

<b>Reference:</b>	FOI.18653.25
<b>Subject:</b>	Temporary staff management
<b>Date of Request:</b>	10 November 2025

**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 NV 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\*?
- 2b. What is the name of the Direct Engagement (DE)/Outsourced Employment supplier\*\*
- 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 24/25 (April 2024 to March 2025) for the provision of the direct engagement service?
- 2f. What type of Direct Engagement contract is in place between the trust and the worker? E.g. Fixed term, casual, zero hours etc.
- 2g. Are workers issued a P45 at the end of their assignment?
- 2h. Does your DE provider process DE payroll?
- 2i. If not, who is responsible for processing DE payroll?
- 2j. Who is responsible for inputting timesheet data into your DE solution?
- 2k. Who is responsible for inputting workers' bank details into the DE solution?

**Bank Management**

- 3a. Please name the technology provider used to manage the supply of your bank staff, inclusive of any outsourced or managed arrangements \*\*\* If more than one supplier is used, please name all suppliers

3b. Please name the staffing group each provider is used for e.g. medical, nursing, AHPs, admin and clerical

3c. Please provide the contract start and end date for each bank supplier (dd/mm/yy)

3d. How much did the organisation pay the supplier(s) in 24/25 for the provision of the bank service?

*\*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*

*\*\* e.g. Allocate/RL Datix, PlusUs, Retinue, Liaison, NHS Professionals, Agile Workforce/Holt, Litmus/Medacs etc*

*\*\*\*i.e. NHSP, Bank Partners, RL Datix/Allocate, Liaison, Patchwork, Locum's Nest etc*

### **Clarification**

Provider in relation to question 3a and 3b means the supplier used to manage the supply of bank staff. I also provided some examples of providers that offer this service listed here- *\*\*\*i.e. NHSP, Bank Partners, RL Datix/Allocate, Liaison, Patchwork, Locum's Nest etc*. If the health board does not use a 3rd party supplier and this is managed internally, please can you provide this answer in the response.

### **Response:**

Hywel Dda University Health Board (UHB) has considered applying a Section 43 exemption of the Freedom of Information Act 2000 (FoIA), as the costs requested for questions 2e and 3d relate to third parties and disclosure of 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 RLDatix and their comments have been considered as part of the decision making and the public interest test. The UHB has 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 requested for questions 2e and 3d are greater than the interests in disclosing them.

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 below.

The UHB has applied an exemption under Section 21 of the FoIA, as some of the information requested is already within the public domain and is accessible by another means. The UHB has answered a similar Freedom of Information request, FOI.17928.25 - Master Vendor (MV) and Neutral Vendor (NV) Services which is available on our disclosure log.

A link has been provided below which will take you directly to the UHB's disclosure log webpage:

[Disclosure Log - Hywel Dda University Health Board \(nhs.wales\)](https://www.nhs.uk/foi/disclosure-log)

However, the information not exempted under Section 21 of the FoIA, as it is not accessible by another means, has been provided below.

1d. The UHB confirms that the contract commenced on 1 October 2025 on a rolling twelve (12) month basis.

2d. Please see response to question 1.

2e. An exemption under Section 43 of the FoIA applied.

2f. The DE contract in place is a zero hours contract.

2g. Yes, a P45 is issued at the end of a worker's assignment.

2h. No, its DE provider does not process payroll.

2i. The UHB is responsible for the processing of DE payroll.

2j. The service provider is responsible for the inputting of timesheet data into the system. The UHB's operational services validate the timesheets.

2k. The UHB is responsible for inputting workers' bank details into the DE solution.

3a. The technology provider used to manage internal bank staff shifts is RLDatix.

3b. The RLDatix bank software is used to manage the following staff groups:

- Nursing and Midwifery (N&M)
- Additional Clinical Services
- AHP
- Estates and Ancillary

The software is also used to manage Medical and Dental (M&D) staffs' additional duties.

3c. The RLDatix contract start date was 31 January 2021 and has an end date of 30 January 2026.  
The contract for the M&D staff started 30 April 2024 and has an end date of 29 April 2027.

3d. An exemption under Section 43 of the FoIA applied.