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Bwrdd Iechyd Prifysgol  
Aneurin Bevan  
University Health Board

Our ref: **FOI 23-531**

Wednesday, 22 November 2023

Sebastian Bastable-Aradia

Sent by email to: [request-1036420-5020abbb@whatdotheyknow.com](mailto:request-1036420-5020abbb@whatdotheyknow.com)

Dear Sebastian Bastable-Aradia

Thank you for your request to Aneurin Bevan University Health Board for information under the Freedom of Information Act (2000) received on 10 October 2023.

### Your request

You requested the following:

1. A list of the OFF-framework agencies used by the trust in the past 12 months.
2. The average length of time a long-term agency placement is left vacant before being filled by the agencies who are ON framework in the past 12 months.
3. How many long-term bookings and individual shifts have been placed through OFF-framework agencies in the past 12 months' (Please separate individual shifts and long-term placements)?
4. Average cost per hour for Band 5, 6 and 7 agency workers paid to OFF-framework agencies in the past 12 months.
5. Who in the trust has authority to approve the use of off-framework agencies (name and job title)?
6. If authority to use off-framework agencies in the trust lies with a specific department i.e., temporary staffing/staffing solutions/agency bookings/NHSP or equivalents, then who in the trust has the authority to override such decision made by that department (name and job title).

### Our response

1. Our response is provided in the table below:

Specialty	Agency
Additional Clinical Services	ND Care & Support Ltd
Admin & Clerical	Gary Reardon - Project Manager Services
	Ora365 Ltd
	QUBA Solutions Ltd
	Redrock Consulting Ltd
	VIQU Ltd

Estates & Ancillary	Adapt Business Services Ltd
	Atlas Fm Services
	Care Crew Ltd
	Gibson Specialist Technical Services Ltd
	HSG Facilities Management Ltd
	JW Bowkett (Electrical Installation) Ltd
	Mitie Technical Facilities Management Ltd
Medical & Dental	AM Welsh Locums Ltd
	Emergency Department Staffing Ltd
	Fievel Healthcare Ltd
	Health People Group Ltd
	Health Medix Ltd
	Insync Corporate Healthcare Ltd
	Mcg Healthcare
	Medi Team Recruitment Ltd
Nursing & HCAs	Acumen Care Services Ltd
	Independent Clinical Services Ltd Ta Thornbury Nursing Services
	Keen Thinking Ltd T/A Simplicity
	Nutrix Personnel Ltd
	Ora365 Ltd Ta Sourcing Healthcare
	Presto Nursing Ltd
	Pure Healthcare Group Ltd
	QUBA Solutions Ltd
	Rosslyn Associates South Wales Ltd Ta Rosslyn Dental Agency
Swisslog (UK) Ltd	

2. We are not able to provide information on the average length of time a long-term agency placement is left vacant before being filled by the agencies who are ON framework in the past 12 months as it is not held centrally. To comply with your request, we would need to undertake a manual review of each agency engagement which we have established would take in excess of 18 hours and therefore exceeds the appropriate costs limit under Section 12 of the Freedom of Information Act 2000 which is currently £450. This is not an exemption which requires us to consider the application of the public interest test.
3. No long-term bookings have been placed through off framework agencies in the past 12 months. A total of 10,297 individual shift booking requests have been requested over the past 12 months.
4. The average cost per hour for a Band 5 agency worker is £52.94. Bands 6 and 7 agency workers are either paid at a specialist rate or at a Band 5 rate dependant on the area of work.
5. Currently the Divisional/Assistant Divisional Nurse/General Manager for the relevant division approves off-framework agency use in normal working hours. Out of Hours authorisation is by the Gold on-call senior manager, which is covered on a rota basis by around 20 senior managers. However, the use of off-contract agencies is administered by Jan Robinson, Resource Bank Manager (tel: 01495 745805).
6. Please see the response provided to question 5.

### Next steps

If you are not satisfied that the information you have requested has been provided, or because of the way your request has been handled, you have the right to request a review. This would be

looked into in accordance with the Information Commissioner's Office (ICO) guidelines, which state that a request for review should be received within 40 days of you receiving the Health Board's response to your request for information.

Please contact Rani Dash, Director of Corporate Governance, Aneurin Bevan University Health Board, Headquarters, St Cadoc's Hospital, Lodge Road, Caerleon, Newport, NP18 3XQ, email: [ABB.BoardSecretary@wales.nhs.uk](mailto:ABB.BoardSecretary@wales.nhs.uk) in the first instance if you wish to request a review.

If you are still dissatisfied at the end of the review, you have the right to take your complaint directly to the Information Commissioner, who can be contacted at the following address:

Information Commissioner's Office - Wales  
2<sup>nd</sup> Floor  
Churchill House  
Churchill Way  
Cardiff  
CF10 2HH

Telephone: 0330 414 6421

Email: [wales@ico.org.uk](mailto:wales@ico.org.uk)

Yours sincerely

A handwritten signature in black ink, appearing to read 'Nicola Prygodzicz', with a long horizontal flourish extending to the right.

**Nicola Prygodzicz**  
**Prif Weithredwr | Chief Executive**