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| Reference: | FOI.12513.23 |
| Subject: | Temporary agency staffing |
| Date of Request: | 24 August 2023 |

Requested:

1. Neutral Vend (NV) or Master Vend (MV) Agency Supplier:

a. Medical

- Name of the NV or MV agency supplier
- Expiry date of contract with the NV or MV agency supplier?

b. Allied Health Professionals (AHPs)

- Name of the NV or MV agency supplier
- Expiry date of contract with the NV or MV agency supplier

c. Nursing

- Name of the NV or MV agency supplier
- Expiry date of contract with the NV or MV agency supplier

d. Non-Medical, Non-Clinical (NMNC)

- Name of the NV or MV agency supplier
- Expiry date of contract with the NV or MV agency supplier

2. Direct Engagement (DE):

a. Medical

- Name of the DE provider
- Expiry date of contract with the DE provider
- % of DE currently achieved

b. Allied Health Professionals (AHPs)

- Name of the DE provider
- Expiry date of contract with the DE provider
- % of DE currently achieved

c. Non-Medical, Non-Clinical (NMNC)

- Name of the DE provider
- Expiry date of contract with the DE provider
- % of DE currently achieved

3. Financial Year 2022/2023 - spend figures on temporary agency staffing – (worker pay & agency commission only):

a. Medical

b. Allied Health Professionals (AHPs)

c. Nursing

d. Non-Medical, Non-Clinical (NMNC)

4. Financial Year 2022/2023 - number of hours worked by temporary agency workers:

- a. Medical
- b. Allied Health Professionals (AHPs)
- c. Nursing
- d. Non-Medical, Non-Clinical (NMNC)

5. Contact responsible for temporary agency staffing at the Health Board:

- a. Workforce Lead
 - Name
 - Job title
- b. Procurement Lead
 - Name
 - Job title
- c. Finance Lead
 - Name
 - Job title

Response:

Hywel Dda University Health Board (UHB) is unable to provide you with the information requested for question 4d, as it is estimated that the cost of answering your request would exceed the “appropriate limit” as stated in the Freedom of Information Act 2000 and the Data Protection (Appropriate Limit and Fees) Regulations 2004. The “appropriate limit” represents the estimated cost of one person spending 18 hours (or 2½ working days) in determining whether the UHB holds the information, and locating, retrieving and extracting the information.

As the information requested for question 4d is not collated and recorded centrally, the UHB would be required to undertake manual analysis of all agency shifts worked, to identify the information that would fulfil your request.

In order to provide you with the information requested, the UHB would need to undertake a manual analysis of all purchase orders and invoices, to identify the information requested, as it is not recorded centrally.

The UHB is therefore applying an exemption under Section 12 of the Freedom of Information Act 2000 (FoIA), which provides an exemption from a public authority’s obligation to comply with a request for information where the cost of compliance is estimated to exceed the appropriate limit.

However, under section 16 of the FoIA, the UHB has a duty to provide advice and assistance. Therefore, the UHB provides the accessible information it holds below.

1a. Hywel Dda University Health Board (UHB) confirms that its Medical Master Vend (MV) is Medacs Healthcare. The contract expiry is August 2024.

1b. The UHB confirms that its Allied Health Professional (AHP) MV is Medacs Healthcare. The contract expiry is August 2024.

1c. The UHB confirms that it does not have a Neutral Vend (NV) or MV for nursing.

- 1d. The UHB confirms that it does not have a Neutral Vend (NV) or MV for non-medical, non-clinical.
- 2a. The UHB confirms that its Medical Direct Engagement (DE) is Medacs Healthcare (Vantage). The contract expiry is August 2024 and the DE achieved was 90%, as at August 2023.
- 2b. The UHB confirms that its AHP DE is Medacs Healthcare (Vantage). The contract expiry is August 2024 and the DE achieved was 100%, as at August 2023.
- 2c. The UHB confirms that it does not have a DE for non-medical, non-clinical.
3. The UHB provides, within the table below, the spend on temporary agency staffing, for the Medical, AHP, Nursing and Non-Medical, Non-Clinical staff groups, during the 2022/23 financial year.

| Staff group | Spend |
|------------------------------|----------------|
| a. Medical | £6,206,002.00 |
| b. AHP | £1,555,911.00 |
| c. Nursing | £29,818,560.00 |
| d. Non-medical, non-clinical | £177,049.00 |

4. The UHB provides, within the table below, the number of hours worked by temporary agency staff, for the Medical, AHP, Nursing and Non-Medical, Non-Clinical staff groups, during the 2022/23 financial year.

| Staff group | Hours |
|------------------------------|------------------------------|
| a. Medical | 58,763 |
| b. AHP | 41,685 |
| c. Nursing | 657,575 |
| d. Non-medical, non-clinical | Section 12 exemption applied |

- 5a. The UHB's Workforce lead is Lisa Gostling, Executive Director of Workforce & Organisational Development.
- 5b. The UHB's Procurement Services are provided by NHS Wales Shared Services Partnership (NWSSP). Details of the procurement Team in NWSSP are available on their website and can be accessed via the attached link:

[Leadership Team - NHS Wales Shared Services Partnership](#)

- 5c. The UHB's Finance lead is Huw Thomas, Executive Director of Finance.