

Human Resources

Frequently Asked Questions

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About this document

Please check the information provided very carefully for the answers you are seeking. The information may not be in the section or exact format you wish but it is the information held by the Trust. If you cannot find the information you require in this document, in our [publication scheme](#) or elsewhere on our website, you can submit a request to our [Freedom of Information team](#).

About this information

The information is current and/or for the periods stated; we will publish updated information periodically. Accordingly, where we receive requests for more up to date information, we will apply an FOI Act Section 22 exemption (information intended for future publication) to any such FOI request received.

Agency FAQ's

Agency spend

Please see [Bank and Agency data](#)

How much has the Trust planned to spend on agency staff during 2020 /21 (or, any year)

The Trust does not plan or budget for agency staff.

Monthly Agency Fill Rates (percentage)

Please note: The Trust's staff bank has only existed in its current form since July 2018 so data is only available from that date.

NOTE: 2021-22 data will be published soon.

Monthly Agency Fill Rates (percentage)							
Nursing		Doctors		Admin & Clerical		AHP	
2020-21							
Mar-21	11%	Mar-21	20%	Mar-21	12%	Mar-21	37%
Feb-21	9%	Feb-21	17%	Feb-21	10%	Feb-21	34%
Jan-21	8%	Jan-21	16%	Jan-21	9%	Jan-21	42%
Dec-20	11%	Dec-20	20%	Dec-20	9%	Dec-10	44%
Nov-20	12%	Nov-20	25%	Nov-20	8%	Nov-20	46%
Oct-20	14%	Oct-20	25%	Oct-20	6%	Oct-20	46%
Sept-20	15%	Sept-20	20%	Sept-20	7%	Sept-20	48%
Aug-20	14%	Aug-20	17%	Aug-20	8%	Aug-20	51%
Jul-20	16%	Jul-20	20%	Jul-20	9%	Jul-20	58%
Jun-20	16%	Jun-20	22%	Jun-20	9%	Jun-20	57%
May-20	15%	May-20	22%	May-20	12%	May-20	59%
Apr-20	10%	Apr-20	20%	Apr-20	10%	Apr-20	53%
2019-20							
Mar-20	10%	Mar-20	30%	Mar-20	8%	Mar-20	49%
Feb-20	13%	Feb-20	32%	Feb-20	9%	Feb-20	44%
Jan-20	11%	Jan-20	35%	Jan-20	13%	Jan-20	45%
Dec-19	10%	Dec-19	32%	Dec-19	20%	Dec-19	48%
Nov-19	11%	Nov-19	40%	Nov-19	19%	Nov-19	49%
Oct-19	9%	Oct-19	41%	Oct-19	23%	Oct-19	52%
Sep-19	10%	Sep-19	41%	Sep-19	27%	Sep-19	54%
Aug-19	9%	Aug-19	41%	Aug-19	26%	Aug-19	55%
Jul-19	10%	Jul-19	43%	Jul-19	25%	Jul-19	56%
Jun-19	11%	Jun-19	44%	Jun-19	24%	Jun-19	51%
May-19	10%	May-19	45%	May-19	22%	May-19	54%
Apr-19	9%	Apr-19	41%	Apr-19	17%	Apr-19	56%

Monthly Agency Fill Rates (percentage)							
Nursing		Doctors		Admin & Clerical		AHP	
2018-19							
Mar-19	8%	Mar-19	38%	Mar-19	19%	Mar-19	61%
Feb-19	7%	Feb-19	38%	Feb-19	21%	Feb-19	64%
Jan-19	7%	Jan-19	37%	Jan-19	21%	Jan-19	61%
Dec-18	7%	Dec-18	40%	Dec-18	21%	Dec-18	61%
Nov-18	6%	Nov-18	46%	Nov-18	21%	Nov-18	63%
Oct-18	8%	Oct-18	43%	Oct-18	22%	Oct-18	62%
Sep-18	8%	Sep-18	42%	Sep-18	21%	Sep-18	55%
Aug-18	9%	Aug-18	39%	Aug-18	22%	Aug-18	56%
Jul-18	10%	Jul-18	32%	Jul-18	22%	Jul-18	54%

Arrangements for agency locums

Which Frameworks do you use for the supply of Locum Doctors and Locum Nurses?

CPP Framework/LPP

Do you have an agency service level agreement in place for Medical locums?

No

Which framework do you currently source staff under?

CPP/LPP

Who approves above-cap and/or off-framework usage?

Chief Executive or Executive Medical Director (delegated). We do not use off-framework.

Do you have a tiering system in place for medical locum agencies?

No

Do you have a tiering system for nursing agencies?

No

Is agency Medical Locum supply managed by staff in departments or by a centralised team?

The current arrangement is de-centralised with bookers in the services but with an outsourced supplier managing the sourcing via the agencies as a central point on behalf of the Trust

Does the Trust have a master vend contract for Doctor and Nurse supply?

No

Do you use agencies for Permanent Doctors and Nursing recruitment?

Agencies are used on occasion, selectively, for specific recruitment activity.

Number of agency workers broken down by Job Title?

Information not held – we do not record the total number of agency workers broken down by job title only by staff group e.g. junior doctor, administrative and clerical

Number of agency workers broken down by Agenda for Change Band

Please note: The Trust's staff bank has only existed in its current form since 02 July 2018 so data is only available from that date.

This information is available on request. Please make a request via the website at [Freedom of information - King's College Hospital NHS Foundation Trust \(kch.nhs.uk\)](https://www.kch.nhs.uk) You must specify the time frame you require and if you want it by month.

What was the total number of agency workers?

This information is available on request. Please make a request via the website at [Freedom of information - King's College Hospital NHS Foundation Trust \(kch.nhs.uk\)](https://www.kch.nhs.uk) You must specify the time frame you require and if you want it by month.

