FOINHSD26/1966

NHS Devon
Aperture House
Pynes Hill
Rydon Lane
Exeter
EX2 5AZ

d-icb.foi@nhs.net

Tel: 01392 205205

Dear,

Re: Request for information under Freedom of Information Act 2000

Thank you for your request under the Freedom of Information Act 2000.

NHS Devon Integrated Care Board (ICB) is confirming in accordance with Section - (1) (a) of the Act, whether it holds the information requested and (b) is supplying it unless otherwise specified.

NHS Devon can confirm it holds part of the requested information.

You requested the following information.

> **I am writing to make a request under the Freedom of Information Act regarding Temporary Staff Management. Please can you complete the below questions.**
>
> **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**
>
> No MV or NV arrangement is in place. The organisation follows appropriate procurement processes to source temporary staffing through providers on the RM6277 Non-Clinical Staffing framework, providing the most cost-effective solution whether that is through a bank contract arrangement, through an agency, NHS professionals or contract for services arrangement, depending on the work required.

1b. What is the name of the MV/NV provider(s) and what staffing groups do they source? e.g. medical, nursing etc.

Not applicable.

1c. As part of the arrangement, is any NV technology provided by the supplier to help manage the procurement of agency staff?

Not applicable.

1d. Please provide the contract start and end date for the supplier (dd/mm/yy)

Not applicable.

Direct Engagement

2a. Does the organisation use a third party to provide a Direct Engagement/Outsourced Employment Solution*?

No single third-party provider is contracted; workforce solutions are managed through the relevant procurement processes.

2b. What is the name of the Direct Engagement (DE)/Outsourced Employment supplier**

The answer to this and the rest of your request is not applicable.

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 25/26 (April 2025 to March 2026) 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 25/26 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***

Satisfaction

We trust this matter has been dealt with to your satisfaction but if there is anything you need clarifying, please do not hesitate to contact the office on 01392 205205 or emailing d-icb.foi@nhs.net Please remember to quote the reference number at the top of this letter in any future communications.

If you are unhappy with the service you have received in relation to your request and wish to request a review of our decision or make a complaint, you can write to the office and arrangements will be made for an independent review. You can write directly to the NHS Devon Chief Executive Officer if you prefer using the "contact us" details displayed on the NHS Devon website.

If you remain dissatisfied with the outcome of the independent review, you have the right to appeal again to the Information Commission at:
Information Commission, Wycliffe House, Water Lane, Wilmslow, Cheshire
SK9 5AF
Tel: 01625 545 700
Fax: 01625 524 510

Yours sincerely,

The Freedom of Information Office