NHS
South East Coast
Ambulance Service
NHS Foundation Trust

Trust Headquarters
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Crawley
West Sussex
RH10 9BG

Tel: 0300 123 0999
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29th October 2026
Internal Reference: 261042
Email:

Dear ,

Thank you for your request for information, which we received on **22/10/2026**.
We have considered your request under the Freedom of Information Act 2000.
Please ensure you quote the Internal Reference number above in any future correspondence.

Your Request

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. The Trust does not operate a Master Vendor (MV) or Neutral Vendor (NV) arrangement for the supply of agency staff.

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. The Trust does not have a Master Vendor or Neutral Vendor arrangement in place.

The Trust sources agency staff through a Preferred Supplier List (PSL), which covers its temporary staffing requirements.

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

No. As the Trust does not operate a Neutral Vendor arrangement, no associated Neutral Vendor technology is provided.

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

The Trust's current Preferred Supplier List arrangement commenced on 1 April 2026 and is due to expire on 31 March 2028.

Direct Engagement

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

No. The Trust does not use a third party to provide a Direct Engagement or Outsourced Employment solution.

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

Not applicable. The Trust does not use a Direct Engagement or 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

Not applicable.

2d. Please provide the contract start and end date for the DE supplier (dd/mm/yy)

Not applicable.

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?

Not applicable.

2f. What type of Direct Engagement contract is in place between the trust and the worker? E.g. Fixed term, casual, zero hours etc.

Not applicable.

2g. Are workers issued a P45 at the end of their assignment?

Not applicable.

2h. Does your DE provider process DE payroll?

Not applicable.

2i. If not, who is responsible for processing DE payroll?

Not applicable.

2j. Who is responsible for inputting timesheet data into your DE solution?

Not applicable.

2k. Who is responsible for inputting workers' bank details into the DE solution?

Not applicable.

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

The Trust manages its bank workforce internally and uses GRS as its staffing management system. No outsourced or managed bank staffing arrangement is in place.

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

GRS supports the management and allocation of shifts for the Trust's internal bank workforce across the staffing groups required by the organisation.

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

Not applicable. The Trust does not have an outsourced bank staffing supplier, as its bank workforce is managed internally.

3d. How much did the organisation pay the supplier(s) in 25/26 for the provision of the bank service?

Not applicable. The Trust does not pay a third-party supplier to provide a managed bank staffing service, as its bank workforce is managed internally.

Next steps

Some information held by the Trust is routinely published on our website and may be of assistance.

If you are dissatisfied with the Trust's response to your request, you have the right to ask for an internal review.

Requests for an internal review should be submitted within **40 working days** of the date of this response and should be sent to:

Richard Banks, Head of Corporate Governance at **FOI@secamb.nhs.uk**

The internal review will be conducted by an individual who was not directly involved in handling your original request, ordinarily the Trust's Data Protection Officer. We aim to complete internal reviews within **20 working days** of receipt.

If you remain dissatisfied following the outcome of the internal review, you may complain to the Information Commission (IC). The IC generally expects complaints to be raised promptly following the completion of an internal review.

The easiest way to raise a complaint is via the IC website:
www.ico.org.uk/foicomplaints

Alternatively, you may write to:
4th Floor, No.3 Circle Square
5 Hawkshaw Street
Manchester
M1 7BL

Yours sincerely,

Corporate Governance Team
South East Coast Ambulance Service NHS Foundation Trust