Agency hours

Please use the data here [Bank and Agency data.xlsx](#) (awaiting update). Pick 'Staff summary' and 'Staff type' and 'Hours' and for the calendar period that you want.

Agency hours are only available where the booking is through Bank Partners
Agency hours are not recorded where the invoices are paid directly by King's.

Introductory fees for doctors taken onto NHS contracts.

Information not held –these costs are mixed with advertising costs and are not specifically identified However we would not pay above agreed framework rates for permanent placements.

What was the Trust's total spend on locum agency fees, for the recruitment of doctors in year 2020 /21 (or, any year)

Information not held - agency fees are not specifically identified, so we are unable to supply this data. Some arrangements do not come via a central route.

On-Framework agencies used

Financial year data from 1st April to 31st March following year

NOTE: 2021-22 data will be published soon.

2020-21

Nursing Staff	Doctors	NMNC	AHP/HSS
Athona recruitment	Accident and Emergency	Blue Arrow	Asprey Medical
Capital Care Services	The Anaesthetists Agency	Computer Futures	Care Providers
Capital Staffing Services	Anaesthetist Agency	Goodman Masson	Day Webster AHP
Care Providers (AD) Limited	Athona	GSA Techsource	Globe Locums Limited
Cromwell Medical Staffing	Blue Cross Locums	Hays Healthcare	HCL Healthcare
DaytimeHealthcare	Doctors on Call	Hunter Healthcare	ID Medical
Firstpoint Healthcare	D R C Locums	Interim Professionals	Skilled Careers trading as IMC
Globe Locums	Emergency Department Staff	Melber Flinn	Jennie Reeves
Hallam Medical	HCL Doctors	MLC Partners	JustOT
Hays Healthcare	Holt Doctors	Morgan Hunt	Just Physio
HCL Nursing	Health People	Morgan Law	Liquid Personnel
HG Health	ID Medical	Practicus Limited	Maxxima Limited

Hunter Healthcare (Nursing)	Interact Medical	Robertson Bell	Medacs
I D Medical	Locum People	Venn Group Ltd	MediCurePro
Impact Healthcare (Nurs)	Locum Recruitment	Your World Recruitment	Mediplacements
Immediate Medical Solutions			Medi Placements
Medilink (Nursing)	Locum Vision		Medics Pro
MedicsPro	Medacs Healthcare		Pertemps Medical Professionals
MSI Recruitment	Medecho		Piers Meadow Recruitment
Nationwide Nursing	Mediplacements		Positive Healthcare
OH Medical Recruitment Ltd	Medsol Healthcare		Pulse
Positive Healthcare	MyLocum Ltd		RIG Healthcare
Pulse Nursing & Care	National Locums		Sanctuary Personnel
Sensible Staffing	Pertemps Medical Limited		SET Agency (AHP)
Staffing Professionals	Promedical Personnel Ltd		Sugarman Group Ltd
TFS Healthcare	Provide Medical		Sugarman Medical
Total Assist	RM Medics		TFS Healthcare
Trust Nurse	RIG Locums		Total Assist
TTM Healthcare (Nursing)	Total Assist Recruitment		Your World Recruitment AHP
Urgent Nursing	TXM Healthcare		
Your Nurse	Unite Medical		
Your World Recruitment			

2019-20

Nursing Staff	Doctors	NMNC	AHP/HSS
Affinity Healthcare Solutions	Accident and Emergency	Allen Lane	Atlantis Medical
Athona recruitment	Anaesthetist Agency	Coyle Personnel Plc	Day Webster
Atlantis Medical	Athona recruitment	Goodman Masson	Globe Locums Limited
Capital Staffing Services	Blue Cross Locums	GSA Techsource	HCL Healthcare
Care Providers (AD) Limited	D R C Locums	Hunter Healthcare	ID Medical
Cromwell Medical Staffing	Doctors on Call	Interim Professionals	Jennie Reeves
Day Webster	Emergency Department Staff	Keystream	Liquid Personnel
Daytime Healthcare	HCL Doctors	Melber Flinn	Maxxima Limited
Firstpoint Healthcare	Holt Doctors	Michael Page	Medacs Healthcare
Globe Locums Limited	ID Medical	MLC Partners	Medi Placements
Hallam Medical	Immediate Medical Solutions	Morgan Hunt	MedicsPro
Hays Healthcare	Interact Medical	Morgan Law	MediCurePro
HCL Nursing	Interact Medical	Real Staffing	Mediplacements

Nursing Staff	Doctors	NMNC	AHP/HSS
HG Health	Locum People	Venn Group Ltd	Pertemps Medical Professionals
ID Medical	Locum Reach	Your World Recruitment	Piers Meadow Recruitment
Immediate Medical Solutions Ltd	Locum Vision	Zenith Resourcing Ltd	Positive Healthcare
Impact Healthcare	Medacs Healthcare		Pulse
MedicsPro	Medecho Ltd		RIG Healthcare
Medilink	Medecho Ltd		Sanctuary Personnel
Merco	Medsol Healthcare		Skilled Careers trading as IMC
MSI Recruitment	National Locums		Sugarman Group Ltd
Pivotal People	NC Healthcare		Sugarman Medical
Pulse Nursing & Care	Pertemps Medical Limited		TFS Healthcare
Redspot Care Limited	Promedical Personnel Ltd		TFS Healthcare
Sensible Staffing	RIG Locums		Total Assist Recruitment
Staffing Professionals	RM Medics		Tripod Partners
TFS Healthcare	The Anaesthetists Agency		Your World Recruitment
Total Assist Recruitment	Total Assist Recruitment		
TTM Healthcare	TXM Healthcare		
Your World Recruitment	Unite Medical		

Off framework agencies used

Financial year data is from 1st April to 31st March following year

NOTE: 2021-22 data will be published soon.

