



**East London**  
**NHS Foundation Trust**  
**Information Governance**  
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14<sup>th</sup> January 2025

**Our reference: FOI DA5699**

I am responding to your request for information received 5 November 2024 and clarified on 19<sup>th</sup> and 20<sup>th</sup> November. I am sorry for the delay in responding to your request. 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,

FOI Team

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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**Chief Executive Officer:** Lorraine Sunduza  
**Chair:** Eileen Taylor

**Request:**

**Question 1:** Do you have a Master Vendor (MV), Managed Service Provider (MSP) or Neutral Vendor (NV) arrangement in place for temporary staffing for the following sectors: AHP/HSS; medical and dentistry; Nursing and midwifery; NMNC; social workers?

Answer: Yes.

**Question 2:** If yes who is your current Master Vendor, managed service provider or neutral vendor Provider?

Answer: The Trust has reviewed question 2 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 3c:

[https://www.elft.nhs.uk/sites/default/files/2024-05/foi\\_da5332\\_-\\_appendix\\_1.pdf](https://www.elft.nhs.uk/sites/default/files/2024-05/foi_da5332_-_appendix_1.pdf)

**Question 3:** What percentage fill rates are achieved with your Master Vendor Provider, managed service provider or Neutral Vendor?

**Clarification:** In the context of staffing solutions, particularly within healthcare, the fill rate refers to the percentage of job vacancies or shifts that are successfully filled by a staffing provider. This metric is crucial for evaluating the effectiveness of staffing arrangements, such as Master Vendor Providers, Managed Service Providers (MSPs), or Neutral Vendors.

**Clarification:** For the last financial year.

Answer: The MV fill rate for financial year 2023-24 was 93.8%.

**Question 4:** Are you charged a fee for the above services and if so what is the cost?

Answer: No. There is no charge for the MV service provided.

**Question 5:** What is the expiry date for your current contract?

Answer: The Trust has reviewed question 5 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 3d:

[https://www.elft.nhs.uk/sites/default/files/2024-05/foi\\_da5332\\_-\\_appendix\\_1.pdf](https://www.elft.nhs.uk/sites/default/files/2024-05/foi_da5332_-_appendix_1.pdf)



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**Question 6: Does the Master Vendor/ managed service provider / neutral vendor charge you any additional fees for savings over the course of the contract?**

Answer: No additional fees for savings.

**Question 7: How do you typically go out to market for Master vendors and/or neutral vendors?**

Answer: Via mini-competition off a framework.

**Question 8: If you have a master vendor, neutral vendor or managed service provider, in the most recent financial year, how many hours of each category of staffing groups have you run through this vendor? i.e. 100000 hours for nursing and midwifery, 2000 hours for AHP/HSS?**

Answer: The total number of hours provided under the MV in the financial year 2023/24 was 230,645, broken down as follows:

Allied Health Professions (AHP) / Psychology – 116,368 hours.  
Psychiatry – 114,277 hours.

**Question 9: Which framework do you use – HealthTrust Europe, Workforce Alliance, or both?**

Answer: The Trust uses the Workforce Alliance Framework.

**Question 10: What is the total spend through the master vendor agreement for the last financial year?**

Answer: The Trust has reviewed question 10 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 3a:

[https://www.elft.nhs.uk/sites/default/files/2024-05/foi\\_da5332\\_-\\_appendix\\_1.pdf](https://www.elft.nhs.uk/sites/default/files/2024-05/foi_da5332_-_appendix_1.pdf)



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