

Reference:	FOI.12637.23
Subject:	Temporary staff management
Date of Request:	11 September 2023

Requested:

Sourced Staffing Arrangements

- 1a. Do you have a master vendor (MV) or neutral vendor (NV) arrangement in place for sourcing agency staff? If so, please state which arrangement is in place
- 1b. What is the name of the MV/NV provider(s) and what staffing groups do they source? e.g. medical, nursing etc.
- 1c. As part of the arrangement, is any technology provided by the supplier to help manage the procurement of agency staff?
- 1d. Please provide the contract start and end date for the supplier (dd/mm/yy)

Direct Engagement

- 2a. Does the organisation use a third party to provide a Direct Engagement/Outsourced Employment Solution? (This is where the NHS organisation sources agency staff via a recruitment agency but hold a direct contract between the organisation and the worker - there is often VAT savings associated to this employment model)
- 2b. What is the name of the Direct Engagement (DE)/Outsourced Employment supplier (e.g. 247Time/Allocate, PlusUs, Retinue, Liaison etc.)
- 2c. Under the DE/Outsourced Employment arrangement, which staffing groups are managed? For example; Medical, Admin, Scientific staff. Please list all applicable
- 2d. Please provide the contract start and end date for the DE supplier (dd/mm/yy)
- 2e. How much did the organisation pay the supplier in 22/23 (April 2022 to March 2023) for the provision of the direct engagement service?

Vendor Management System for Nurse Agency

- 3a. Does the organisation use a third-party Vendor Management System for the supply of nurse agency staff?
- 3b. Who supplies your Vendor Management System? E.g. Allocate, NHSP etc.
- 3c. Please provide the contract start and end date for this provider (dd/mm/yy)

Bank Management

- 4a. Please name the technology provider used to manage the supply of your bank staff, inclusive of any outsourced or managed arrangements (i.e. NHSP, Bank Partners, Allocate, Liaison, Patchwork, Locum's Nest etc). If more than one supplier is used, please name all suppliers

4b. Please name the staffing group each provider is used for e.g. medical, nursing, AHPs, admin and clerical

4c. Please provide the contract start and end date for each bank supplier (dd/mm/yy)

4d. How much did the organisation pay the supplier(s) in 22/23 for the provision of the bank service?

Response:

Hywel Dda University Health Board has considered applying a Section 43 exemption of the Freedom of Information Act 2000 (FoIA), as the costs requested in questions 2e and 4d relate to third parties and this information would be Prejudicial to their Commercial Interests. Section 43(2) exempts information, disclosure of which would or would be likely to prejudice the commercial interests of any person, in this case the provider listed above.

Commercial interests may be prejudiced where disclosure would, or would be likely to:

- Weaken a company's position in a competitive environment by revealing market sensitive information or information of potential usefulness to its competitors.
- Damage a company's business reputation or the confidence that customers/users, suppliers or investors may have in it.

This exemption is qualified; therefore, even if information falls within Section 43, public authorities must then apply the public interest test set out in Section 2(2)(b). The information can only be withheld if the public interest in maintaining the exemption outweighs the public interest in disclosure.

The UHB has therefore considered the following:

In favour of disclosure:- There is a public interest in transparency and in the accountability of public funds. Furthermore, it is in the public's interest that public funds be used effectively and that public sector bodies obtain the best value for money when contracting for the provision of services. Private sector bodies engaging in commercial activities with the public sector must expect some information about those activities to be disclosed.

Against Disclosure:- Disclosure of this information would have a direct impact and cause substantial harm to the supplier as it would disclose their pricing, and it would be likely that this would damage their ability to work within a highly competitive sector. The information being requested is likely to be used by their competitors to gain a competitive advantage.

Decision:- The UHB has consulted with the third parties, Medacs Healthcare and Allocate Health Optima and their comments have been considered as part of the decision making and the public interest test. Medacs Healthcare has consented to the DE management costs being disclosed and therefore, these will be provided in response to question 2e.

Additionally, the UHB has considered Allocate Health Optima's comments and have decided that releasing the information under the FoIA, to which the UHB is subject, will give an unfair advantage to the supplier's competitors. The UHB believes that there is wider established public interest in companies not being prejudiced merely because they have contracted with a public

sector body, and that there is a public interest in ensuring that there is competition for public sector contracts. Therefore, the UHB considers that the public interest in withholding the costs for its technology provider, Allocate Health Optima, is greater than the interests in disclosing it.

However, whilst operating in accordance with the Section 45 Freedom of Information Code of Practice, the UHB has a duty to provide advice and assistance and therefore, provides the information it holds in response to the remainder of your request overleaf.

1a. Hywel Dda University Health Board (UHB) confirms that it has a Master Vendor (MV) arrangement in place for sourcing agency staff.

1b. The UHB confirms that the MV provider is Medacs Healthcare that source Medical, Allied Health Professional (AHP) and Health Scientists.

1c. The UHB confirms that no technology is provided by the supplier to manage the procurement of staff.

1d. The UHB confirms that the start and end dates for Medacs Healthcare are from 7 August 2022 to 7 August 2024.

2a. The UHB confirms that it does use a third party to provide a Direct Engagement (DE) Solution.

2b. The UHB confirms that the DE provider is Medacs Healthcare.

2c. The UHB confirms that the DE provider, Medacs Healthcare, manages Medical, Allied Health Professional (AHP) and Health Scientists.

2d. Please see response to question 1d.

2e. The UHB provides, within the table below, the amount paid to Medacs Healthcare for the DE management services provided, during the 2022/23 financial year.

DE	2022/23
Medacs Healthcare	£239,239.09

3a. The UHB confirms that it does use a third-party Vendor Management System for the supply of agency nursing staff.

3b. The UHB confirms that the supplier of the Vendor Management System is Allocate Health Optima (Allocate Bank Staff).

3c. The UHB confirms that the start and end dates for Allocate Health Optima System are from 31 January 2021 to 30 January 2026.

4a. The UHB confirms that the technology provider used to manage the supply of its bank staff is Allocate Health Optima (Allocate Bank Staff).

4b. The UHB confirms that Allocate Health Optima manages Nursing and Healthcare Support Workers staff groups.

4c. Please see response to question 3c.

4d. Section 43 exemption applied.