2020-21

Nursing Staff	Doctors	NMNC	AHP/HSS
Tripod Nursing	Locum X		
Greenstaff			
Nutrix Personel			
OH Medical Recruitment Ltd			
Thornbury Nursing			

2019-20

Nursing Staff	Doctors	NMNC	AHP/HSS
Greenstaff	Blenkin Associates	Computer Futures	Just Physio

Nursing Staff	Doctors	NMNC	AHP/HSS
Nutrix Personel			Just OT
OH Medical Recruitment Ltd			
Thornbury Nursing			
Tripod Nursing			

Break glass rates

Please note: Only doctors can 'break glass', for all other staff groups we have shown those 'over cap'.

Could you please provide me with a breakdown of all the healthcare staffing disciplines provided by agencies in which the trust have broken glass / being charged escalated rates?

- Doctors
- AHP/HSS
- NMNC
- Nursing Staff

Could you please state how many agency workers, per discipline, the break glass / escalated rates applies to re question 1?

Please note:

Only doctors can 'break glass', for all other staff groups we have shown those 'over cap'.

Number of workers at Cap/Break Glass

Staff Group	2018/19*	2019/20	2020-21	2021-22
Doctors	37	37	38	Awaited
AHP/HSS	20	30	16	Awaited
NMNC	6	20	4	Awaited
Nursing Staff	21	18	21	Awaited

*The Trust's staff bank has only existed in its current form since 2 July 2018 so data is only available from that date.

Could you please state how many healthcare agency workers, per discipline, the Trust are being charged the maximum-capped rate as stipulated by their governed framework?

Number of workers at maximum Cap/Break Glass.

Please note:

Only doctors can 'break glass', for all other staff groups we have shown those 'over cap'.

Staff Group	FY 2019-20				FY 2020-21				FY 2021-22			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Doctors	113	99	46	56	15	23	21	17	tbc	tbc	tbc	tbc

AHP/HSS	2	-	-	-	7	6	7	9	tbc	tbc	tbc	tbc
NMNC	3	5	5	-	-	2	3	3	tbc	tbc	tbc	tbc
Nursing	-	-	-	-	8	11	10	8	tbc	tbc	tbc	tbc

Please provide details of all medical break glass rates

Grade	2018-19		2019-20		2020-21		2021-22	
	Core	Unsocial	Core	Unsocial	Core	Unsocial	Core	Unsocial
FY1	£28.91	£34.06	£28.91	£34.06	£28.91	£34.06	£28.91	£34.06
FY2	£42.54	£50.26	£42.54	£50.26	£42.54	£50.26	£42.54	£50.26
Registrar ST1-2	£45.65	£53.88	£45.64	£53.88	£45.65	£53.88	£45.65	£53.88
Registrar ST3+	£57.05	£67.32	£57.05	£67.32	£57.05	£67.32	£57.05	£67.32
ST3+ ED	£69.90	£82.75	£69.90	£82.75	£69.90	£82.75	£69.90	£82.75
Specialty Dr/Staff Grade	£66.04	£77.61	£66.04	£77.61	£66.04	£77.61	£66.04	£77.61
AS	£74.42	£87.27	£74.42	£87.27	£74.42	£87.27	£74.42	£87.27
CONS	£89.91	£104.56	£89.91	£104.56	£89.13	£104.56	£89.13	£104.56
CONS ED	£108.41	£127.61	£108.41	£127.69	£108.41	£127.69	£108.41	£127.69

Highest amount spent on a single medical locum shift

	2018 /19	2019 /20	2020-21	2021-22
Speciality	Ophthalmology	Paediatrics	Obstet+Gynae	tbc
Grade	Consultant	CON NonR Oncall-1PA	Consultant	tbc
Length of shift	24hrs (including on call)	24hrs (including on call)	24hrs (including on call)	tbc
Date	05/08/2018	01/06/2019	15/07/2020	tbc
Cost	£2,509	£2,654	£4,899.45 (£3,888.92 exc. WTD, NI etc.)	tbc
Staff Type	Bank Worker	Agency	Bank Worker	tbc

Please note: All above shifts were worked on a Saturday where premium rates would be in place making the cost slightly higher than a normal week day shift. Due to unavailability, the on-call availability was paid at the same rate as the time working in-situ.

Cap Rates

Cap rates are publically available at [NHS Improvement - reducing-expenditure- Agency Staff - rules and price caps](#)

Direct Engagement

Do you use a Direct Engagement model to engage locum staff?

Yes

If so, please state the name of the company used

24/7 Time

What is the start and expiry dates for this contract?

Direct Engagement has been in place since June 2015 and the current contract lasts from the 3rd of April 2019 until the 2nd of April 2023. The Procurement Team is currently in the process of reviewing this contract.

What is the cost of this service and it charged per hour or % fee?

Currently 50p per hour, but the G-Cloud 10 framework will move this to 54p per hour

Please confirm what percentage of bookings are processed with a VAT savings by your direct engagement provider

NOTE: 2021-22 data will be published soon.

	2019-20	2020-21	2021-22
Doctors	51.40%	60.70%	tbc
Nurses	N/A	N/A	tbc
Allied Health Professionals or Health Scientists	37.70%	50.10%	tbc
Non-Medical, Non-Clinical	81.50%	92.60%	tbc

Apprenticeships

The total number of apprenticeships started by quarter at your Trust, broken down by level of apprenticeship qualification

Quarter 1 = April, May, June

Quarter 2 = July, August, September

Quarter 3 = Oct, Nov, Dec

Quarter 4 = Jan, Feb, Mar

The number of your apprentices participating that were new staff to the Trust and the number that were existing staff taking on a qualification

NOTE: 2021-22 data will be published soon.

