

NONE-SPEND AGENCY AND BANK STAFF FAQ'S

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CATEGORY & QUESTION (Categories are A-Z)	ANSWER
AGENCIES	
<p>AGENCIES Procurement process for agencies to become approved suppliers for the Trust. This includes any application procedures, evaluation criteria, and timelines.</p>	<p>In the event the Trust requires more suppliers on its Preferred Supplier List (PSL), the Trust will approach agencies listed on the Workforce Alliance RM6281 framework for clinical workers.</p>
<p>AGENCIES Onboarding Process: Information on the onboarding process for new agencies, and how they become a supplier to the Trust.</p>	<p>Following agreement to supply, agencies sign a call off contract and complete a new supplier form for set up on Trust booking and payment systems.</p>
<p>AGENCIES – ON FRAMEWORK <i>Nursing and Midwifery (PSL)</i></p>	<p>All nursing and midwifery agencies are supplied under framework RM6281.</p> <p>The list below is correct as of January 2026.</p> <p>Note that this document’s list will be updated bi-annually from date of publication. Any requests for an up to date list at any time before the update is due will be exempted under Section 22 – Intended for future publication.</p> <p>Candy Healthcare Recruitment Ltd Care Providers Recruitment Limited Cromwell Medical Staffing Limited Daytime Healthcare Recruitment Limited Firstpoint Healthcare Limited Globe Locums Limited Hanson Grey IMS Medacs Healthcare Limited Medicspro Ltd Pulse Healthcare Limited (Nursing) Total Assist Recruitment Limited Trust Nurse Urgent Staffing Limited</p>

CATEGORY & QUESTION (Categories are A-Z)	ANSWER
AGENCIES – ON FRAMEWORK <i>Doctors / Medical and Dental staff (PSL)</i>	<p>Your World Nursing Limited</p> <p>The list below is correct as of January 2026.</p> <p>Note that this list will be updated bi-annually from date of publication. Any requests for an up to date list at any time before the update is due will be exempted under Section 22 – Intended for future publication.</p> <p>Holt Medical Recruitment Limited Id Medical Group Limited Locum People Ltd Medacs Healthcare Limited Medecho National Locums Ltd Nc Healthcare Ltd Pertemps Medical Limited Promedical Rig Locums Limited Triple West Medical Txm Healthcare Limited</p>
AGENCIES – ON FRAMEWORK <i>AHP's (PSL)</i>	<p>The list below is correct as of January 2026.</p> <p>Note that this list will be updated bi-annually from date of publication. Any requests for an up to date list at any time before the update is due will be exempted under Section 22 – Intended for future publication.</p> <p>Day Webster Globe Locums Limited Hunter Gatherer Ahp Resourcing Limited Medicspro Ltd Pulse - AHP (Maxxima Limited) Rig Medical Recruit Limited</p>

CATEGORY & QUESTION (Categories are A-Z)	ANSWER
	Set Healthcare Ltd The Locum Agency Ltd The Placement Group (TPG) Your Nurse Limited Your World Recruitment Limited
AGENCIES – ON FRAMEWORK <i>When is your PSL up for renewal?</i>	Our Preferred Supplier List (PSL) is reviewed quarterly. This is a new process started in October 2024. The lists of agencies on this document will be updated bi-annually from date of publication. Any requests for an up to date list at any time before the update is due will be exempted under Section 22 – Intended for future publication.
AGENCIES – PROCUREMENT ROUTE	Framework Workforce Alliance RM6281. Please see Clinical and Healthcare Staffing - NHS Workforce Alliance Used for supply of temporary clinical workers, inc: <ul style="list-style-type: none"> • Medics (all grades and specialties) • Registered Allied Health Professionals (AHP); Professional, Scientific & Technical; Healthcare Scientists • Registered Nursing and Midwifery workers The Trust does not currently engage non-medical/non-clinical workers via agency
AGENCIES ON PSL <i>Monitoring</i>	Agencies are monitored on a quarterly basis under the following criteria: <ul style="list-style-type: none"> • Number of shifts filled • Compliance with the King’s Agency Rate Card • Complaints resolved within 10 days of receipt • No ghost bookings • No direct contact with ward managers/department heads
AGENCY USAGE PLAN	Continuation of existing plan, which includes:

