

Information Governance Office  
Maudsley Hospital  
Denmark Hill  
London  
SE5 8AZ  
[foi@slam.nhs.uk](mailto:foi@slam.nhs.uk)

26 March 2021

Dear Ms C Ball,

**RE: Your Information Request**

Thank you for your request for information received on 1 March 2021 regarding staff bank utilization, under the terms of the Freedom of Information Act (2000).

You requested the following information:

Please answer the below questions in relation to your organisations staff bank utilisation for each staffing group:

Allied Health Professionals (AHPs)  
Nursing and Midwifery  
Non-Medical Non-Clinical

For each response state the name of the staffing group this relates to e.g. AHPs: Yes, Nursing & Midwifery: Yes, NMNC: No

1a. Does your organisation have a current staff bank?

Yes, South London and Maudsley NHS Foundation Trust (SLaM) currently has a staff bank.

1b. If yes, what type of bank is in place and when if applicable is the contract due for renewal:

- 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)

SLaM currently uses outsourced bank. The contract is due for renewal in March 2021.

Please answer the below questions in relation to the organisations staff bank supplier for each staffing group. For each response state the name of the staffing group this relates to e.g. AHPs: Yes, Nursing & Midwifery: Yes, NMNC: No

- 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, Reed, Allocate, Liaison, PlusUs, Locum's Nest etc)

The Trust supplier for staff bank is NHS Professionals (NHSP). NHSP covers all staff groups.

- 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.)

The Trust uses NHSP Connect and NHSP My bank to book and manage the staff bank across all staff groups.

- 4a. What framework was used to procure the supplier?

The Trust procured the current staff bank supplier via Health Trust Europe (HTE) framework.

- 4b. What is the contract start date? (dd/mm/yy)

The current Trust staff bank supplier contract commenced on 01/11/2017.

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

The current Trust staff bank supplier contract end date is 31/03/2021.

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

A total amount of £15,000 is paid to the Trust staff bank supplier monthly.

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

The Trust pays a fixed management fee in addition to transactional costs for bank staff based on hours worked.

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If you are not content with the outcome of your complaint, you may apply to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by South London and Maudsley NHS Foundation Trust. The Information Commissioner can be contacted at:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF

Yours sincerely,

*AdelekeJayeola*

Adeleke Jayeola  
Corporate Information Governance Officer