

<b>Reference:</b>	FOI.14189.24
<b>Subject:</b>	Temporary staffing systems
<b>Date of Request:</b>	10 April 2024

### Your request and our response

Under the Freedom of Information Act 2000, could you please provide me with the below information in relation to your Temporary Staffing Workforce Systems for the Fiscal Year 2023-2024.

As some of this information is already within the public domain, Hywel Dda University Health Board (UHB) has applied an exemption under Section 21 of the Freedom of Information Act 2000 (FoIA), as the information is accessible by another means. The UHB has answered similar Freedom of Information requests, which are available on our disclosure log:

- FOI.12513.23 – Temporary agency staffing
- FOI.13808.24 – Temporary agency staffing

For ease of reference, please click on the attached link, 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/disclosure-log)

However, the UHB provides the information not covered by the exemption within the tables overleaf, as requested.

<b>Bank</b>				
<b>FY 2023/2024</b>	<b>Medical and Dental (M&amp;D)</b>	<b>Allied Health Professionals (AHPs)</b> including Scientific, Therapeutic and Technical Staff	<b>Nursing and Midwifery (N&amp;M)</b> including Health Care Support Workers (HCSW)	<b>Non-Medical Non-Clinical (NMNC)</b> including Admin and Clerical, Estates and Facilities
<b>Bank Spend</b>	£841.56	£1,064,660.79	£10,508,517.76	£115,199.35
<b>Number of Bank Hours</b>	40.00	59,280.48	564,019.09	5,848.50
<b>Number of Bank Shifts</b>	5	6,067	66,029	1,081
<b>Name of Staff Bank Provider(s)*</b>	In house	In house	Allocate	Section 21 exemption applied
<b>Contract Expiry Date with Provider(s)</b>	Not applicable	Not applicable	30 January 2026	Not applicable
<b>Type of Staff Bank(s) Procured**</b>	Not applicable	Not applicable	Local Bank only	Not applicable

<b>Type of Bank Service(s) Procured***</b>	Not applicable	Not applicable	Technology only	Not applicable
<b>Contact Name****</b>	Not applicable	Not applicable	Section 21 exemption applied	Not applicable

\* 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.

<b>Agency</b>				
<b>FY 2023/2024</b>	<b>M&amp;D</b>	<b>(AHPs) including Scientific, Therapeutic and Technical Staff</b>	<b>N&amp;M including Health Care Assistants (HCAs)</b>	<b>NMNC including Admin &amp; Clerical and Estates &amp; Facilities</b>
<b>Agency Spend</b>	£5,422,493.58	£753,664.20	£24,547,418.65	£205,188.46
<b>Number of Agency Hours</b>	53,099	31,931	559,419.39	Section 21 exemption applied
<b>Name of Agency Staffing Provider or PSL*</b>	Section 21 exemption applied			
<b>Contract Expiry Date with Provider</b>	Section 21 exemption applied		Not held - contract held by NHS Wales Shared Services Partnership (NWSSP). Contact details provided below.	Section 21 exemption applied
<b>Name of Vendor Management System (VMS) Provider**</b>				
<b>Contract Expiry Date with Provider</b>				
<b>Contact Name***</b>	Section 21 exemption applied			

\* 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.

The N&M contract information is held by NWSSP. We therefore recommend that you redirect this part of your request to the Freedom of Information (FoI) Team in NWSSP, who may be able to help you with your enquiry. Contact details for NWSSP are as follows:-

[shared.services@wales.nhs.uk](mailto:shared.services@wales.nhs.uk) or alternatively, you can contact: Information Governance Manager, 4-5 Charnwood Court, Heol Billingsley, Parc Nantgarw, Cardiff, CF15 7QZ.

<b>Direct Engagement (DE) - in relation to VAT saving on agency spend</b>				
<b>FY 2023/2024</b>	<b>M&amp;D</b>	<b>(AHPs)</b> including Scientific, Therapeutic and Technical Staff	<b>N&amp;M</b> including Health Care Assistants (HCAs)	<b>NMNC</b> including Admin & Clerical and Estates & Facilities
<b>Name of DE Provider*</b>	Section 21 exemption applied		No provider	No provider
<b>Type of DE Service Procured**</b>	Section 21 exemption applied		Not applicable	Not applicable
<b>DE Payroll Responsibility***</b>	Medacs Healthcare	Medacs Healthcare	Not applicable	Not applicable
<b>Contract Expiry Date with Provider</b>	Section 21 exemption applied		Not applicable	Not applicable
<b>% of Agency Workers on DE Contracts</b>	90%	100%	Not applicable	Not applicable
<b>Total VAT Saving (£) Achieved****</b>	£912,523.00	£253,023.00	Not applicable	Not applicable
<b>Contact Name*****</b>	Section 21 exemption applied		Not applicable	Not applicable

\* 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.