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17th April 2020

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 20/02/34

You requested the following information, please also see our response below:

Please answer the below questions in relation to your organisations staff bank utilisation for each

staffing group: Medical & Dental, Allied Health Professionals (AHPs), Nursing and Midwifery, Non-Medical Non-Clinical (including admin & estates). For each response state the name of the staffing group this relates to e.g. Medical & Dental: Yes, AHPs: Yes, Nursing & Midwifery: Yes, NMNC: No

1a. Does your organisation have staff bank? (an entity of staff managed by either the organisation or a third-party, who are temporarily contracted to take on shifts)

Yes, In A & E, EOC & 111

1b. If yes, what type of bank is in place:

i) Internal bank supported by third-party technology

ii) Managed bank

iii) Outsourced bank

iv) In-house (no third-party involved, possibly managed on Excel)

Yes, supported by ESR and GRS

2a. What is the monthly average number of workers (headcount) on the bank in the last 12 months?

263

2b. What is the monthly average utilisation rate for your bank in the last 12 months? (calculated based on the % of vacant shifts filled by bank workers)

29.8%

2c. What is the average utilisation rate for your bank in November 2019?

30.88%

2d. What is the average utilisation rate for your bank in December 2019?

31.02%

2e. What is the average utilisation rate for your bank in January 2020?

30.26%

Please answer the below questions in relation to the organisations staff bank supplier for each staffing group: Medical & Dental, Allied Health Professionals (AHPs), Nursing and Midwifery, Non-Medical Non-Clinical (including admin & estates) For each response state the name of the staffing group this relates to e.g. Medical & Dental: Yes, AHPs: Yes, Nursing & Midwifery: Yes, NMNC: No

3a. Please state the name of the third-party supplier(s) used to manage the supply of your bank staff, inclusive of any outsourced or managed arrangements (i.e. NHSP, Patchwork, Allocate, Liaison,

PlusUs, Locum's Nest etc)

From a rostering perspective GRS

3b. Please state the name of the software used to book and manage your bank staff (i.e.

NHSP:Connect, TempRE Bank, Allocate BankStaff etc.)

GRS & ESR for pay

3c. Do your bank workers book shifts via a mobile app? If yes, please state the name of the app being used

Manual lookup on rostering software and then booked via scheduling offices.

3d. Do your bank workers submit electronic timesheets using the software?

Not Currently

3e. Does your organisation make use of an API (Application Programming Interface) i.e. allows for

interaction/communication with other software.

No

3ei. If yes to the above, please state the software integrations that are currently being utilised e.g.

Ryalto with NHSP, Reed with Patchwork etc.

4a. What framework was used to procure the supplier?

Single Tender Waiver.

4b. What is the contract start date? (dd/mm/yy)

1st April (Annually)

4c. What is the contract end date? (dd/mm/yy)

31st March (Annually)

4d. What was the average monthly fee paid to the supplier in the last 12 months?

No Monthly fee just annual cost for Technical Service & Maintenance (T,S & M)

4e. What is the pricing structure of the fees paid to the supplier? I.e. % of costs processed, fixed

transactional fee, license fee etc

£38,902.50 + Vat

I hope you find this information of some assistance.

If for any reason you are dissatisfied with our response, kindly in the first instance contact Caroline Smart, Head of Information Governance via the following email address:

FOI@secamb.nhs.uk

Yours sincerely

Freedom of Information Coordinator
South East Coast Ambulance Service NHS Foundation Trust