



East London
NHS Foundation Trust
Information Governance
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12/12/2025

Our reference: FOI DA6264

I am responding to your request for information received 22 September 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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Chief Executive Officer: Lorraine Sunduza
Chair: Eileen Taylor

Request:

Sourced Staffing Arrangements

Question 1: Do you have a master vendor (MV) or neutral vendor (NV) arrangement in place for sourcing agency staff? If so, please state which arrangement is in place

Answer: No the Trust does not have a Master Vendor service in place. The Trust has an in-house temporary staffing team to manage agency requests.

Question 1b: What is the name of the MV/NV provider(s) and what staffing groups do they source? e.g. medical, nursing etc.

Answer: Not applicable.

Question 1c: As part of the arrangement, is any NV technology provided by the supplier to help manage the procurement of agency staff?

Answer: Not applicable.

Question 1d: Please provide the contract start and end date for the supplier (dd/mm/yy)

Answer: Not applicable.

Direct Engagement

Question 2a: Does the organisation use a third party to provide a Direct Engagement/Outsourced Employment Solution*?

Answer: Yes.

Question 2b: What is the name of the Direct Engagement (DE)/Outsourced Employment supplier**

Answer: Allocate 24/7 and Pulse.

Question 2c: Under the DE/Outsourced Employment arrangement, which staffing groups are managed? For example; Medical, Admin, Scientific staff. Please list all applicable

Answer: The Trust has reviewed question 2c 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 2c:

https://www.elft.nhs.uk/sites/default/files/2024-08/anon_response_-_foi_da5540.pdf

Question 2d: Please provide the contract start and end date for the DE supplier (dd/mm/yy)



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Answer: Allocate:
Contract start date: 1 June 2023.
Contract expiry date: 31 October 2027.

Pulse:
Contract start date: 01 November 2022.
Contract expiry date: 30 April 2027.

Question 2e: How much did the organisation pay the supplier in 24/25 (April 2024 to March 2025) for the provision of the direct engagement service?

Answer: Allocate - £0.00.
Pulse - £252,172.80.

Question 2f: What type of Direct Engagement contract is in place between the trust and the worker? E.g. Fixed term, casual, zero hours etc.

Answer: Direct engagement agreement is a casual worker agreement.

Question 2g: Are workers issued a P45 at the end of their assignment?

Answer: Yes. The Payroll Department will issue a P45 when an agency worker is removed from the direct engagement system.

Question 2h: Does your DE provider process DE payroll?

Answer: Yes - for non medical staff.
No - for medical staff.

Question 2i: If not, who is responsible for processing DE payroll?

Answer: For medical staff, this is processed by the department who provides the Trust's substantive staff payroll services.

Question 2j: Who is responsible for inputting timesheet data into your DE solution?

Answer: The service management or rota coordinator.

Question 2k: Who is responsible for inputting workers' bank details into the DE solution?

Answer: The agency who is supplying the worker and the department who provides the Trust's substantive staff payroll services.

Bank Management

Question 3a: Please name the technology provider used to manage the supply of your bank staff, inclusive of any outsourced or managed arrangements * If more than one supplier is used, please name all suppliers**

Answer: The Trust bank is managed internally.

Question 3b: Please name the staffing group each provider is used for e.g. medical, nursing, AHPs, admin and clerical.

Answer: Not applicable.



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Question 3c: Please provide the contract start and end date for each bank supplier (dd/mm/yy)

Answer: Not applicable.

Question 3d: How much did the organisation pay the supplier(s) in 24/25 for the provision of the bank service?

Answer: Not applicable.



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