

Date: **11 April 2019**

Our reference: **FOIRQ5130**

Dear Sir/Madam,

Thank you for your request for information processed under the Freedom of Information Act 2000. Please see our response to your request below:

Your Request and Our Response (in bold)

I am writing to you under a Freedom of Information Act request regarding the Trust's use of staff banks as a key part of the effective management of temporary staffing across the NHS and in turn the reduction of agency spend.

*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: **We have responded on the basis of the example you provided below your request :***

- administrative services staff **A**
- allied health professionals **A**
- emergency services staff **D**
- health science services staff **A**
- 'registered' nursing and midwifery staff **B**
- 'unregistered' nursing and midwifery staff **B**
- medical and dental staff **A**
- personal social services staff **D**
- support services staff. **A**

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. **Nursing staffing provided by Pulse Healthcare Ltd trading as Bank Partners***

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.

The Trust works to minimise agency usage; but will (when appropriate for patient care or service delivery reasons) authorise Agency usage if required across all staff groups above.

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

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: **We have highlighted option (b) as our response to this question:**

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. N/A

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.

The Trust called off from UCLH-1157 framework

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

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 :

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

£190,000 pa management fee (& £0.27/£0.35 per hour for each booked shift). The Trust entered into this contract with Bank Partners in November 2018 (Value is for 12 months from November 2018).

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.

Amounts above relate to nursing staff

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 contract's.

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) commencement date; **30 November 2018***
- b) expiry date of any initial term; **29 May 2022***
- c) expiry date of any applicable extension periods if taken. **N/A***

*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: **N/A***

- 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. **N/A**

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: **N/A**

- 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: **Please see our response to option (c) in the following tables from March 2018 – February 2019:**

- a) monthly bank filled rate, broken down by staff type. For example, registered nursing and midwifery staff = 40%; and
- b) monthly agency filled rate, broken down by staff type. For example, registered nursing and midwifery staff = 40%; and
- c) monthly unfilled rate, broken down by staff type. For example, registered nursing and midwifery staff = 20%.

| | Mar-18 | Apr-18 | May-18 | Jun-18 | Jul-18 | Aug-18 |
|-------------------|--------|--------|--------|--------|--------|--------|
| Bank % | 91% | 92% | 92% | 88% | 86% | 82% |
| Agency % | 0% | 0% | 0% | 0% | 0% | 0% |
| Unfilled % | 9% | 8% | 8% | 12% | 14% | 18% |

| | Sep-18 | Oct-18 | Nov-18 | Dec-18 | Jan-19 | Feb-19 |
|-------------------|--------|--------|--------|--------|--------|--------|
| Bank % | 73% | 74% | 73% | 61% | 73% | 72% |
| Agency % | 1% | 2% | 0% | 2% | 0% | 0% |
| Unfilled % | 27% | 25% | 26% | 39% | 24% | 28% |

All rates relate to outsource Nurse (outsourced) Bank. Internal Bank rates are not available in this format.

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: **Please see our response to each question below:**

*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; and **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: **Please see our response to each question below:***

*a) a non-executive; or **N/A***

*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 **Director of HR&OD***

Please note:

The information provided under the Freedom of Information Act 2000 is the information held on the date the request was received by the Trust.

I trust the information provided is sufficient and helps to answer any concerns, questions or issues you may have.

If you should have any further queries related to this request, please do not hesitate to contact the FOI Team. Please ensure that the above reference number is quoted on any correspondence.

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Yours sincerely

Freedom of Information team

Great Ormond Street Hospital for Children NHS Foundation Trust

Email: foiteam@gosh.nhs.uk

[Enclosed – Your rights – see next page]

Your Rights

If you are not dissatisfied with the response you have received to your request for information, please contact the FOI team and quote your reference number on all correspondence relating to your request.

You can also write to the Head of Quality & Safety at the following address:

Quality & Safety team
Great Ormond Street Hospital
LONDON
WC1N 3JH

If you are still not satisfied with your response, you also have the right to appeal to the Information Commissioner.

You can contact the Information Commissioner's Office at the following address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF