

Freedom of Information Act 2000 – Request Reference FoI/24/229
Temporary Staffing Systems

Under the Freedom of Information Act 2000, could you please provide me with the below information in relation to your Temporary Staffing Workforce Systems for the Fiscal Year 2023-2024.

Bank				
FY 2023/2024	Medical & Dental	Allied Health Professionals (AHPs) including Scientific, Therapeutic and Technical Staff	Nursing & Midwifery including Health Care Assistants (HCAs)	Non-Medical Non-Clinical (NMNC) including Admin & Clerical and Estates & Facilities
Bank Spend	£16.1m	£0.6m	£22.7m	£2.2m
Number of Bank Hours	166,488	7,341	106,8534	93,481
Number of Bank Shifts	Not reported this way	1,150	108,705	18,348
Name of Staff Bank Provider(s)*	Medacs Healthcare	In house	In house	In house
Contract Expiry Date with Provider(s)	August 2024	All Wales contract	All Wales contract	All Wales contract
Type of Staff Bank(s) Procured**	Medics	Local Bank only	Local Bank only	Local Bank only
Type of Bank Service(s) Procured***	Managed service	Technology only	Technology only	Technology only
Contact Name****	Section 40(2)	Section 40(2)	Section 40(2)	Section 40(2)

* If a staff bank is not currently utilised, please state 'No Provider'. If a staff bank is solely managed in-house and with no staff bank technology procured, please state 'In-House'.

**** Please advise of the type of staff bank(s) provided by the staff bank provider(s). Please state 'Local Bank Only' or please state 'Collaborative Bank' if a regional bank has been procured. Please state 'Both' if both have been procured.**

***** Please advise of the type of bank service(s) procured with the staff bank provider(s). Please state 'Managed Service' if the staff bank provider(s) help grow and/or engage and/or retain the bank, or please state if a 'Technology Only' service is procured.**

****** Please provide the name of the lead responsible person who looks after the staff bank(s). If there are multiple people for each staffing group, please name each relevant person.**

Agency				
FY 2023/2024	Medical & Dental	Allied Health Professionals (AHPs) including Scientific, Therapeutic and Technical Staff	Nursing & Midwifery including Health Care Assistants (HCAs)	Non-Medical Non-Clinical (NMNC) including Admin & Clerical and Estates & Facilities
Agency Spend	£5.2m	£711,000	£11m	£1.5m
Number of Agency Hours	48,343	18,408	272,436	44,724
Name of Agency Staffing Provider or PSL*	Medacs Healthcare	Medacs Healthcare	In house	Please see the list of suppliers below****
Contract Expiry Date with Provider	August 2024	August 2024	In house	No contract/provider
Name of Vendor Management System (VMS) Provider**	Medacs Healthcare	Medacs Healthcare	RLDATIX Allocate	No contract/provider
Contract Expiry Date with Provider	August 2024	August 2024	In house	No contract/provider
Contact Name***	Section 40(2)	Section 40(2)	Section 40(2)	No contract/provider

*** Please provide the name of the neutral vendor (NV) or master vendor (MV) managed service provider/agency staffing provider, or if Preferred Supplier List in place, please state 'PSL'. If there is no provider or PSL, please state 'No Provider'.**

**** Please provide the name of the VMS technology provider. If same as agency staffing provider above, please state 'Same As Above'. If no VMS technology is currently utilised for agency cascade, please state 'No Provider'.**

***** Please provide the name of the lead responsible person who looks after temporary agency staffing. If there are multiple people for each staffing group, please name each relevant person.**

******** Hays Specialist Recruitment Ltd, Manpower UK Ltd, Michael Page International, QCI Quality Coding & Information Recruitment Solutions Ltd, Blue Arrow Ltd, Emposo Ltd, CBSButler Holdings Ltd TA CBS Butler, James Harvard Ltd, Robert Half Ltd, Acorn Recruitment Ltd, Health Education and Improvement Wales, Solo Service Group Ltd, Lorne Stewart plc, The Best Connection Group Ltd, Oxygen Finance Ltd, Various Bodies External to Government, Acorn Chemical Services Ltd, Venn Group Ltd, University of South Wales, Highland Electrix (Bridgend) Ltd, Hoop Resourcing Ltd Ta Hoop NHS, CBS Butler Ltd, Butetown Medical Practice, Genial Genetics Solutions Ltd, Building Management Solutions Integrators Ltd, Cardiff Council, M Delacey & Sons (Holdings) Ltd, Susan Fletcher, Vernacare Ltd, Cla-Val UK Ltd, IMC St David's Ltd, FP Hurley & Sons Ltd, Watts Truck & Van (Cardiff) Ltd, Venn Healthcare Ltd, Sanderson Government and Defence Ltd.

Direct Engagement (DE) - in relation to VAT saving on agency spend				
FY 2023/2024	Medical & Dental	Allied Health Professionals (AHPs) including Scientific, Therapeutic and Technical Staff	Nursing & Midwifery including Health Care Assistants (HCAs)	Non-Medical Non-Clinical (NMNC) including Admin & Clerical and Estates & Facilities
Name of DE Provider*	Medacs Healthcare	Medacs Healthcare	No provider	No provider
Type of DE Service Procured**	Managed service	Managed service	No provider	No provider
DE Payroll Responsibility***	Cardiff and Vale University Health Board	Cardiff and Vale University Health Board	No provider	No provider
Contract Expiry Date with Provider	August 2024	August 2024	No provider	No provider
% of Agency Workers on DE Contracts	97%	100%	No provider	No provider

Total VAT Saving (£) Achieved****	Section 43	Section 43	No provider	No provider
Contact Name*****	Section 40(2)	Section 40(2)	No provider	No provider

* If a DE model is not currently utilised, please state 'No Provider'. If a DE model is utilised, but not via a DE provider as managed fully in-house, please state 'In-House'.

** Please advise of the type of DE service procured with the DE provider. Please state if the DE provider delivers a 'Managed Service' with agency and/or worker engagement, or if the DE provider delivers a 'Technology Only' service?

*** Please advise who payrolls DE workers. Please state 'DE Provider' if the DE provider payrolls workers, or if this is done in-house please state 'In-House'. If this is carried out by another payroll organisation, please name the organisation.

**** Please state total VAT savings achieved through DE, pre any DE provider fees (if applicable).

***** Please provide the name of the lead responsible person who looks after Direct Engagement (DE). If this contact is the same as the lead responsible person for agency staffing, please still input the contact's name.

After considering your request for contact names, the UHB believes that the data requested is classed as personal data as defined under the General Data Protection Regulation (GDPR) and Data Protection Act 2018. Its disclosure would be contrary to the data protection principles and constitute unfair and unlawful processing with regard to Articles 5, 6, and 9 of the GDPR. We are therefore withholding this detail under section 40(2) of the Freedom of Information Act 2000. This exemption is absolute and therefore there is no requirement to apply the public interest test.

Additionally, after considering your request for VAT saving achieved, the UHB considers this information to be exempt from disclosure under section 43 of the Freedom of Information Act 2000 ('Commercial interests'). This section of the Act sets out an exemption from the right to know if:

- the information requested is a trade secret, or
- release of the information is likely to prejudice the commercial interests of any person. (A person may be an individual, a company, the public authority itself or any other legal entity.)

This exemption was considered by the UHB when deciding whether to disclose information because it considered that in doing so there could be a significant

risk in prejudicing the commercial interests of both the supplier and the UHB. As this is a qualified exemption, the UHB is required to complete a public interest test in deciding whether it is in the public's interest to withhold or disclose the information.

In favour of disclosure: There is a public interest in transparency and in the accountability of spending of public funds. Furthermore, it is in the public's interest that public funds be used effectively and that public sector bodies obtain the best value for money when contracting for the provision of services.

Against disclosure: It has been established that releasing the information sought under the Freedom of Information Act, to which the UHB is subject, will give an unfair advantage to the supplier's competitors. There is a risk of disclosure prejudicing the commercial interests of the UHB by affecting its bargaining position with suppliers. This in turn could lead to less effective use of public funds in future. The UHB believes that there is wider established public interest in suppliers not being prejudiced merely because they have contracted with a public sector body (as upheld in ICO decision notice FS50473543 *ICO v Royal Marsden Hospital Trust*).

Decision: The UHB considers that the public interest in withholding the information is greater than the interests in disclosing it and thereby giving unfair commercial advantage to competitors of the supplier to which this information concerns. The UHB believes that disclosure of information in a manner which fails to protect the interests and relationships arising in a commercial context could have the effect of discouraging companies from dealing with the Health Board because of fears that the disclosure of information could damage them commercially. In turn this could then jeopardise the Health Board's ability to compete fairly and pursue its function to bring forward development in the area and obtain value for money. It was therefore decided that it is not in the public's interest to disclose this information.