



Ref: FOIA Reference 2022/23-366

Date: 28<sup>th</sup> September 2021

Email [foi@uhnm.nhs.uk](mailto:foi@uhnm.nhs.uk)

Dear

I am writing to acknowledge receipt of your email dated 11th September 2023 requesting information under the Freedom of Information Act (2000) regarding master vendor

As of 1<sup>st</sup> November 2014 University Hospitals of North Midlands NHS Trust (UHNM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

**Q1 I am writing to make a request under the Freedom of Information Act regarding Temporary Staff Management. Please can you complete the below questions:**

**Sourced Staffing Arrangements**

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

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

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

A1 See below:

1a&1b) Nursing = Yes, there is a Mastervend. The Mastervend = Daywebster  
1c) Nursing = No. The technology is provided by the Trust by giving the Mastervend access to the Allocate Bankstaff side of the system, so that they can book agency staff into shifts.  
1d) 30th September 2024 – the contract has just been renewed.

No Master vendor for medical staffing.

**Q2 Direct Engagement**

**2a. Does the organisation use a third party to provide a Direct Engagement/Outsourced Employment Solution? (This is where the NHS organisation sources agency staff via a recruitment agency but hold a direct contract between the organisation and the worker - there is often VAT savings associated to this employment model)**

**2b. What is the name of the Direct Engagement (DE)/Outsourced Employment supplier (e.g 247Time/Allocate, PlusUs, Retinue, Liaison etc.)**

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

**2d. Please provide the contract start and end date for the DE supplier (dd/mm/yy) 2f. How much did the organisation pay the supplier in 22/23 (April 2022 to March 2023) for the provision of the direct engagement service?**

A2 2a. Yes – Direct Engagement - not used for nursing.  
2b. PWC  
2c. AHP/HSS & Medical Locums  
2d. 01/04/18-30/09/25

**Q3 Vendor Management System for Nurse Agency 3a. Does the organisation use a third-party Vendor Management System for the supply of nurse agency staff?**

**3b. Who supplies your Vendor Management System? E.g. Allocate, NHSP etc.**

**3c. Please provide the contract start and end date for this provider (dd/mm/yy)**

A3 See below:  
3a) Yes.  
3b) Allocate  
3c) 27th November 2023

**Q4 Bank Management**

**4a. Please name the technology provider used to manage the supply of your bank staff, inclusive of any outsourced or managed arrangements (i.e. NHSP, Bank Partners, Allocate, Liaison, Patchwork, Locum's Nest etc). If more than one supplier is used, please name all suppliers**

**4b. Please name the staffing group each provider is used for e.g. medical, nursing, AHPs, admin and clerical**

**4c. Please provide the contract start and end date for each bank supplier (dd/mm/yy)**

**4d. How much did the organisation pay the supplier(s) in 22/23 for the provision of the bank service?**

A4 See below:

4a&b) Allocate, for Nursing and Medical Staffing, plus in house solutions for other staff groups.

4c) Allocate = 27th November 2023

4d) Cannot provide this information. The cost of the bank staff solution which Allocate provides forms part of an over-arching contract, covering the costs associated with substantive and bank rostering. Bank rostering costs are not costed separately, therefore that cannot be identified.

\*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via [www.ico.org.uk](http://www.ico.org.uk).

If following review of the responses I can be of any further assistance please contact my secretary on 01782 671612.

Yours,



University Hospitals  
of North Midlands  
NHS Trust

**Rachel Montinaro**  
Data Security and Protection Manager - Records

