



**Workforce Alliance**  
Collaborating for a Sustainable Workforce

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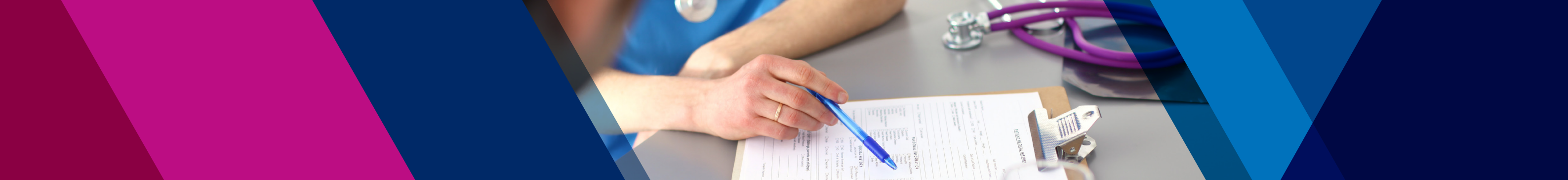
Crown  
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**Procurement in Partnership**  
The Collaboration of NHS Procurement Hubs

**Delivered by**

NHS Commercial Solutions  
NHS East of England Collaborative Procurement Hub  
NHS London Procurement Partnership  
NHS North of England Commercial Procurement Collaborative



# Contents

About the NHS Workforce Alliance	3
Frameworks we are delivering to build a sustainable workforce	
• International Recruitment of Clinical Healthcare Professionals framework	5
• Flexible Resource Pool – Staff Bank framework	6
• Non Clinical Temporary and Fixed Term Staff framework	7
• National Framework for the Provision of Clinical and Healthcare Staffing	8
• Workforce Support Portfolio	9
• NHS Workforce Alliance Data and Application Solutions - Enterprise Applications for Health	12
• NHS Lancashire Procurement Cluster save £25,000 on permanent recruitment campaign - a case study	13

# Introduction

**The NHS Workforce Alliance**

The NHS Workforce Alliance is the portfolio of health workforce services delivered in partnership by Crown Commercial Service (CCS) and NHS Procurement in Partnership (NHS PiP) for the benefit of customers and suppliers.

The NHS Workforce Alliance brings together the expertise of NHS Procurement in Partnership and CCS as the biggest public procurement partnership in the UK. As leaders in the field we collectively raise the bar to address the staffing crisis and deliver a sustainable workforce model.

**Why work with us?**

The NHS Workforce Alliance provides the NHS with compliant and straightforward routes to market, as well as expert category advice and support, to enable you to create and maintain a sustainable workforce. Our routes to market enable our NHS customers to:

- Recruit permanent staff domestically and internationally
- Roster current staff efficiently using e-rostering and e-job planning solutions
- Run retention programmes
- Outsource Managed Bank
- Obtain workforce consultancy and advice
- Use NHSI approved frameworks to source agency staff.

Every organisation within the NHS Workforce Alliance has delivered award-winning, accredited, cost saving, compliant agreements. With our established reputation and expertise across the portfolio we can influence the market, streamline the offer and ensure customers and suppliers have confidence in the service we deliver.

## Our vision

Our vision is to enable the NHS to deliver a sustainable NHS workforce model. We work collaboratively to ensure our commercial agreements provide the best value for the NHS, delivering cost savings whilst assuring clinical quality. The collection of expertise, resources and geographical reach across the NHS Workforce Alliance brings a willingness to listen and to work in partnership to benefit our customers across the NHS and the wider public sector.



## Collaborating for a sustainable NHS Workforce Alliance in the future

### The future

In order to deliver our vision the NHS Workforce Alliance is committed to exploring the whole portfolio of health workforce services. We have already delivered in key areas including international recruitment, staff bank and temporary staffing and we are ready to apply our collective skills and knowledge across the full breadth of opportunity within the sector for the benefit of our customers and suppliers.

**“The NHS Workforce Alliance works very closely with our trust and provides a fantastic, reliable service; they are always available with their expert procurement knowledge to support us with any workforce issues we encounter.”**

North West Anglia NHS Foundation Trust

## International Recruitment of Clinical Healthcare Professionals

### What is the framework?

International Recruitment framework supports the NHS and the public sector in their future recruitment strategies. The framework is in response to, and aligned with, recommendations set out for international recruitment in the NHS Long Term Plan and the NHS People Plan.