Financial Year	Quarter	Qualification	Level	Number of apprenticeships	Internal staff	External staff
2020-21	Q1 Apr, May June	Nurse Associate	5	5	5	0
		Business Admin	2	1	0	1

		Pharmacy Assistant	2	3	0	3
2020-21	Q2 July, Aug, Sept	Operations Manager	7	7	7	0
		HR Support	3	1	1	0
		Nurse Associate	5	5	5	0
		Healthcare Science Associate	4	1	1	0
		Senior Leader MBA	7	3	3	0
		Healthcare Science Prac	6	1	0	1
		SHCSW	3	10	9	1
		Pharmacy Assistant	2	2	1	1
		Chartered Manager	6	1	1	0
2020-21	Q3 Oct, Nov, Dec	Team Leader	3	14	14	0
		Operations Manager	5	2	2	0
		Pharmacy Tech	3	5	5	0
		Senior Leader	7	8	8	0
		Chartered Manager	6	1	1	0
		IT infrastructure Tech	3	1	0	1
		Business Admin	3	1	0	1
		Customer Services Specialist	3	1	0	1
		Pharmacy Assistant	2	3	0	3
2020-21	Q4 Jan, Feb March	HR Partner	5	2	2	0
		Pharmacy Tech	3	1	1	0
		SHCSW	3	10	10	0
		OT	6	1	1	0
		Science Manufacturing Tech	3	1	1	0
		Pharmacy Assistant	2	2	0	2
	Year Total			88		

Financial Year	Quarter	Qualification	Level	Number of apprenticeships	Internal staff	External staff
2019-20	Q1 Apr, May June	Team Leader	3	10	10	0
		Ops Manager	5	1	1	0
		SHCSW	3	1	0	1
		Senior Leader MBA	7	8	8	0
		Business Admin	3	10	0	2
		Business Admin	2	2	0	2
		Customer Service	3	1	0	1
		Pharmacy Assistant	2	4	4	0
2019-20	Q2 July, Aug, Sept	Accountancy	3	1	1	0
		SHCSW	3	1	0	1
		Senior Leader MBA	7	5	5	0
		Nurse Associate	5	2	2	0
		Business Admin	3	1	0	1
		Business Admin	2	2	0	2

2019-20	Q3 Oct, Nov, Dec	Team Leader	3	10	10	0
		Chartered Manager	6	2	2	0
		Senior Leader MBA	7	3	3	0
		Business Admin	2	1	0	1
		Business Admin	3	9	9	0
		Customer Service	3	1	0	1
		Associate Project Manager	4	6	6	0
2019-20	Q4 Jan, Feb March	Operations Manager	5	10	10	0
		HR Support	3	1	1	0
		HR Partner	5	4	4	0
		Senior Leader	7	1	1	0
		Chartered Manager	6	1	1	0
		Data Analyst	4	9	9	1
		Nursing Associate	5	12	12	0
		IT Infrastructure Tech	3	1	0	1
		Business Admin	3	3	1	2
		Customer Service	2	3	1	2
		Associate Project Manager	4	2	2	1
		Pharmacy Assistant	2	3	1	2
Year Total				131		

Financial Year	Quarter	Qualification	Level	Number of apprenticeships	Internal staff	External staff
2018/2019	Q1 Apr, May June	Clinical Skills	2	1	1	~
		Senior Healthcare Support Worker	3	4	4	~
		Business Administration	2	5	~	5
		IT Infrastructure Technician	3	2	~	2
		Executive MBA	7	3	3	~
		Operations Departmental Manager	5	13	13	~
		Associate Project Manager	4	1	1	~
		Chartered Managers Degree	6	1	1	~
2018/19	Q2 July, Aug, Sept	Pharmacy Assistant	2	1	1	~
		Senior Healthcare Support Worker	3	1	1	~
		Business Administration	2	7	5	2
		Business Administration	3	13	9	4
		Team Leader Supervisor	3	14	14	~
		Facilities Services	2	3	3	~
2018/2019	Q3 Oct, Nov, Dec	Business Administration	2	1	1	~
		Business Administration	3	6	4	2
		Pharmacy Assistant	2	3	3	~

		Senior Leader MBA	7	4	4	~
		Digital Technician Specialist	6	5	5	~
		Trainee Nursing Associate	5	23	23	~
2018/2019	Q4 Jan, Feb March	Business Administration	2	1	1	~
		Digital Technician Solutions Specialist	7	1	1	~
		Accountancy (AAT)	3	2	2	~
	Year Total			115		

The total amount your Trust has paid via the Apprenticeship Levy by quarter since its inception

NOTE: 2021-22 data will be published soon. .

Financial year 2020-21

Q1 Apr, May June	Q2 July, Aug, Sept	Q3 Oct, Nov, Dec	Q4 Jan, Feb, Mar
104,404	94,922	137,206	143,826

Financial year 2019-20

Q1 Apr, May June	Q2 July, Aug, Sept	Q3 Oct, Nov, Dec	Q4 Jan, Feb, Mar
34,422	70,713	133,802	127,728

Financial year 2018-19

Q1 Apr, May June	Q2 July, Aug, Sept	Q3 Oct, Nov, Dec	Q4 Jan, Feb, Mar
602,720	623,367	623,741	634,011

The amount of Apprenticeship Levy that is currently unused by your Trust

£4,082,383 – as at May 2019. This means out of the very 1st levy payment, this is what the Treasury will take back off the Trust as it remains unspent. It's only the oldest levy funds that has reached 24 months old that expires.

Bank staff

Bank Spend

Please see [Bank and Agency data](#)

Arrangements for bank staff

Does the Trust have a staff bank? (*This section awaiting update*)

Yes, the Trust does have a staff bank, comprised of Trust and other workers who register with Bank Partners. Bank Partners manage this since 02/07/18. Prior to that, it was NHS Professionals (NHSP). Staff bank is not an agency.

When requiring temporary workers, the Trust would first contact the staff bank and would only contact agencies if Bank Partners are not able to fill the role.

What was the average monthly management or other named fee paid to the supplier in the last 12 months?

