



**Workforce
Alliance**

Collaborating for a sustainable workforce

Flexible Resource Pool – Staff Bank Services (RM6158) – Customer Guidance Document



**Crown
Commercial
Service**



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



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Framework reference: RM6158

Start date: 12th July 2019

End date: 2nd July 2023





About the Workforce Alliance

NHS Procurement in Partnership and Crown Commercial Service (CCS) are two public sector organisations that have come together in collaboration with the intent to explore the whole portfolio of health workforce services as part of a new Workforce Alliance.

Workforce Alliance is pleased to announce the Flexible Resource Pool – Staff Bank framework to support the NHS and the public sector in their future recruitment strategies.

Customers and suppliers will benefit from a strong partnership that brings together CCS, as the biggest public procurement organisation in the UK, combined with the extensive expertise and experience that NHS Procurement in Partnership has in the NHS.

We have worked closely together on the procurement, delivery and management of this service.

Introduction to the framework

The Flexible Resource Pool – Staff Bank framework gives you access to capable suppliers to create, or manage a staff bank.

A bank can be set up or managed for any clinical or non-clinical role

The framework period is until 2nd July 2022, with an opportunity to extend for one further year.

Why use the framework?

- It is a national agreement, available to NHS Contracting Authorities and any public sector contracting body in the UK. The framework has been approved by NHS England and NHS Improvement, and is the first staff bank agreement to have achieved this approval.
- The specification offers flexibility to incorporate service elements that meet your requirements, including options on employment of bank staff, set up of bank, and management of your agency cascade
- Suppliers are actively managed and inspected by us to ensure full compliance with NHS Employment Check Standards
- Patient safety and governance are high priority drivers, as is the ongoing review of supplier's adherence to these standards
- Flexible solutions and pricing to suit customer needs
- Access to experienced workforce management solution providers
- Supports the NHSI initiative to reduce agency usage, and to expand use of staff banks, in particular for medical staff





NHS England and NHS Improvement maximum wage and price caps

Although NHS England and NHS Improvement (NHSEI) agency pay and charge caps do not affect this framework, there are a range of reporting options, to help you monitor your agency suppliers' performance against the caps. Rates of pay for bank staff are set by you.

Job profiles

The staff groups covered by the bank are entirely determined by you. Traditionally staff banks have been used to provide a flexible pool of staff in the nursing area, however, there is the opportunity to cover all the traditional NHS staff groups, as detailed below. Within these staff groups any grade or speciality can be requested:

- a) Doctors, Consultants, Dentists and General Practitioners (GPs)
- b) Allied Health Professionals (AHP), Health Science Services (HSS) and Emergency Services (ES) Personnel
- c) Nursing, Midwifery and Personal Social Services Personnel
- d) Non Medical - Non Clinical

Supply Route

The framework has been designed to provide maximum flexibility and choice for you when deciding how to deliver your workforce requirements.

Benefits

- **Flexible:** all staff groups can be covered under a single agreement
- **NHS England and NHS Improvement approval:** RM6158 is the first staff bank agreement to have achieved this approval
- **Efficiency:** through the use of technology including access to a centralised booking system and procedure, providing consolidated invoicing and usage information
- **Management information:** tailored reporting available, to cover anything from usage, fill rates, or compliance to NHS England NHS Improvement pay caps in your agency supply
- **Risk management:** strategic management of the supplier market, mitigation of risks through utilising suppliers who have sufficient insurance and liability cover
- **Compliance:** suppliers are contractually obliged to provide clear and transparent timesheets and invoices, along with beneficial payment terms
- **Compliance:** full compliance with all HMRC regulatory requirements including IR35 arrangements for deemed PAYE staff
- **Compliance:** with NHS Employers CHECK standards, underpinned by a





robust assurance process where workers are employed by the bank provider

- **Consistency:** standardised terms, specification and assurance
- **Free of charge:** no fee to access the agreement

Who can access the framework?

This framework was predominantly created as a solution for sourcing staff bank services for the NHS, however, the framework can be used by any UK public and third sector body (central government, local authorities, education, police forces, not-for-profit organisations etc.).

Access can be managed via an individual organisation, a consortium of public sector bodies or a collaborative procurement organisation such as a procurement hub, and will be supported by the Workforce Alliance partnership.

Methods of sourcing supply

Sourcing individually

Source your own requirements to meet your particular trust's needs.

