymonkey.co.uk/r/H39RFMM>