



East London

NHS Foundation Trust

Information Governance

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London

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20 June 2025

Our reference: FOI DA5978

I am responding to your request for information received 3 April 2025. 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,

Information Rights 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



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'what matters' to everyone, achieve a better quality
of life and continuously improve our services.
We care . We respect . We are inclusive

Chief Executive Officer: Lorraine Sunduza
Chair: Eileen Taylor

Request:

Question 1: In the period 1st December 2024 – 1st March 2025 what is your “on” Framework Agency expenditure and total number of hours filled for Nursing and HCA staff? (Band 2 up to Band 7)? Please break down per month.

Answer: The Trust has reviewed 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 information on framework agency expenditure as requested in a retrievable format, and is therefore unable to provide a response.

To advise and assist, the Trust can provide the total number of hours filled by nursing and HCA staff per month:

Time period	Agency hours filled for Nursing and HCA staff
December 2024	7064
January 2025	6300
February 2025	6086
1 March 2025	0

Question 2: In the period 1st December 2024 – 1st March 2025 what is your “Off” Framework Agency expenditure and total number of hours filled for Nursing and HCA staff? (Band 2 up to Band 7)? Please break down per month.

Please provide a further breakdown by spend per band and spend per agency name.

Answer: The Trust has reviewed 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 information on off framework agency expenditure as requested in a retrievable format and is therefore unable to provide a response.

To advise and assist, the Trust can provide the total number of hours filled by nursing and HCA staff per month:

Time period	Agency hours filled for Nursing and HCA staff
December 2024	7064
January 2025	6300
February 2025	6086
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Question 3: Do you have an in-house temporary staffing team to manage your agency requests OR is this outsourced to a Master Vendor or Neutral Vendor provider? – if outsourced, what is the name of the company?

Answer: Yes. The Trust has an in-house temporary staffing team to manage agency requests.

Question 4: If outsourced, what was the start date and expiry date of the contract with this provider?

Answer: Not applicable.

Question 5: What is your current Bank staff fill rate for Nursing and HCA Staff?

Answer: Please see table below:

Staff groups	Current Bank Fill rate %
Healthcare Assistants	95.34%
Nursing	88.60%

Question 6: What is your current Agency fill rate for Nursing and HCA Staff?

Answer: 100%. The Trust only records shifts that have been worked and therefore filled.

Question 7: How many agencies are currently supplying the Trust with nursing and HCA staff and what are their names?

Answer: A total of 24 agencies are currently supplying the Trust with nursing and HCA staff. They are as follows:

- Medicure Professionals Ltd
- MSI Recruitment Ltd
- Promedical Personnel Ltd
- Sensible Staffing Ltd
- Your World Nursing Ltd
- Ackerman Pierce Ltd
- Coyle Personnel Plc
- DRC Locums Ltd
- HCRG Staffing Ltd
- KMI Recruitment Ltd
- Medsol Healthcare Services Ltd
- Sanctuary Personnel Ltd
- Tripod Partners
- Unity Healthcare Recruitment Ltd
- Westmeria Recruitment Ltd
- Nurslink Recruitment Ltd
- ID Medical Group Ltd
- Service Care Solutions Ltd
- Athona Ltd
- Premium Staff Ltd
- Medicare Health Professionals Ltd
- Pe Global Healthcare
- Day Webster Ltd
- Archer Resourcing Ltd



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Question 8: Who is head of your procurement or temporary staffing team responsible for approving framework agencies who are wishing to join your preferred supplier list and what are their contact details?

Answer: Kevin Curnow, Chief Finance Officer. Email kevincurnow@nhs.net



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