

**Information Governance**

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27 February 2024

**Our reference: FOI DA5216**

I am responding to your request for information received 13 February 2024. 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,



Keshia Harvey  
Senior Information Governance Manager - Compliance

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](http://www.ico.org.uk)

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We promise to work together creatively to: learn 'what matters' to everyone, achieve a better quality of life and continuously improve our services.  
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**Interim Chief Executive Officer:** Lorraine Sunduza  
**Chair:** Eileen Taylor

**Request:** Under the Freedom of Information Act 2000, could you please provide me with the following information in relation to temporary agency staffing.

**Question 1: Neutral Vend (NV) or Master Vend (MV) Agency Supplier:**  
**i. Medical**  
**Name of the NV or MV agency supplier?**  
**Expiry date of contract with the NV or MV agency supplier?**

**Answer:** The Master Vend is Pulse.  
The contract expiry date is 30 April 2027.

**ii. Allied Health Professionals (AHPs)**  
**Name of the NV or MV agency supplier?**  
**Expiry date of contract with the NV or MV agency supplier?**

**Answer:** The Master Vend is Pulse.  
The contract expiry date is 30 April 2027.

**iii. Nursing**  
**Name of the NV or MV agency supplier?**  
**Expiry date of contract with the NV or MV agency supplier?**

**Answer:** The Master Vend is Pulse.  
The contract expiry date is 30 April 2027.

**iv. Non-Medical, Non-Clinical (NMNC)**  
**Name of the NV or MV agency supplier?**  
**Expiry date of contract with the NV or MV agency supplier?**

**Answer:** This is managed in house.

**Question 2: Direct Engagement (DE):**  
**i. Medical:**  
**Name of the DE provider?**  
**Expiry date of contract with the DE provider?**  
**% of DE currently achieved?**

**Answer:** The Direct Engagement provider is Allocate 24/7.  
The expiry date of contract is 31 October 2027.  
The % of DE currently achieved is 100%.

Please note, not all agency shifts are fully added to the roster, the programme to centralise all agency use is underway so this figure is incomplete.

**ii. Allied Health Professionals (AHPs)**  
**Name of the DE provider**  
**Expiry date of contract with the DE provider?**  
**% of DE currently achieved?**

**Answer:** The Direct Engagement provider is Allocate 24/7.  
The expiry date of contract is 31 October 2027.  
The % of DE currently achieved is 100%.

Please note, not all agency shifts are fully added to the roster, the programme to centralise all agency use is underway so this figure is incomplete.



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**iii. Non-Medical, Non-Clinical (NMNC)**

**Name of the DE provider?**

**Expiry date of contract with the DE provider?**

**% of DE currently achieved?**

Answer: The Direct Engagement provider is Allocate 24/7.  
The expiry date of contract is 31 October 2027.  
The % of DE currently achieved is not presently identifiable as the Trust is in the process of centralising the NMNC agency bookings.

**Question 3: Financial Year 2022/2023 (or most recent if available) - spend figures on temporary agency staffing – (worker pay & agency commission only):**

**i. Medical?**

**ii. Allied Health Professionals (AHPs)?**

**iii. Nursing?**

**iv. Non-Medical, Non-Clinical (NMNC)?**

Answer: The Trust has reviewed question 3 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

*(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.*

The information requested is accessible here:

Question 4:

<https://www.elft.nhs.uk/sites/default/files/2023-06/ANON%20Response%20-%20FOI%20DA4698.pdf>

**Question 4: Financial Year 2022/2023 - number of hours worked by temporary agency workers:**

**i. Medical?**

**ii. Allied Health Professionals (AHPs)?**

**iii. Nursing?**

**iv. Non-Medical, Non-Clinical (NMNC)?**

Answer: The Trust has reviewed question 4 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the Freedom of Information Act 2000 states:

*Any person making a request for information to a public authority is entitled—*

*(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and*

*(b) if that is the case, to have that information communicated to them.*

East London NHS Foundation Trust does not record the number of hours worked by temporary agency workers and is therefore unable to provide a response.

**Question 5: Does the Trust or Health Board currently operate a Non-Medical Non-Clinical Staff Bank?**

**If yes, what is the name of the provider?**

**Expiry Date of the contract with the provider?**

Answer: East London NHS Foundation Trust provides this in-house and runs an internal staff bank.



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**Question 6: Does the Trust or Health Board utilise an Insourcing Contracting provider in place?**

**If yes, what is the name of the provider?**

**Expiry Date of the contract with the provider?**

Answer: The Trust has reviewed question 6 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

*(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.*

The information requested is accessible here:

Question 3:

<https://www.elft.nhs.uk/sites/default/files/2023-05/ANON%20Response%20-%20FOI%20DA4726.pdf>

**Question 7: Contact responsible for temporary agency staffing at the Trust or Health Board:**

**Workforce Lead**

**Name?**

**Job Title?**

Answer: Tanya Carter, Chief People Officer.

**Procurement Lead**

**Name?**

**Job Title?**

Answer: Dr Mohit Venkataram, Executive Director for Commercial Development.

**Finance Lead**

**Name?**

**Job Title?**

Answer: Kevin Curnow, Chief Finance Officer.



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