

Information Governance

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Our reference: FOI DA3395

I am responding to your request for information received 19th February 2020. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,

Ayomide Adediran
Information Governance Coordinator

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision. If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113
Web: www.ico.org.uk

Please note that the data supplied is not allowed to be re-used and/or published without the explicit consent of East London NHS Foundation Trust. Please contact the signatory to request permission if this is your intention

Request:

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

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

Answer: Yes, the Trust has a staff bank.

Question 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)

Answer: This is in-house.

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

Answer: The total monthly average number of workers on the bank in the last twelve months is 1204.

The Trust is unable to comply with providing information for each staff group separately as this information is not held centrally. The cost of compliance and extracting your exact requirements would exceed the appropriate cost limit of £450 which is specified in Section 12 of the Freedom of Information Act 2000. This is based on a rate of £25 per hour, regardless of the rate of pay of any individual involved in the retrieval of requested information, and equates to 18 hours work.

Question 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)

Answer: The total monthly average utilisation rate in the last 12 months is 80.36%.

The Trust is unable to comply with providing information for each staff group separately as this information is not held centrally. The cost of compliance and extracting your exact requirements would exceed the appropriate cost limit of £450 which is specified in Section 12 of the Freedom of Information Act 2000. This is based on a rate of £25 per hour, regardless of the rate of pay of any individual involved in the retrieval of requested information, and equates to 18 hours work.

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

Answer: The average utilisation rate in November 2019 was 86.54%. Please see table below.

Staff groups	Total Number of Bank shifts Requested	Number of Bank shifts Filled	Number of Bank shifts Unfilled	Fill rate %
Admin & Estates	615	551	64	89.59%
Healthcare Assistants & Other Support	1126	1002	124	88.99%
Medical & Dental	53	53		100.00%
Nursing, Midwifery & Health Visiting	905	734	171	81.10%
Scientific, Therapeutic & Technical	176	148	28	84.09%
Grand Total	2875	2488	387	86.54%

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

Answer: The average utilisation rate in December 2019 was 84.81%. Please see table below.

Staff groups	Total Number of Bank shifts Requested	Number of Bank shifts Filled	Number of Bank shifts Unfilled	Fill rate %
Admin & Estates	331	266	65	80.36%
Healthcare Assistants & Other Support	1119	1000	119	89.37%
Medical & Dental	22	22	0	100.00%
Nursing, Midwifery & Health Visiting	807	658	149	81.54%
Scientific, Therapeutic & Technical	91	64	27	70.33%
Grand Total	2370	2010	360	84.81%

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

Answer: The average utilisation rate in January 2020 was 87.26%. Please see table below.

Staff groups	Total Number of Bank shifts Requested	Number of Bank shifts Filled	Number of Bank shifts Unfilled	Fill rate %
Admin & Estates	655	577	78	88.09%
Healthcare Assistants & Other Support	1155	1061	94	91.86%
Medical & Dental	38	38	0	100.00%
Nursing, Midwifery & Health Visiting	982	798	184	81.26%
Scientific, Therapeutic & Technical	168	142	26	84.52%
Grand Total	2998	2616	382	87.26%

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

Question 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)

Answer: The Trust does not use a third party supplier to manage the supply of bank staff.

Question 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.)

Answer: The Trust uses Allocate to book and manage the bank staff.

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

Answer: Yes, bank workers book shifts via employee on-line (HealthRoster).

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

Answer: Yes, timesheets are submitted via HealthRoster.

Question 3e. Does your organisation make use of an API (Application Programming Interface) i.e. allows for interaction/communication with other software.

Answer: No.

Question 3f. If yes to the above, please state the software integrations that are currently being utilised e.g. Ryalto with NHSP, Reed with Patchwork etc.

Answer: Not applicable.

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

Answer: Not applicable.

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

Answer: Not applicable.

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

Answer: Not applicable.

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

Answer: Not applicable.

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

Answer: Not applicable.