



12 May 2021

ID Number – FOI 9656

Email address – request-739702-0212fa02@whatdotheyknow.com

Dear Ms C Ball

I refer to your request for information received on 23 March 2021 and our subsequent acknowledgement of 24 March 2021. Due to the unprecedented challenges to Surrey and Borders Partnership NHS Foundation Trust during the Coronavirus (COVID-19) pandemic, you may experience a delay in the acknowledgment and/or response to requests received under the Data Protection Act, 2018 and Freedom of Information Act, 2000. We apologise for any inconvenience experienced during this period.

I am now in a position to respond to your request; please see our responses below:

**Trust Response:**

Questions:	Trust Responses:
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: For details, please refer to our FOI disclosure log: FOI 7384, <a href="https://www.sabp.nhs.uk/download_file/3498/1759">https://www.sabp.nhs.uk/download_file/3498/1759</a>
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)	
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)	<ul style="list-style-type: none"><li>• NHS P</li><li>• Allocate</li></ul>

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.)	• Allocate
4a. What framework was used to procure the supplier?	Please refer to our FOI disclosure log: FOI 7384, <a href="https://www.sabp.nhs.uk/download_file/3498/1759">://www.sabp.nhs.uk/download_file/3498/1759</a>
4b. What is the contract start date? (dd/mm/yy)	• NHS P: Start: 2014: End: March 2022
4c. What is the contract end date? (dd/mm/yy)	• Allocate: Start: Jan 2019: End: Dec 2024
4d. What was the average monthly fee paid to the supplier in the last 12 months?	For details on 'Expenditure Over £25,000', please refer to the Surrey and Borders Partnership website: <a href="https://www.sabp.nhs.uk/aboutus/strategies-and-reports">://www.sabp.nhs.uk/aboutus/strategies-and-reports</a>
4e. What is the pricing structure of the fees paid to the supplier? I.e. % of costs processed, fixed transactional fee, license fee etc	NHSP: Fixed Service Management Fee plus Transaction Charge Allocate: Software as a Service - Fixed License Fee

Freedom of Information responses are uploaded to the Trust's FOI disclosure log, <https://www.sabp.nhs.uk/aboutus/freedom-of-info/disclosure-log>. Not all Freedom of Information requests are included in the disclosure log and we do not divulge details of the requester.

If we can be of any further assistance to you please do not hesitate to contact me.

If you are dissatisfied with the outcome of your enquiry, you have the right to appeal and in the first instance this should be to Heather Caudle, Caldicott Guardian, Surrey & Borders Partnership NHS Foundation Trust, Leatherhead House, Station Road, Leatherhead Surrey KT22 7ET.

If you are still not satisfied with the outcome, you can write to:

The Information Commissioner, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF  
Telephone: 0303 123 1113: Website: [www.ico.gov.uk](http://www.ico.gov.uk)

There is no charge for making an appeal.

Yours sincerely

Melissa Andison  
Associate Director of Digital Health Transformation,  
Associate Chief Clinical Information Officer