2018-19	£96,594.33
2019-20	£123,218.62
2021-22	£156,641.66

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

Fixed Transactional fee per staff group

Please confirm which model you have in place for managing the staff group: Email to preferred supplier List, a Master Vendor, a Neutral Vendor, or a Software cascade to a preferred supplier list Managed Service Provider

Do you manage this on a system?

We use Allocate Health Roster and Bank Staff. The costs for this service are covered as part of our contract with Bank Partners and the contract is in place for up to 4 years from 02/07/18.

If yes, how much do you pay for this per annum or if per transaction please confirm?

The Trust does hold the information you have requested, but considers that release of this information falls within the exemption provided by Section 43 (2) of the Act, on the basis that the information is commercially sensitive and would be likely to prejudice the commercial interest of various parties.

Do your bank workers book shifts via a mobile app? If yes, please state the name of the app being used

No

What is the monthly average number of workers (headcount) on the bank in the last 12 months?

Full NOTE: 2021-22 data will be published soon. .

Staff Group	Average number of workers			
	2018-19	2019-20	2020-21	2021-22 (up to 16.01.22)
Medical & Dental	363	321	576	536
AHPs	260	189	196	274
Nursing and Midwifery	3078	2818	2880	3121
NMNC	267	239	286	361

What value goes through your internal bank currently?

NOTE: 2021-22 data will be published soon. .

		AHP / HSS	Doctors	NMNC	Nursing Staff	Total
2020 -21	Q1	£645,698	£7,475,388	£1,101,035	£7,970,376	£17,192,497
	Q2	£614,101	£6,256,121	£1,147,836	£9,552,667	£17,570,724
	Q3	£713,406	£4,298,755	£1,429,335	£11,252,167	£17,693,664
	Q4	£675,447	£4,585,423	£1,597,115	£11,453,034	£18,311,018
	Total	£2,648,265	£22,679,001	£5,275,321	£40,226,198	£70,829,172
2019 -20	Q1	£433,667	£1,693,116	£847,382	£7,851,216	£10,825,381
	Q2	£508,653	£1,998,568	£9,13,575	£8,798,819	£12,219,615
	Q3	£596,289	£2,202,761	£1,005,477	£8,942,009	£12,746,545
	Q4	£673,526	£5,210,890	£1,111,439	£10,533,189	£17,529,044
	Total	£2,212,135	£11,105,335	£3,877,873	£36,125,233	£53,320,585
2018 -19	Q1					
	Q2	£418,649	£855,246	£772,516	£6,687,270	£8,733,681
	Q3	£352,608	£1,013,221	£750,959	£6,750,003	£8,866,791
	Q4	£422,032	£1,248,299	£730,374	£8,075,675	£10,476,380
	Total	£1,193,289	£3,116,766	£2,253,849	£21,512,948	£28,076,852

Do you provide staff to others through a bank, or is it exclusively for the trusts' own workforce requirements?

No, solely for the Trust workforce.

What is the monthly average utilisation rate for your bank? (Calculated based on the % of vacant shifts filled by bank workers)

Staff Group	Average utilisation rate %			
	2018-19	2019-20	2020-21	2021-22
Medical & Dental	43.4%	93.7%	97.4%	68.3%
AHPs	37.4%	79.4%	72.1%	68.5%
Nursing and Midwifery	80.2%	92.0%	87.6%	84.7%
NMNC	74.9%	68.4%	64.1%	63.1%

Monthly Bank fill rates (percentage)

Please note: The Trust's staff bank has only existed in its current form since July 2018 so data is only available from that date.

NOTE: NOTE: 2021-22 data will be published soon. .

Monthly Bank fill rates				
Date	Nursing	Doctors	Admin & Clerical	AHP

Monthly Bank fill rates					
Date	Nursing	Doctors	Admin & Clerical	AHP	
2020 -21	March	74%	64%	87%	53%
	February	74%	71%	89%	41%
	January	69%	75%	91%	40%
	December	71.5	63%	89%	44%
	November	76%	63%	89%	43%
	October	74%	61%	90%	43%
	September	73%	61%	92%	38%
	August	77%	67%	91%	35%
	July	78%	67%	89%	33%
	June	80%	69%	88%	36%
	May	81%	70%	85%	36%
	April	69%	63%	89%	29%
2019 -20	March	72%	56%	88%	32%
	February	74%	57%	91%	39%
	January	76%	59%	86%	40%
	December	74%	58%	80%	40%
	November	78%	49%	81%	38%
	October	80%	47%	77%	36%
	September	80%	51%	73%	38%
	August	82%	48%	74%	42%
	July	83%	44%	72%	37%
	June	80%	46%	76%	39%
	May	81%	46%	78%	41%
	April	83%	41%	80%	40%
2018 -19	March	84%	37%	83%	37%
	February	84%	37%	89%	35%
	January	84%	39%	90%	39%
	December	85%	39%	93%	37%
	November	89%	40%	92%	37%
	October	87%	43%	90%	38%
	September	88%	34%	90%	45%
	August	87%	29%	91%	43%
	July	82%	19%	90%	46%

Monthly Unfilled Rate (Bank & Agency – percentage)

Monthly Unfilled rate

NOTE: NOTE: 2021-22 data will be published soon. .