This is the first framework launched by the NHS Workforce Alliance. The framework addresses the NHS need to increase international recruitment to fill existing vacancies. By offering a compliant route to market the framework for international recruitment ensures compliance with NHS pre-employment standards, connecting trusts with dedicated staff working hard to treat people with care, compassion and dignity.

### Benefits

Joining our framework grants access to a wide range of experienced international recruitment organisations, that are all awarded by us to ensure a framework wide standard of quality. Within our framework we ensure providers:

- Meet government requirements on good industry practice, codes of practice, legislation, voluntary arrangements and regulations
- Are responsible for relocation, pastoral support and satisfaction of the employee
- Are aware of their workers' licensing situation and requirements
- Keep up to date with regulatory changes, language testing, and immigration policy
- Are compliant with procurement regulations

### Lots:

The framework is broken down into two lots.

- Lot 1: Single staff group sourcing
  - Lot 1.a: Nursing and midwifery
  - Lot 1.b: Medical (including GPs) and dental staff
  - Lot 1.c: Other staff
- Lot 2: Multi-staff group sourcing



# Flexible Resource Pool - Staff Bank

## What is the framework?

Flexible resource pools, or staff banks, are pools or groups of workers managed flexibly and proactively to make the most efficient use of an organisation’s workforce.

Through this framework you can access services to help you flexibly manage your workforce, including the setting up of a new staff bank, or the complete outsourcing of your bank’s management, to maximise shift fill rates in the most efficient way possible. The NHS Workforce Alliance Flexible Resource Pool framework helps you do this quickly and easily.

The customer chooses the staff groups covered by the bank, and within these any grade or specialty can be requested. The groups are:

- Doctors, consultants, dentists and GPs
- Allied health professionals, health science services and emergency services personnel
- Nursing and midwifery personnel
- Non-medical and non-clinical

The framework focuses on providing staff bank services to NHS contracting authorities but is open to all UK public sector bodies with staff bank needs.

## Benefits

- This framework supports wider NHS aspirations towards more sustainable models of staffing provision, with a wide number of suppliers and new expertise in innovative technology. It includes support for customers on supply chain management, delivery to capped rates and reporting to NHS England and NHS Improvement.
- The framework provides dedicated service for the creation, implementation and delivery of an outsourced bank across all job categories. The new pricing model gives customers the ability to build a truly bespoke service - utilising just the elements they require.
- This is the first staff bank framework to undertake worker compliance audits for staff employed by an outsourced bank. This framework is also approved by NHS England and NHS Improvement - the first bank framework to get such an endorsement.

**Lots:**

- Lot 1: Flexible resource pool – staff bank

# Non Clinical Temporary and Fixed Term Staff framework

## What is the framework?

This agreement provides non clinical temporary and fixed term staff largely to the NHS, though other public sector bodies can also use it. It can be used to cover vacancies, leave (planned and unplanned), digital transformation projects, ad hoc projects, unforeseen work and the clearing of backlogs. The kind of staff that can be hired on this framework include those with roles in administration, secretarial, finance, accounts and audit, HR, information and communication technology, health informatics, public relations, legal services, catering, drivers, estates and maintenance, security, environmental, and scientific services, and many more.

## Benefits

- The framework has an award support tool which runs a price competition for the customer. This allows a search by region, role and job band, and produces a list that is catalogued by price which can help customers consider direct awards - though further competition can also be run under the framework.
- The framework uses NHS England and NHS Improvement recommended price caps and NHS employment check standards to assure workers are compliant and is free to use for those in the NHS and the wider public sector.
- There is an extensive choice of suppliers too - 80% of them are small and medium sized businesses.

**Lots:**

This framework has six lots. Many of the potential suppliers are capable of supplying the complete mix of services, however, lotting the framework allows for specialist suppliers and makes it easier for customers to navigate.

