

Trust Headquarters
Russell's Hall Hospital
Dudley
West Midlands
DY1 2HQ

Ref: FOI-042024-000803

Date: 14/05/2024

Address / Email:

Dear

Request Under Freedom of Information Act 2000

Thank you for requesting information under the Freedom of Information Act 2000.

Request

Please could you provide the below information in relation to your Temporary Staffing Workforce Systems for the Fiscal year 2023 to 2024.

Response

Filled Shifts vs. Unfilled Shifts				
FY 2023/2024	Medical & Dental	Allied Health Professionals (AHPs) including Scientific, Therapeutic and Technical Staff	Nursing & Midwifery including Health Care Assistants (HCAs)	Non-Medical Non-Clinical (NMNC) including Admin & Clerical and Estates & Facilities
Number of Shifts Filled by Staff Bank	Not available in electronic format for reporting	15412	80563	22675
Number of Shifts Filled by Agency	2104	1154	374	80
Number of Shifts Unfilled	Not available in electronic format for reporting	1082	20298	1381

Staff Bank				
FY 2023/2024	Medical & Dental	Allied Health Professionals (AHPs) including Scientific,	Nursing & Midwifery	Non-Medical Non-Clinical (NMNC) including Admin &

		Therapeutic and Technical Staff	including Health Care Assistants (HCAs)	Clerical and Estates & Facilities
Total Bank Spend	£21,154,325	£4,667,105	£21,912,577	£2,567,232
Number of Bank Hours Worked	Not available in electronic format for reporting	109572	804703	126541
Name of Staff Bank Provider(s)*	No Provider	Allocate Bank Staff	Allocate Bank Staff	Allocate Bank Staff
Allocate Bank Staff	No Provider	March 2026	March 2026	March 2026
March 2026	Local Bank Only	Local Bank Only	Local Bank Only	Local Bank Only
Type of Bank Service(s) Procured***	Technology Only	Technology Only	Technology Only	Technology Only
Contact Name****	Temporary Staffing Lead	Temporary Staffing Lead	Temporary Staffing Lead	Temporary Staffing Lead

* If a staff bank is not currently utilised, please state ‘No Provider’. If a staff bank is solely managed in-house and with no staff bank technology procured, please state ‘In-House’.

** Please advise of the type of staff bank(s) provided by the staff bank provider(s). Please state ‘Local Bank Only’ or please state ‘Collaborative Bank’ if a regional bank has been procured. Please state ‘Both’ if both have been procured.

*** Please advise of the type of bank service(s) procured with the staff bank provider(s). Please state ‘Managed Service’ if the staff bank provider(s) help grow and/or engage and/or retain the bank, or please state if a ‘Technology Only’ service is procured.

**** Please provide the name of the lead responsible person who looks after the staff bank(s). If there are multiple people for each staffing group, please name each relevant person.

Agency				
FY 2023/2024	Medical & Dental	Allied Health Professionals (AHPs) including Scientific, Therapeutic and Technical Staff	Nursing & Midwifery including Health Care Assistants (HCAs)	Non-Medical Non- Clinical (NMNC) including Admin & Clerical and Estates & Facilities
Total Agency Spend	£2,344,346	£466,747	£279,722	£24,870
Number of Agency Hours Worked	21043	9583	3591	600
Name of Agency Staffing Provider or PSL*	HTE	HTE	HTE	No Provider
Contract Expiry Date with Provider	N/A	N/A	N/A	N/A

Name of Vendor Management System (VMS) Provider**	N/A	N/A	N/A	N/A
Contract Expiry Date with Provider	N/A	N/A	N/A	N/A
Contact Name***	Temporary Staffing Lead	Temporary Staffing Lead	Temporary Staffing Lead	N/A

* Please provide the name of the neutral vendor (NV) or master vendor (MV) managed service provider/agency staffing provider, or if Preferred Supplier List in place, please state 'PSL'. If there is no provider or PSL, please state 'No Provider'.

** Please provide the name of the VMS technology provider. If same as agency staffing provider above, please state 'Same As Above'. If no VMS technology is currently utilised for agency cascade, please state 'No Provider'.

*** Please provide the name of the lead responsible person who looks after temporary agency staffing. If there are multiple people for each staffing group, please name each relevant person.

Direct Engagement (DE) - in relation to VAT saving on agency spend				
FY 2023/2024	Medical & Dental	Allied Health Professionals (AHPs) including Scientific, Therapeutic and Technical Staff	Nursing & Midwifery including Health Care Assistants (HCAs)	Non-Medical Non-Clinical (NMNC) including Admin & Clerical and Estates & Facilities
Name of DE Provider*	Allocate – Staff Direct	Allocate – Staff Direct	N/A	N/A
Type of DE Service Procured**	Technology Only	Technology Only	Technology Only	Technology Only
DE Payroll Responsibility***	In House	In House	In House	In House
Contract Expiry Date with Provider	March 2026	March 2026	N/A	N/A
% of Agency Workers on DE Contracts	6%	8%	N/A	N/A
Total VAT Saving (£) Achieved****	£392,784	£7,942	N/A	N/A
Contact Name*****	HR Department	HR Department	N/A	N/A

* If a DE model is not currently utilised, please state 'No Provider'. If a DE model is utilised, but not via a DE provider as managed fully in-house, please state 'In-House'.

** Please advise of the type of DE service procured with the DE provider. Please state if the DE provider delivers a 'Managed Service' with agency and/or worker engagement, or if the DE provider delivers a 'Technology Only' service?

*** Please advise who payrolls DE workers. Please state 'DE Provider' if the DE provider payrolls workers, or if this is done in-house please state 'In-House'. If this is carried out by another payroll organisation, please name the organisation.

**** Please state total VAT savings achieved through DE, pre any DE provider fees (if applicable).

***** Please provide the name of the lead responsible person who looks after Direct Engagement (DE). If this contact is the same as the lead responsible person for agency staffing, please still input the contact's name.

If you are dissatisfied with our response, you have the right to appeal in line with guidance from the Information Commissioner. In the first instance you may contact the Information Governance Manager of the Trust.

Information Governance Manager
Trust Headquarters
Russell's Hall Hospital
Dudley
West Midlands
DY1 2HQ
Email: dgft.dpo@nhs.net

Should you disagree with the contents of our response to your appeal, you have the right to appeal to the Information Commissioners Office at.

Information Commissioners Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 0303 123 1113
www.ico.org.uk

If you require further clarification, please do not hesitate to contact us.

Yours sincerely

Freedom of Information Team
The Dudley Group NHS Foundation Trust