



Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

Information Governance Department

Suite 9

Buckingham Row

Brick Kiln Lane

Wigan

WN1 1XX

Email: foi@wwl.nhs.uk

Web: www.wwl.nhs.uk

Ref: FOI/2024/9794

Date Received: 15th April 2024

Response Due: 14th May 2024

Date: 14th May 2024

Dear Sir/Madam

With reference to your request for information received on 15th April 2024, I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold the information you have requested. A response to each part of your request is provided below.

In your request you asked:

Filled Shifts vs. Unfilled Shifts				
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
Number of Shifts Filled by Staff Bank	6,414	Please redirect your question to NHSP.		
Number of Shifts Filled by Agency	8,981			
Number of Shifts Unfilled	2,344			

Staff 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
Total Bank Spend	£5,861,349	Please redirect your question to NHSP.		

Number of Bank Hours Worked	74,014	There is no bank staff for AHP's	Please redirect your question to NHSP.	There is no bank staff for NMNC
Name of Staff Bank Provider(s)*	TempRE (Liaison)			
Contract Expiry Date with Provider(s)	28/03/2026		31/03/2026	
Type of Staff Bank(s) Procured**	Local Bank Only		Local bank	
Type of Bank Service(s) Procured***	Technology Only		Managed bank	
Contact Name****	Elaine Middleton		Charlotte Wright.	

* 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
Total Agency Spend	£6,452,907	Please redirect your question to NHSP.		
Number of Agency Hours Worked	51,223			
Name of Agency Staffing Provider or PSL*	TempRE (Liaison)			
Contract Expiry Date with Provider	28/03/2026	31/03/2026	31/03/2026	31/03/2026
Name of Vendor Management System (VMS) Provider**	TempRE (Liaison)	Please redirect your question to NHSP.		
Contract Expiry Date with Provider	28/03/2026	31/03/2026	31/03/2026	31/03/2026
Contact Name***	Elaine Middleton	Charlotte Wright.		

* 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.

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*	TempRE (Liaison)	No provider	No provider	No provider
Type of DE Service Procured**	Technology Only			
DE Payroll Responsibility***	DE Provider			
Contract Expiry Date with Provider	28/03/2026			
% of Agency Workers on DE Contracts	58.86%			
Total VAT Saving (£) Achieved****	£640,558			
Contact Name*****	Elaine Middleton			

* 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.

Please redirect your question to the NHS Professionals Freedom of information team via:

Email: FOI@nhsprofessionals.nhs.uk

Write to the Information Governance Officer at:

Information Governance Department

NHS Professionals

Suites 1a & 1b

Breakspear Park

Breakspear Way

Hemel Hempstead

HP2 4TZ

If you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department via the email address provided. If we do not hear from you within 40 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



Juliette Tait
Chief People Officer

PLEASE NOTE:

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Suite 9, Buckingham Row, Brick Kiln Lane, Wigan, WN1 1XX.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at:

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

Helpline number: 0303 123 111