Date		Nursing	Doctors	Admin & Clerical	AHP
2020 -21	March	16%	16%	1%	10%
	February	17%	12%	1%	25%
	January	23%	9%	0%	18%
	December	18%	17%	2%	12%
	November	11%	11%	4%	11%
	October	12%	13%	4%	11%
	September	12%	19%	1%	14%
	August	8%	16%	1%	14%
	July	5%	13%	2%	10%
	June	4%	9%	3%	7%
	May	4%	8%	4%	5%
	April	21%	16%	1%	17%
2019 -20	March	18%	14%	4%	20%
	February	13%	12%	0%	17%
	January	14%	6%	2%	14%
	December	15%	10%	0%	11%
	November	11%	11%	0%	12%
	October	11%	12%	0%	12%
	September	10%	9%	0%	8%
	August	10%	11%	0%	3%
	July	8%	12%	3%	8%
	June	9%	10%	0%	10%
	May	9%	10%	0%	5%
	April	9%	18%	0%	4%
2018 -19	Mar-19	9%	25%	1%	2%
	Feb-19	9%	25%	1%	1%
	Jan-19	10%	24%	1%	0%
	Dec-18	9%	21%	0%	1%
	Nov-18	5%	14%	0%	0%
	Oct-18	5%	14%	0%	0%
	Sep-18	4%	25%	0%	30%
	Aug-18	4%	32%	0%	1%
	Jul-18	8%	Jul-18	49%	Jul-18

Cases of bullying and sexual harassment

How many cases of bullying and sexual harassment/ sexual offences have been reported to your NHS trust about NHS staff? Please break this down by year and say whether it was a case of bullying or sexual harassment/ offences.

Please can you say the gender of the accuser and those being accused, as well as giving a description of the accuser and accused's job title and seniority level.

How many people over a five-year period (2016-17, 2017-18, 2018-19, 2019-20, 2020-21) were dismissed or disciplined as a result of bullying and sexual harassment/ any sexual offences? Please break this down by year and offence, and say the job title of those affected, as well as their seniority level.

The Trust does not routinely record the information you have requested in a way that enables us to easily provide the required information.

Sexual assault and bullying allegations are not recorded as separate categories; we record 'assaults' and 'inappropriate behaviour'. We would have to manually review every assault record for related references.

Note as well for information on who the perpetrator is that we do not record the suspect's role, only the victim's. This means that we do not have a record of who is alleged to have committed the offence e.g. staff, contractor etc.

We calculate that to identify, extract and collate the information you have requested from underlying records would take in excess of the cost and time limit of £450/18 hours set out in the fees regulations to the Act. Accordingly, we are withholding this information as permitted by Section 12 of the Act. If you would like more information on this exemption, please contact the FOI Office or see ICO.org.uk/FOI/...

In addition, due to the low number of instances, any further detail could potentially be used to identify the individual; certainly, the individual would be able to identify themselves from any further details provided. Under section 40(2) of the Act, personal information about living individuals is exempt if disclosure to a third party would breach one or more principles of the Data Protection Act. Accordingly, the Trust is withholding this information under Section 40(2) of the Freedom of Information Act as disclosure would breach the fair processing principle of the Data Protection Act.

Employee Assistance & Wellbeing

Does your Trust offer financial and wellbeing advice?

Yes, we have a Wellbeing Team who are trained to provide psychological first aid and sign-posting to staff from our wellbeing hubs and via a mailbox. We also have an Employee Assistance Programme (EAP).

If so, please state the name of your provider?

Workplace Options

What is the contract start and end dates?

1st April with annual renewal

What is the annual cost to the organisation?

The Trust does hold the information you have requested, but considers that release of this information falls within the exemption provided by Section 43 (2) of the Act, on the basis that the information is commercially sensitive and would be likely to prejudice the commercial interest of various parties.

E-Rostering

For details of Trust E-Rostering systems please see <https://www.kch.nhs.uk/about/corporate/foi/foi-faqs> and scan down to ICT

EU staff, Non-EU Staff & international recruitment

1. What percentage of your staff are citizens of other European Economic Area countries?

	01 Apr 18	01 Apr 19	01 Apr 2020	01 Apr 2021	01 Apr 2022
All staff	10.27%	9.74%	10.14%	9.70%	tbc

2. What percentage of the EEA citizens you identify in Question 1 are classified as doctors, nurses or HCPC professionals?

	01 Apr 18	01 Apr 19	01 Apr 2020	01 Apr 2021	01 Apr 2022
Medical & Dental	23.33%	22.78%	25.33%	24.56%	tbc
Nursing & Midwifery	43.73%	41.71%	34.03%	31.47%	tbc
Health Care Professionals (HCPA)	6.03%	6.45%	7.58%	8.52%	tbc

3. The number of EU nationals (non UK citizens) working as staff for this NHS Trust

1303 as at May 2022

4. The number of non-EU nationals working as staff for this NHS Trust

3556 as at May 2022

5. The number of workers with unknown nationality working for this NHS Trust

172 as at May 2022

Staff Groups	2018 -19	2019 -20	2020 -21	2021-22
EU				
Admin & Clerical	120	135	148	Awaited
Healthcare Assistants	91	90	110	Awaited
Medical & Dental	298	288	329	Awaited
Nursing & Midwifery	555	515	442	Awaited
Non-EU				
Admin & Clerical	213	202	228	Awaited
Healthcare Assistants	424	430	488	Awaited
Medical & Dental	395	429	517	Awaited
Nursing & Midwifery	1256	1518	1754	Awaited
UK				
Admin & Clerical	1836	1890	2145	Awaited
Healthcare Assistants	541	516	562	Awaited
Medical & Dental	1331	1338	1428	Awaited
Nursing & Midwifery	2387	2288	2281	Awaited
Not Stated				
Admin & Clerical	138	166	21	Awaited
Healthcare Assistants	109	116	9	Awaited
Medical & Dental	116	101	4	Awaited

Nursing & Midwifery	214	324	20	Awaited
Staff Groups	2018 -19	2019 -20	2020 -21	

Report source: ESR

Report used: Staff in post list

Switzerland is neither an EU nor EEA member but is part of the single market - this means Swiss nationals have the same rights to live and work in the UK as other EEA nationals.