The lots are:

- Lot 1: Administration and secretarial roles
- Lot 2: Finance, accounts and audit roles
- Lot 3: IT technicians, analysts and technical engineer specialists
- Lot 4: Legal secretaries, paralegals and lawyers
- Lot 5: Clinical coders and health records secretaries
- Lot 6: Caterers, drivers, security, estates and maintenance roles, such as general labour, specialist labour (eg. electricians and surveyors) environmental and scientific roles (eg. senior assistant scientists)





## Clinical and Healthcare Staffing

### What is the framework?

The NHS Workforce Alliance Clinical and Healthcare Staffing framework enables trusts to procure medical and healthcare staff from one place, limiting confusion in the market and creating a streamlined process. The framework is an expansion of the Collaborative Procurement Partnership (CPP) National Clinical Staffing and Crown Commercial Service Multidisciplinary Temporary Healthcare Personnel frameworks which are due to expire in February 2021.

### Benefits

- NHS England and NHS Improvement endorsed
- All medical and healthcare services are in one place, meaning the NHS Workforce Alliance can offer one set of rate cards and terms and conditions
- A streamlined process for trusts and other appropriate public sector bodies with the added assurance of meeting procurement regulations
- All staff provided have completed the appropriate checks.

### Lots:

- Lot 1: Nursing and Midwifery Staffing
- Lot 2: Medical and Dentistry Staffing
- Lot 3: Allied Health Professionals and Health Science Services Staffing
- Lot 4: Emergency Services Staffing
- Lot 5: Social Care Staffing
- Lot 6: Neutral Vendor Services

## Workforce Support Portfolio

The Workforce Support portfolio brings together a range of framework agreements aimed at providing you with a way to source additional services to support health HR and workforce functions. The following frameworks are freely available across the NHS Workforce Alliance customer base:

### Permanent Recruitment Solutions

This framework provides you with the ability, through direct award or further competition, to secure recruitment services regionally and nationally to hire quality candidates under a variety of specialisms including; administrative, operational, digital, data and technology (DDaT), corporate services, finance, and project management. Types of candidates to be sourced under the framework include permanent, fixed-term workers and inward secondments.

### Benefits

- Improved fill rates avoid the time and expense of repeat recruitment exercises
- Direct award reduces time to hire
- Capped maximum rates offer protection against market increases
- No hidden costs as attraction methods are built into the cost of the services
- Suppliers to work towards, and help you achieve your own diversity & inclusion (D&I) requirements
- Suppliers required to develop Employer Value Proposition
- Staged payments for executive search to reduce potential financial risks
- Discounts for volume campaigns.

### Permanent Recruitment Solutions Lots:

- Lot 1: General Recruitment: Administrative and Operational Roles
- Lot 2: General Recruitment: Digital, Data & Technology (DDaT) Roles
- Lot 3: General Recruitment: Corporate
- Lot 4: General Recruitment: Finance
- Lot 5: General Recruitment: Project Delivery Roles
- Lot 6: Executive Search: Digital, Data and Technology
- Lot 7: Executive Search: Senior Roles
- Lot 8: Talent Mapping: Mapping and Research Services



Workforce Support Portfolio (continued)

Management Consultancy

There are services under Lot 4 of the Management Consultancy framework which offer advice on HR for the management, implementation and client-side delivery of HR policies and programmes to support HR and corporate strategies.

These are:

- 1 Cultural transformation
- 2 Human resource terms, conditions and policies
- 3 Advice on managing agency and temporary staff; and review of IR35
- 4 Recruitment policy

Benefits

- Offers customers a wide breadth and depth of knowledge and expertise
- Wide range of suppliers from SMEs to multinationals
- All suppliers accredited to cyber essentials as a minimum
- Structured guidance covering such areas as pre-market engagement, expressions of interest, timescales and pricing models and has been designed to help customers follow best practice.

Managed Learning Service

This is a single supplier direct award agreement for a range of learning and development services. In addition to providing learning products from its own organisation the supplier provides access to other best in class training and resources.

Benefits

- Range of subjects grows through the life of the framework
- Over 50% of funds guaranteed to small suppliers
- Catalogue of commonly required courses and professional qualifications
- Rigorous supplier performance management including KPI's, SLA's and volumes through a self-service secure and on demand single sign-on platform.