CATEGORY & QUESTION (Categories are A-Z)	ANSWER
	<ul style="list-style-type: none"> • Reducing agency use by filling vacancies • Redeploying staff to cover areas/shifts that are short • Ensure that if the Trust use agency, they are supplied below NHSE capped rates and via DE (where applicable)
AGENCY USAGE - BUDGET	There is no allocated budget for agency or bank staff.
BANK STAFF	
BANK STAFF <i>In-house or outsourced?</i>	In-house since September 2022
BANK STAFF <i>Staff groups sourced?</i>	Medical and Dental Nursing and Midwifery – registered and unregistered Allied Health Professionals – registered and unregistered Professional, Scientific & Technical – registered and unregistered Healthcare Scientists Admin and Clerical Estates and Ancillary
BANK STAFF <i>Digital technology/software to manage staff bank?</i>	Yes Patchwork for Medical and Dental workers Allocate Bank Staff for all other staff groups
BANK STAFF <i>Digital technology/software to manage staff bank – contract start and end dates</i>	Allocate – 31/05/2025 to 30/05/2027 Patchwork – 07/08/22 to 21/08/2026
DIRECT ENGAGEMENT	
DIRECT ENGAGEMENT <i>Percentage of direct engagement achieved</i>	As of November 2025, we have 100% DE Compliance across the Trust. This figure will be updated on the next update of this document (6 or 12 months from date of publication).

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	Any requests for an up to figure at any time before the update is due will be exempted under Section 22 – Intended for future publication.
DIRECT-ENGAGEMENT <i>Does the organisation use a third party to provide a Direct Engagement/Outsourced Employment Solution? (This is where the NHS organisation sources agency staff via a recruitment agency but hold a direct contract between the organisation and the worker - there is often VAT savings associated to this employment model)</i>	YES
DIRECT-ENGAGEMENT <i>Provider</i>	DE Provider is Staff Direct/Allocate
DIRECT-ENGAGEMENT <i>Staff Groups sourced & managed</i>	Medics & Dentists; Non-Medical Non-Clinical (NMNC); Allied Health Professionals (AHP); Professional, Scientific & Technical; Healthcare Scientists
DIRECT-ENGAGEMENT PROVIDER <i>Contract start and end date</i>	24/7 Time. Contract start date 01/03/23. Contract end date: 28/02/26
DIRECT-ENGAGEMENT <i>Does your DE provider process DE payroll?</i>	Yes
DIRECT-ENGAGEMENT <i>Who is responsible for inputting timesheet data into your DE solution?</i>	The agency submits an electronic copy of the paper time sheet; the Trust manager confirms the hours worked in the system and signs off the timesheet in the system electronically.
DIRECT-ENGAGEMENT <i>Who is responsible for inputting workers' bank details into the DE solution?</i>	Both the agency worker and their agency contact have the ability to add bank details.

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DIRECT-ENGAGEMENT <i>Contract Type - what type of Direct Engagement contract is in place between the trust and the worker?</i>	Workers are provided with standard terms of engagement for agency assignments at the start of every booking.
DIRECT-ENGAGEMENT <i>Are workers issued a P45 at the end of their assignment?</i>	Yes, when an assignment is ended within our DE software, a P45 is produced.
<h2>FRAMEWORK</h2>	
FRAMEWORK	NHS Workforce Alliance RM6281 Please see Clinical and Healthcare Staffing - NHS Workforce Alliance
<h2>INTERNATIONAL RECRUITMENT</h2>	
INTERNATIONAL RECRUITMENT <i>General Information</i>	<p>The Trust uses King’s Commercial Services, a solely owned subsidiary of King’s, for its recruitment of international nurses. Paused however in April 2024. There is no framework used.</p> <p>The Trust is part of the Capital AHP/Midwife project for the recruitment of midwives and Allied Health Professionals. CapitalAHP is jointly led by Health Education England (HEE) and NHS England and NHS Improvement (NHSE/I).</p> <p>CapitalAHP will be able to provide details of the assigned agencies. More information regarding the project is available at the following link: CapitalAHP NHS England Workforce, training and education (hee.nhs.uk)</p>

CATEGORY & QUESTION (Categories are A-Z)	ANSWER										
INTERNATIONAL RECRUITMENT <i>Numbers of staff employed</i>	<p><u>Please note:</u> Records are only recorded for those individuals recruited as part of managed campaigns; other staff may be recruited as part of a normal recruitment episode which is not centrally logged.</p> <table border="1" data-bbox="1131 376 2132 561"> <thead> <tr> <th></th> <th>2023-24</th> <th>2024-2025</th> <th>2025-26</th> </tr> </thead> <tbody> <tr> <td>Nurses</td> <td>247</td> <td rowspan="2">No international recruitment this year</td> <td rowspan="2">No international recruitment this year</td> </tr> <tr> <td>AHP's</td> <td>35 OPD's/OT's and a Radiographer</td> </tr> </tbody> </table>		2023-24	2024-2025	2025-26	Nurses	247	No international recruitment this year	No international recruitment this year	AHP's	35 OPD's/OT's and a Radiographer
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Nurses	247	No international recruitment this year	No international recruitment this year								
AHP's	35 OPD's/OT's and a Radiographer										
INTERNATIONAL RECRUITMENT <i>Doctors</i>	The Trust do not conduct international recruitment campaigns for doctors.										