6. Nationality of EU nurses recruited and nationality of EU doctors recruited.

	17/18		18/19		19/20		20/21	
Staff Group	Nationality	Headcount	Nationality	Headcount	Nationality	Headcount	Nationality	Headcount
EU Nurses	Irish	9	Irish	12	Irish	3	Irish	3
	Spanish	2						
	Greek	3						

7. Spend on recruitment

Please Note:

There was no cost relating to overseas recruitment for the period from 1st April 2020 to 31st March 2021

Total Spend (Fees charged for nurses)

17/18		18/19		19/20		20/21	
Non EU	EU	Non EU	EU	Non EU	EU		
£726,242	£53,354	£769,815	£21,150	£526,545	£9,000	-	-

Recruitment Activity Costs for nurses

17/18	18/19	19/20	20/21	21/22
£92,330.56	£43,027.68	£45,446.98	-	Awaited

Total Spend (Fees charged for doctors)

17/18		18/19		19/20		20/21	
Non EU Doctors	EU doctors	Non EU	EU	Non EU	EU	Non EU	EU
£00.00	£38,000	£00.00	£8,000	£00.00	£00.00	N/A	N/A
	7 doctors deployed from EU countries		1 doctor deployed from EU countries				

Recruitment Activity Costs for doctors

17/18	18/19	19/20	20/21	21/22
£00.00	£00.00	£00.00	-	Awaited

8. The total cost to the Trust of overseas recruitment exercises including flights and accommodation

Please Note:

There was no cost relating to overseas recruitment trips for the period from 1st April 2020 to 31st March 2021

Recruitment Activity Costs for overseas campaigns (the costs for the Trust to go and recruit)

– Nurses (including flights, transfers and accommodation)

Month	17/18		18/19		19/20		20/21	
	Location	Cost	Location	Cost	Location	Cost	Location	Cost
April	Ireland	£1,059.96	India	£14,620	Philippines	£8,065.21		
May	Dubai	£6,528	Philippines	£9,725				
June			Spain	£800.68				
July	India	£14,976						
August	Philippines	£9,250.60			India	£15,331.28		
September	Dubai	£6,460	Philippines	£8,167				
October	India	£14,260	Ireland	£1,115	Philippines	£8,490.28		
November			Philippines	£8,600				
December	Philippines	£9,876						
January	India	£13,725						
February	Philippines	£9,000			India	£13,560.21		
March	Ireland/Dubai	£1,200/£5,995						

How much of the overall budget is dedicated to recruitment?

Approx. 0.4%. This covers all recruitment.

What is the cost of recruiting a doctor or nurse from the EU?

The cost of recruiting a nurse or doctor from the EU (if they applied directly for a vacancy with the Trust advertised on the Trust website) would be the same as someone in the UK applying. The Trust does not record a cost per recruitment.

Current supplier(s) for international recruitment projects/general permanent recruitment (Broken down into staff categories i.e. Doctors, Nurses, AHP/HSS)

King's Commercial Services (wholly owned subsidiary of the Trust) and Health Sector Talent. Both cover doctors, nurses and AHPs.

Provide the names of the agencies that you utilised to recruit permanent candidates sourced from overseas.

Medacs and King's Commercial Services

General staffing questions

Staff numbers

The Trust has approximately 12,500 staff. Detailed information is publically available at <https://digital.nhs.uk/data-and-information/publications/statistical/nhs-workforce-statistics>

Statistics are available specifically for King's:
Go to the page and scroll to Past Publications.

Click on the period you are interested in
Scroll down the page to 'Resources'

For King's specific data, click on the year(s) you are interested in, open the Excel workbook 'NHS Workforce Statistics [Date you want] Organisation'

Worksheets 2-5 contain various data including headcount and FTE for 'All staff' and other specific stag groups e.g. medical

Search for 'King's'

Total Trust spend on staffing

See annual reports at <https://www.kch.nhs.uk/about/corporate/corporate-publications> (Employee benefits and staff numbers)

Paramedics

King's does not employ paramedics. This is London Ambulance Service

HR Policies

The below policies can be requested via the FOI Office on kch-tr.FOI@nhs.net

Policy	Policy
Acting Up and Secondment	Overpayments Policy
Advisory Appointment Committee (AAC)	Pandemic Policy
Alcohol and Drugs	Parents Policy
Annual Leave/Study Leave for Medical and Dental Staff	Pay Protection Policy
Annual leave policy	Personnel Information Policy
Appeals Policy	Physician Associate Policy
Capability Policy	Probation Policy
Career Break Policy	Recruitment Policy
Criminal Record and Barring Check Policy	References Policy
Disciplinary Policy and Conduct Standards	Relationship Policy
Early Resolution	Relocation Expenses Policy
Equal opportunities policy	Registration policy
Expenses Policy	Staff Rostering Policy
Flexible Working Policy	Sickness Absence Policy
Home Working Policy	Special Leave
Induction Policy	Statutory and Mandatory Training Policy
Job Planning Policy	Stress Policy
Maintaining High Professional Standards (MHPS)	Temporary and Agency Staffing Policy
Organisational Change	Unpaid Leave

Occupational Health & Wellbeing Department (OH)

The Occupational Health & Wellbeing Department (OH) is a specialist work related health advisory service, which supports staff and managers in relation to workplace health matters. The activities we undertake in order to promote a healthy workplace include:

- Pre placement (formerly known as pre-employment) health screening
- Health surveillance – including lung function tests and skin surveillance for staff exposed to specific hazards identified in workplace risk assessments
- Ionising Radiation Assessments carried out by our HSE appointed Occupational Health Physicians
- Immunisations and vaccinations and immunity screening – as required by Department of Health and Trust Guidelines
- Post exposure advice following bodily fluid exposures (sharps injuries, bites, scratches etc.).
- Contact tracing following exposure to infectious diseases.
- Support for employees and managers during the sickness absence management process.
- Advice and support for managers on supporting employees with long-term health conditions in the workplace.
- Return to work advice following sickness absence
- Health promotion and Health and Wellbeing activities
- Physiotherapy Services
- Occupational Therapy Services
- Liaison Psychiatry and Psychology Services
- Direct Access Counselling Services via our Employee Assistance Programme (EAP) – provided by Workplace Options
- Long COVID Services

There is also a staff psychology team which provides offers staff prompt access to specialist psychological assessment and evidence-based interventions or sign-posting to appropriate services. The team can support staff members presenting with emotional or mental health difficulties that are associated with work or placing them at risk of absence from work. The team also supports clinical groups including Long-COVID-19 and Chronic Pain, contributes to work on staff harm prevention and leads on a number of projects within the Trust including dedicated psychological support to Critical Care and Emergency Departments, overseeing the Schwartz Round programme and developing a Critical Incident Staff Support service.

