

Reference:	FOI.13973.24
Subject:	Workforce and recruitment
Date of Request:	7 March 2024

Requested:

I know the NHS is under pressure and scrutiny to ensure all NHS Trusts and ICB's/ICS's consider and scope alternative Workforce Solutions and Technology v's current incumbent providers to ensure fit for purpose, cost effectiveness and interoperable solutions are procured.

With that in mind I am keen to establish the landscape around contracts, suppliers, and activity and spend of your Trust.

The below data is for the period - January 2023 - December 2023 (or last 12 months data)

1. What current Staffing Rosters are in place and currently operational, contract end dates per service, annual/contract fee's/costs, plus How many users/licenses per product?
2. What Direct Engagement Technology VAT efficiency model/provider is in place, and for what staffing group's i.e. Locums, AHP, NMNC etc. What's the cost per annum? As a pence per hour, or percentage model? And expiry date of this contract?, What savings were delivered via DE during 2023 or last 12 months?
3. What is the current spend (£) over the last 12 months Jan 23-Dec 23 for Nursing, Locums, AHP, NMNC and Facilities Management separately across Agency utilisation or contractors at?
4. Who manages your current Staff Bank? And for What Staffing Groups? Also, what annual costs are associated with your staff bank to provide this service? Also Contract end Date
5. How many Nurses, Doctors or AHP's were procured via International Recruitment during 2023? And who are the suppliers, contract term, and expiry
6. Who are the main providers for Clinical Insourcing/Outsourcing/Mobile Units to help reduce waiting lists across all services, i.e. Theatres/Endoscopy/Dermatology etc.. and What's the annual spend and contract end date.

Response:

1. Hywel Dda University Health Board (UHB) has applied an exemption to some of the requested information under Section 21 of the Freedom of Information Act 2000 (FoIA), as the information is accessible by another means. The UHB has answered a similar Freedom of Information request, FOI.13264.23 - rostering utilisation, which is already within the public domain and is available on our disclosure log:

For ease of reference, please click on the link 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/hywel-dda-university-health-board)

The UHB provides within the table below the information requested which is not exempt under Section 21, namely the number of users of each system, between 1 January – 31 December 2023.

Provider	Number of Users
CLW Rota	64
Allocate	5,200

2. Again, as some of this information is already within the public domain, the UHB has applied a Section 21 exemption of the FoIA. The UHB has answered a similar Freedom of Information request, FOI.12513.23 - Temporary agency staffing, which is already within the public domain and is available on our disclosure log.

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 \(nhs.wales\)](#)

Additionally, the UHB has considered applying a Section 43 exemption of the Freedom of Information Act 2000 (FoIA), as the costs requested 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 party, Medacs Healthcare and their comments have been considered as part of the decision making and the public interest test. The UHB has therefore 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. Additionally, to ensure continuous service delivery and patient safety, the UHB must be able to engage with Medacs Healthcare to provide the required roles; should the costs requested be disclosed, then they may consider no longer trading with the UHB, which would put the UHB in a position of not being able to deliver services safely. Therefore, the UHB considers that the public interest in withholding the costs is greater than the interest 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 below.

The UHB provides within the table below the information requested that is not exempt under Section 43, namely the savings delivered via Direct Engagement arrangements between 1 January and 31 December 2023.

Staff Group	Cost Savings
Medical	£891,000.00
Allied Health Professionals (AHP)	£310,000.00

3. The UHB provides within the table below the agency spend for the staff groups requested between 31 January and 31 December 2023.

Category	Total
Nursing	£27,569,689.00
Locums	£5,034,891.00
AHP	£1,152,772.00
NMNC	£19,324.00
Facilities Management	£185,218.00

4. The UHB operates an in-house staff bank service for Registered Nurses and Healthcare Support Workers, managed by Julie Rogers, Senior Workforce Manager Bank & E-Rostering. The UHB's costs to run the bank office team were £467,420 for the period 1 January 2023 – 31 December 2023.
5. The UHB did not recruit any Medics or AHPs via international recruitment projects during 2023. The UHB provides within the table below, the number of nurses recruited via international arrangements between 1 January 2023 – 31 December 2023 by agency and their contract terms.

Agency	Number of Nurses	Contract Term
Medacs	36	5 year visas
ID Medical	25	5 year visas
MHR	15	5 year visas

MHR	6	3 year visas
Your World	20	5 year visas
Norka Roots	7	5 year visas
Total	109	

6. The UHB provides within the table overleaf, a list of the UHB's clinical insourcing, outsourcing and mobile unit providers, estimated annual spend and contract end dates.

Service	Provider	Estimated Spend	Contract End Date
Dermatology (Insourcing)	Healthcare Business Solutions	£276,480.00	31/03/2024
Transthoracic Echocardiograms (Insourcing)	Medinet Wales	£170,000.00	31/03/2024
Trauma & Orthopaedic (Outsourcing)	BMI Werndale	£370,068.75	31/03/2024
	Practice Plus Group	£1,424,802.00	31/03/2024
Ophthalmology (Outsourcing)	Spa Medica	£556,840.00	31/03/2024
Radiology (Insourcing)	Globe Locums	£381,293.75	31/03/2024
Urology (Outsourcing)	BMI Werndale	£71,325.00	31/03/2024
	Nuffield Health (Cardiff)	£ 93,120.00	31/03/2024
	Practice Plus Group	£80,534.18	31/03/2024
	Sancta Maria	£17,820.00	31/03/2024
Endoscopy (Insourcing)	ID Medical Group	£138,879.06	31/03/2024
Radiology (Mobile Unit)	On Hire from Cardiff & Vale UHB for nine weeks (contract commenced 22 May 2023)	£160,000.00	24/07/2023