Workforce Support Portfolio (continued)

Occupational Health, Employee Assistance and Eye Care

This agreement provides access to a range of occupational health services, employee assistance programmes and eye care services through telephone support and an online portal. This framework is available through both direct award and further competition.

Benefits

- Small and medium sized suppliers
- Bundled service and clear price structure
- Choice of service and price bundles
- Flexibility to adapt to personal needs.

**Occupational Health, Employee Assistance and Eye Care Lots:**

- Lot 1: Full service for Occupational Health Services and Employee Assistance programmes
- Lot 2: Occupational Health Services
- Lot 3: Employee Assistance programmes
- Lot 4: Eye care services



## Data and Application Solutions - Enterprise Applications for Health

### NHS Workforce Alliance Data and Application Solutions

Lot 3a of the Data and Application Solutions - Enterprise Applications framework offers Enterprise Applications for Health. Enterprise Applications are software solutions that provide business logic and tools to model business processes and help you improve productivity and efficiency.

Developed with input from the Department of Health and Social Care and the NHS, it gives you access to eRostering, payroll and HR systems specifically designed to meet the needs of NHS trusts. The range of solutions available includes timesheet approvals and staff bank management systems.

#### Benefits

- Simplified terms and conditions and ICT-specific schedules help take away the complexity of buying technology
- Direct award options available through an online catalogue
- Support and maintenance options to help extend a product's lifecycle:
  - The time and resources needed to change systems sometimes outweigh potential savings, so the catalogue enables you to explore how you might update your existing systems without the need to conduct a further competition

## Case Study:

### NHS Lancashire Procurement Cluster save £25,000 on permanent recruitment campaign

#### Background

NHS Lancashire Procurement Cluster (LPC) is a shared collaborative procurement and supply chain service for:

- Blackpool Teaching Hospitals NHS Foundation Trust
- East Lancashire NHS Trust
- Lancashire Teaching Hospitals NHS Foundation Trust

They wanted to recruit 4 new procurement managers to support their ambitious, strategic procurement agenda.

Having struggled to fill these roles through their standard methods, which included NHS jobs, LPC decided to appoint a specialist agency as their recruitment business partner.

#### The solution

LPC used the CCS Permanent Recruitment Solutions framework to help them find the right agency to meet their non-clinical recruitment needs.

The framework is part of the NHS Workforce Alliance suite of workforce support services for health HR and workforce functions.

Castlefield Recruitment was awarded directly due to their reputation for filling niche, hard to fill positions. They also offered LPC their most premium service at a highly competitive price.

#### The results

Following a high profile, multi-hire recruitment campaign Castlefield maintained their 100% success rate filling all 4 positions, as well as an additional 5th position:

- 2 Senior Procurement Managers
- 3 Procurement Managers

In addition to the successful delivery of the project, LPC saved £25,000 by accessing the favourable and reduced rates available through the framework.

### Case Study:

#### NHS Lancashire Procurement Cluster save £25,000 on permanent recruitment campaign (continued)

**Mike Doyle, Deputy Director, NHS Lancashire Procurement Cluster commented:**

“Castlefield was highly methodical and consultative, providing a diverse and detailed shortlist with expert knowledge on each candidate, from which we appointed all roles first time round. Castlefield added huge value with a well-controlled aftercare service and smooth onboarding process which resulted in a 100% offer to acceptance rate.”

## Notes



## Find out more

Contact the NHS Workforce Alliance If you would like further information about the partnership, please contact your relevant regional procurement hub or your contact at CCS.

Information regarding new opportunities will be available through both CCS and NHS Procurement in Partnership websites. Notifications for opportunities will also be available through TED

<https://ted.europa.eu/TED/main/HomePage.do>

### Crown Commercial Service

[info@crowncommercial.gov.uk](mailto:info@crowncommercial.gov.uk)

[www.crowncommercial.gov.uk](http://www.crowncommercial.gov.uk)

### NHS Commercial Solutions (NHSCS)

[NHSCS.agency@nhs.net](mailto:NHSCS.agency@nhs.net)

[www.commercialsolutions-sec.nhs.uk](http://www.commercialsolutions-sec.nhs.uk)

### East of England NHS Collaborative Procurement Hub (EOECPH)

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### NHS London Procurement Partnership (LPP)

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