

**Reference Number:** FOI/2020/071  
**From:** Private Individual  
**Date:** 19 February 2020  
**Subject:** Staff bank - usage; contract

- Q1 1a. Does your organisation have staff bank? (an entity of staff managed by either the organisation or a third-party, who are temporarily contracted to take on shifts)
- 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)
- Q2 2a. What is the monthly average number of workers (headcount) on the bank in the last 12 months?
- 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)
- 2c. What is the average utilisation rate for your bank in November 2019?
- 2d. What is the average utilisation rate for your bank in December 2019?
- 2e. What is the average utilisation rate for your bank in January 2020?
- Q3 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)
- 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.)
- 3c. Do your bank workers book shifts via a mobile app? If yes, please state the name of the app being used
- 3d. Do your bank workers submit electronic timesheets using the software?
- 3e. Does your organisation make use of an API (Application Programming Interface) i.e. allows for interaction/communication with other software.
- 3ei. If yes to the above, please state the software integrations that are currently being utilised e.g. Ryalto with NHSP, Reed with Patchwork etc.
- Q4 4a. What framework was used to procure the supplier?
- 4b. What is the contract start date? (dd/mm/yy)

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

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

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

A1-4 [See attached document - FOI Questions FOI2020071](#)

## Staff Bank Freedom of Information (FOI) 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 & Midwifery	Non-Medical Non-Clinical (including admin and estates)
1a. Does your organisation have staff bank? (an entity of staff managed by either the organisation or a third-party, who are temporarily contracted to take on shifts)	YES	YES	YES	YES
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)	Internal bank supported by third-party technology	Internal bank supported by third-party technology	Internal bank supported by third-party technology	Internal bank supported by third-party technology
2a. What is the monthly average number of workers (headcount) on the bank in the last 12 months?	8	11	565	105
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)	0.52%	0.83%	68.14%	74.45%
2c. What is the average utilisation rate for your bank in November 2019?	0.00%	0.52%	70.58%	69.45%
2d. What is the average utilisation rate for your bank in December 2019?	0.00%	0.76%	69.97%	73.55%
2e. What is the average utilisation rate for your bank in January 2020?	0.00%	0.50%	70.92%	74.45%

Please answer the below questions in relation to the organisations staff bank supplier for each staffing group	Medical & Dental	Allied Health Professionals (AHPs)	Nursing & Midwifery	Non-Medical Non-Clinical (including admin and estates)
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)	Allocate	Allocate	Allocate	Allocate
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.)	BankStaff	BankStaff	BankStaff	BankStaff
3c. Do your bank workers book shifts via a mobile app? If yes, please state the name of the app being used	Yes EOL	Yes EOL	Yes EOL	Yes EOL
3d. Do your bank workers submit electronic timesheets using the software?	No	No	No	No
3e. Does your organisation make use of an API (Application Programming Interface) i.e. allows for interaction/communication with other software.	No	No	No	No
3ei. If yes to the above, please state the software integrations that are currently being utilised e.g. Ryalto with NHSP, Reed with Patchwork etc.	NA	NA	NA	NA
4a. What framework was used to procure the supplier?	N/A	N/A	N/A	N/A
4b. What is the contract start date? (dd/mm/yy)	23/09/2015	23/09/2015	23/09/2015	23/09/2015
4c. What is the contract end date? (dd/mm/yy)	22/09/2020	22/09/2020	22/09/2020	22/09/2020
4d. What was the average monthly fee paid to the supplier in the last 12 months?	£776	£776	£776	£776
4e. What is the pricing structure of the fees paid to the supplier? i.e. % of costs processed, fixed transactional fee, license fee etc	Fixed transactional fee	Fixed transactional fee	Fixed transactional fee	Fixed transactional fee