



**The Clatterbridge
Cancer Centre**
NHS Foundation Trust

Clatterbridge Road
Bebington
Wirral
CH63 4JY

Tel: 0151 556 5000
Web: www.clatterbridgecc.nhs.uk

Date: 20 March 2020

Re: Freedom of Information Request
Ref: 59- 2020

Thank you for your email dated the 21st February 2020, requesting information relating to staff bank utilisation and contracts.

The information that you require is as follows:

I am conducting research into the use of staff banks at your organisation and I am making a request for information under the Freedom of Information (FOI) Act. Please complete the attached FOI questions.

Please see Appendix 1

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>

Appendix 1

NB:

The Trust only began the contract with the staff bank in November 2019, we can therefore only provide the information requested from this

* Bank for Allied Health Professionals (AHPs) and Non-Medical Non-Clinical (including admin and estates) not yet currently live within the Trust

Please answer the below questions in relation to your organisations staff bank utilisation for each staffing group	Medical & Dental	Allied Health Professionals (AHPs)	Nursing & Midwifery	Non-Medical Non-Clinical (including admin and estates)
1a. Does your organisation have staff bank? (an entity of staff managed by either the organisation or a third-party, who are temporarily contracted to take on shifts)	No	Yes	Yes	Yes*
1b. If yes, what type of bank is in place: i) Internal bank supported by third-party technology ii) Managed bank iii) Outsourced bank iv) In-house (no third-party involved, possibly managed on Excel)	N/A	Managed Bank*	Managed Bank	Managed Bank*
2a. What is the monthly average number of workers (headcount) on the bank in the last 12 months?	N/A	N/A	135*	N/A
2b. What is the monthly average utilisation rate for your bank in the last 12 months? (calculated based on the % of vacant shifts filled by bank workers)	N/A	Activity due to begin in May 2020	Contract began 11.11.19 we do not have 12 months of data to share at this time	Activity due to begin in May 2020
2c. What is the average utilisation rate for your bank in November 2019?	N/A	0	49.9%	0
2d. What is the average utilisation rate for your bank in December 2019?	N/A	0	57.7%	0
2e. What is the average utilisation rate for your bank in January 2020?	N/A	0	79.9%	0

Please answer the below questions in relation to the organisations staff bank supplier for each staffing group	Medical & Dental	Allied Health Professionals (AHPs)	Nursing & Midwifery	Non-Medical Non-Clinical (including admin and estates)
3a. Please state the name of the third-party supplier(s) used to manage the supply of your bank staff, inclusive of any outsourced or managed arrangements (i.e. NHSP, Patchwork, Allocate, Liaison, PlusUs, Locum's Nest etc)	N/A	NHSP *	NHSP	NHSP *
3b. Please state the name of the software used to book and manage your bank staff (i.e. NHSP:Connect, TempRE Bank, Allocate BankStaff etc.)	N/A	OurBank	OurBank	OurBank
3c. Do your bank workers book shifts via a mobile app? If yes, please state the name of the app being used	N/A	My Bank	My Bank	My Bank
3d. Do your bank workers submit electronic timesheets using the software?	N/A	Yes	Yes	Yes
3e. Does your organisation make use of an API (Application Programming Interface) i.e. allows for interaction/communication with other software.	N/A	No	No	No
3ei. If yes to the above, please state the software integrations that are currently being utilised e.g. Ryalto with NHSP, Reed with Patchwork etc.	N/A	N/A	N/A	N/A
4a. What framework was used to procure the supplier?	N/A	HTE	HTE	HTE
4b. What is the contract start date? (dd/mm/yy)	N/A	11/11/19	11/11/19	11/11/19
4c. What is the contract end date? (dd/mm/yy)	N/A	4 Years	4 Years	4 Years
4d. What was the average monthly fee paid to the supplier in the last 12 months?	Information is Commercial in Confidence			
4e. What is the pricing structure of the fees paid to the supplier? I.e. % of costs processed, fixed transactional fee, license fee etc	<p style="text-align: center;">(Section 43 of the Freedom of Information Act)</p> <p>Section 43 of the FOIA states 'information is exempt information if it constitutes a trade secret' and 'if its disclosure under this Act would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it).</p> <p>When applying Section 43 we have to apply the public interest in withholding/disclosing this information. The use of this exemption is to be carefully considered. The factors in favour of disclosure of this information, including the general public interest and greater transparency and accountability, were carefully weighed against the need to allow suppliers and organisations the space to conduct their lawful business competitively and without fear of disclosure of sensitive commercial information. Supplying this information would identify individual pricing structures, and as a result could potentially prejudice the third parties ability to conduct their business in a competitive market. Therefore on this basis, the Trust feels that the information requested is justifiably exempt under Section 43 of the Act.</p>			