Collaboration

In order to help control supply and spend, you may want to think about collaboration with neighbouring trusts. This can align policies such as training requirements, but particularly bank pay rates. This ensures no single trust in a geographical area is offering rates higher than its neighbours, and

thus eliminates internal NHS competition for staff. This is of particular relevance to the local

delivery of the customers' sustainability and transformation plan. This approach will also allow you to aggregate spend.

Framework pricing

Framework Rates under the Flexible Resource Pools agreement are maximum rates chargeable by suppliers. These are maximums for staff groups up to 1250 bank workers for Mobilisation and Bank Set Up charges, and absolute maximums for Annual Management Fees and Hourly Transaction Fees.

In order to achieve the best prices, the recommended route to market is via Further (mini) competition. Workforce Alliance can support development of your requirement and production of your documentation, including management of the competition in some cases.

Bank contracts under Workforce Alliance framework agreements have seen an average reduction of 42% to framework maximum Management Charges, and average 34% reduction to Hourly Transaction Fees

Workforce Alliance is formed wholly of public sector organisations. We will work with you to achieve savings, and put in place the most cost effective and value adding solution possible.





The pricing for the framework is divided into:

- Creation of a staff bank: this is a one-off exercise and is priced as a fixed cost.
- Mobilisation of an existing staff bank: this is a one-off exercise and is priced as a fixed cost.
- Management and operation of a staff bank: this can either be based on a model where the supplier employs the bank worker or you do. In either case the pricing is based on a fixed management annual fee and an hourly transaction. Hourly transaction fees vary dependent on the type of staff, and whether the shift was filled by the bank provider, or self-filled by the worker or customer representative.
- Control and management of contingent labour: should you require it, the supplier can be used to cascade jobs to employment businesses where the bank cannot meet demand. The supplier is required to ensure agencies are supplying compliant staff but cannot be used to source the supply chain. If required, this element is covered in the pricing for Annual Management Fee.

With the exception of creating the bank, or mobilising an existing bank, pricing is differentiated according to activity levels. These are based on hours **demanded** from the bank (not the hours filled), and are annual. They are also based on hours demanded across your contract (not your individual organisation) and so if you are contracting as

part of a cluster, STP, or group of organisations, better value could be achieved.

You will only pay those rates which are applicable to the volume of your bank, not the accumulated value of all activity brackets up to the volume of your bank.

Activity brackets are as follows:

- Up to 300,000 hours
- 300,001 - 400,000 hours
- 400,001 – 550,000 hours
- 550,001 – 700,000 hours
- 700,001 - 850,000 hours
- 850,001 – 1,000,000 hours
- 1,000,001 - 1,200,000 hours
- 1,200,001 – 1,400,000 hours
- Above 1,400,000 hours

Rate cards

Maximum framework rates can be obtained by contacting your Workforce Alliance framework manager.

Framework suppliers

A list of the awarded suppliers on the framework can be found on the website of your Workforce Alliance framework manager.





Levy

Levy of 1% under the agreement is chargeable on the supplier management charge only (i.e. excluding any element of worker pay).

Management Charge is the sum of the fixed Annual Management Charge, and the Transaction Fees which are hourly (plus any set up or mobilisation costs). Management Charge excludes Worker Pay.

Levy under bank is charged this way so that suppliers are charged equitably, whether they employ the workers (and therefore declare Worker Pay) or not.

Levy is included in the rates the supplier charges you, and is not costed separately.

Accessing the framework

The framework can be accessed by both further competition, and Direct Award. We recommend that, to achieve best value, and a tailored service, Further Competition should be the preferred route to market.

Further Competition

To award a call-off contract under the framework through a further competition you should:

1. Develop a statement of requirements identifying the framework suppliers capable of providing the services through a process of shortlisting
2. Amend or refine the template Order Form and Call Off and Joint Schedules to reflect the services required. Include these in the

invitation to tender pack, along with the award criteria and further competition process

3. Invite tenders by conducting a further competition in accordance with the regulations and your own process.

For more detailed information on running a further competition, please refer to Framework Schedule 7 – Call Off Procedure.

All customers may run their further competition via our eTendering System, or any that they believe is suitable. We are able to provide support in using our eTendering System.

Direct award

To direct award under the framework without holding a further competition you should:

1. Develop a statement of requirements and determine whether this can be met by the supplier(s)
2. Determine that all of the terms of the framework and the call-off terms do not require amendment or any supplementary terms and conditions
3. Award using the short form call-off contract with the successful framework supplier(s).





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Get started

For more information, and for support in accessing the agreement, please contact:

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