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KING'S STAFFING CONTACTS	<p>Please note – we do not give out ANY staff names, email addresses, phone numbers for staff whose roles are in bank, agency, temporary, permanent or any other category or department of staffing. Any request requiring such information will be directed here:</p> <p>The names of staff in senior or public facing roles are available on the Trust's website at the following links:</p> <p>Corporate Structure</p> <p>Services A - Z</p> <p>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.</p>
MASTER VENDOR, NEUTRAL VENDOR <i>Name of 3rd party agency management</i>	<p>Not applicable. All staff groups are engaged by an in-house team</p>
ROSTERING	
ROSTERING <i>Does your Trust use an E-Rostering provider?</i>	<p>Yes, predominately RLDatix for Nursing and HCA's, Scientific, Therapeutic & Technical Staff including AHPs and HSS, Admin and Clerical.</p> <p>With the following applications:</p> <p>Absence – Trust wide all staff groups - including unpaid absence.</p> <p>Time and Attendance - almost all AfC clinicians across all staff groups, pockets of admin and clerical, most medical clinicians (resident doctors and consultants).</p> <p>All overtime, on call, bank and agency.</p>

CATEGORY & QUESTION (Categories are A-Z)	ANSWER
	<p>Exceptions being pockets of specialist medical areas which use different systems for scheduling, such as Rotamap in Emergency Care and CLWRota for Anaesthetics.</p> <p>Medical bank shifts are requested, and bookings are seen/reported on, in RLDatix but managed by Patchwork Bank through an interface where workers select their bank shifts.</p>
<p>ROSTERING <i>E-Rostering provider contract start and finish dates</i></p>	<p>The 'allocate software (RLDatix) to supply HealthRoster Optima, Medic on Duty, Activity Manager' contract started on 31/05/2025 and ends on 30/05/2027 The supplier is SOFTCAT PLC.</p> <p>Rotamap Limited, the contract for 'CLW Rota management service for anaesthetics' started on 01/08/2024 and expires on 31/07/2026.</p>
<p>ROSTERING <i>Framework to procure rostering supplier/ suppliers</i></p>	<p>Rotamap Limited, the contract for 'CLWRota management service for anaesthetics' was procured via the CCS G-Cloud 13 framework agreement. The allocate software (RLDatix) to supply HealthRoster Optima, Medic on Duty, Activity Manager' The supplier is SOFTCAT PLC. It was procured under the HealthTrust Europe LLP Framework Agreement</p>
<p>ROSTERING <i>Software costs</i></p>	<p>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.</p>
<p>ROSTERING <i>E-Rostering provider – how many licenses</i></p>	<p>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.</p>
<p>ROSTERING – SELF-ROSTERING <i>Does your organisation use self-rostering?</i></p>	<p>Yes</p>
<p>ROSTERING – SELF-ROSTERING</p>	<p>Formally in some nursing areas, informally elsewhere.</p>

CATEGORY & QUESTION (Categories are A-Z)	ANSWER
<i>staffing groups where self- rostering is currently being used</i>	
ROSTERING – SELF-ROSTERING <i>Are manual or technology-based mechanisms used to facilitate self-rostering</i>	Technology
VENDOR MANAGEMENT SYSTEM	
VENDOR MANAGEMENT SYSTEM <i>Does the Trust use a third-party Vendor Management System for the supply of agency staff</i>	YES, for all staff groups
VENDOR MANAGEMENT SYSTEM Who supplies your Vendor Management System?	Patchwork: Medical and Dental Allocate: Nursing and Midwifery – registered and unregistered Allied Health Professionals – registered and unregistered Professional, Scientific & Technical – registered and unregistered Healthcare Scientists Admin and Clerical Estates and Ancillary
VENDOR MANAGEMENT SYSTEM <i>Please provide the contract start and end date for this provider (dd/mm/yy)</i>	Allocate – 31/05/2025 to 30/05/2027 Patchwork – 07/08/24 to 21/08/2027