Pay & Conditions - Salary Advances & Loans

Salary Loans

Does your organisation offer salary loans?

Yes. The Trust offers hardship loans, which are an advance on the coming month's salary. We also provide loans to overseas nurses entering the UK paid back over 12 months and travel card loans paid back over 10 months. We do not offer loans outside of this.

If so, please state the name of your provider?

Trust provided

When did the trust go live with this service?

N/A – we do not have an outsourced loan scheme

Does your organisation offer faster salary payments? i.e. access to salary advances

Yes

If so, please state the name of your provider?

Internally via Trust Finance

What payment period is offered? i.e. daily advances, weekly advances?

Dependant on case – advances are only used for hardship or to pay earnings that will be due at next payroll that should have been processed previously (e.g. due to late change submissions from managers)

Which staffing groups access the salary advances?

All staff are eligible to be considered.

On average, how many workers access this facility per week and per month?

Information not held.

What is the cost to the workers to receive salary advancements?

Nothing.

Pay and Conditions – Medical staff (e.g. doctors, dentists)

For pay for hospital medical and dental staff, doctors and dentists in public health, the community health service and salaried primary dental care please see [NHS Medical & Dental Staff Pay & Conditions](#)

Paramedics

King's does not employ paramedics. This is London Ambulance Service

Pay and Conditions – Nursing staff

Please see [NHS Agenda for Change Pay Rates](#)

Qualified nurses are appointed to Band 5 grades and above. It should be noted that other enhancements might be applied on top of the standard salary value (e.g. High Cost Area Supplement for inner or outer London.) Please refer to [NHS Terms and Conditions of Service Handbook](#) for more detail.

Agency staff hourly rates are based on the CPP framework pan-London rates.

Pay and Conditions – All other staff

Please see [NHS Agenda for Change Pay Rates](#)

It should be noted that other enhancements might be applied on top of the standard salary value (e.g. High Cost Area Supplement for inner or outer London.) Please refer to [NHS Terms and Conditions of Service Handbook | NHS Employers](#) for more detail.

Pre-Paid Debit Cards

(a) The Trust's outsourcing of the provision of pre-paid debit cards for the use by staff, volunteers, patients and service users;

New staff - Caxton account

(b) The ways in which the Trust uses pre-paid debit cards;

For International Nurses – Nurses are provided with a cash advance and salary advance upon arrival to the UK. Cards are a safer option than cash. Although the cards are issued, once the money has been spent, the nurses are unable to top up so cards become redundant.

- (c) The full name(s) of any outsourced service provider(s) supplying the Trust;**
Caxton FX Limited
- (d) The contract(s) with any outsourced service provider(s) supplying the Trust;**
Caxton FX Limited
- (e) The date(s) on which contract(s) with outsourced service provider(s) expire;**
July 2020 to July 2022
- (f) The total fees paid by the Trust, or budgeted to be paid, by supplier, for each of the financial years requested above;**
The Trust does hold the information you have requested, but considers that release of this information falls within the exemption provided by Section 43 (2) of the Act, on the basis that the information is commercially sensitive and would be likely to prejudice the commercial interest of various parties.
- (g) The number of pre-paid debit card users the Trust had, or anticipates having, for each of the financial years listed above;**
TBC – next update
- (h) The tendering process, or other procurement method, under which the outsourced contract(s) were awarded;**
Appropriate selection process took place
- (i) The tendering process, or other procurement method, under which the service will be re-contracted; and**
- (j) The date on which the process referred to in (h), for the re-contracting of the outsourced service, will commence.**
Appropriate selection process. June 2022
- (k) The name and email address of the person within the Trust who has responsibility for the Trust's management and provision of pre-paid debit cards.**
Chief People Officer – see *Staff names, job titles, contact info*

Salary Sacrifice

Does your organisation offer salary sacrifice schemes?

Yes

If so, please state the name of your provider? When did the trust go live with this service?

Scheme Provider	Scheme Type	Implementation Date
Cyclescheme	Push Bikes	2007
Tusker	Cars	2016
Fidelity	Childcare Vouchers	2011
Liaison Onecall	Home Technology	2013

Sickness

Sickness – statistics

Information is publically available at [NHS Digital - NHS workforce statistics](#)

Statistics are available specifically for King's as a percentage absence rate and published quarterly. Please see [NHS Digital - Sickness-absence-rates](#)

- open the excel and go to Table 4 or 5: Monthly Sickness Absence Rates by Organisation

Sickness – other areas

[NHS Digital - Supplementary information files - staff absence](#). If you are particularly interested in King's, then please look for 'by organisation' in the title

You may find other information you require here [NHS Digital - supplementary information files](#)

Staff names, job titles, contact info

The names of staff in senior or public facing roles only are publicly available on the Trust website at the following links:

<http://www.kch.nhs.uk/Doc/MI%20-%20002.12%20-%20Who's%20Who%20Chart.pdf>

<http://www.kch.nhs.uk/service/a-z>

It is Trust policy to not give out other staff names, personal email addresses and contact details. This policy helps protect Trust staff from unsolicited emails and correspondence not directly related to their role and the work they are doing. You can of course call the main Trust switchboard on 020 3299 9000.

Structure / organisation charts

These are available (if held) on request via kch-tr.FOI@nhs.net

(Employee benefits and staff numbers)