



Crown  
Commercial  
Service

# Health workforce solutions

- NHS Improvement approved frameworks  
for all your agency staffing needs

compliant

flexible

free to use

dedicated  
support

supplier  
assurance





## Why work with us

Since April 2016 it has been a requirement for NHS trusts to source all their agency staff through NHS Improvement approved frameworks.

By choosing CCS you will have access to 3 approved frameworks giving you a compliant way to source all your clinical and non-clinical agency staffing needs through one procurement partner. These frameworks are complemented by a workforce management framework to help you reduce your reliance on agency staff through staff banks.

## Our approved agency staff frameworks



**Multidisciplinary Temporary Health Personnel (RM3711):** source all your temporary clinical staff, across all health and social care job roles and pay bands, through a single framework. Including:

- doctors, consultants, dentists and general practitioners
- allied health professionals, health science services and emergency services personnel
- nursing and midwifery
- personal social services

**Non Medical Non Clinical (RM971):** source temporary staff, interims and contractors in any non-clinical role from the most junior to the most senior, including board level roles. Choose from 8 options (known as 'lots'). Lots 1 and 2 cover all staff types and the remaining 6 are for specific role types:

1. **neutral vendor:** the neutral vendor is a management company - they do not supply staff themselves, instead they act as the sourcing agent and charge a transactional fee in the hourly rate for the temporary worker.
2. **master vendor:** the supplier will provide temporary staff from its own pool of workers in the first instance. Where they cannot supply from their own pool, they will sub-contract an established third party.
3. **admin & clerical staff**
4. **corporate functions**
5. **IT professionals**
6. **legal**
7. **clinical coding**
8. **ancillary staff**

**Allied Health Professionals, Health Science and Emergency Services Temporary Staff (RM959):** source temporary staff across the full range of Agenda for Change bands and NHS Employers job profiles.

You can choose from 4 lots. The first 2 cover all staff types and the second 2 cover specific role types:

1. **neutral vendor**
2. **master vendor**
3. **allied health professionals:** fully vetted allied health professionals and certain emergency services personnel
4. **health science services:** fully vetted health science services staff

Our agency staff frameworks are aimed at providing temporary resources. They are not designed for recruiting permanent, long term employees.



*"The help I received with a recent procurement ran through the framework for Multidisciplinary Temporary Healthcare Personnel, on behalf of three trusts, was of the highest standard... and will help save millions of pounds a year."*

**Richard Somerset**, MCIPS, Senior Category Manager, Doncaster and Bassetlaw Hospitals NHS Foundation Trust

- **compliant:** NHS Improvement price caps are the default pricing position across all our agency staff frameworks
- **flexible:** our override mechanism allows you to stay “on framework” if you need to go over the price cap to get the right staff, in exceptional patient safety circumstances
- **free to use:** there are no customer fees or charges on any of our frameworks
- **dedicated support:** we will give you advice and guidance on how to use the frameworks and provide hands-on support to help you achieve savings
- **choice:** an extensive range of suppliers from small regional businesses to national organisations
- **assured:** our in-house assurance team ensure all our suppliers comply with NHS Employment Check Standards

## Staff banks



Our Workforce Management framework is designed to support you in managing your workforce more effectively and reducing your reliance on agency staff. It is the only framework of its kind currently available for NHS trusts, and complements our NHS Improvement approved frameworks for agency staff.

### Benefits:

- choice of suppliers provides increased competition and significant savings opportunities
- full end-to-end planning and delivery
- flexible pricing and solutions to suit your needs
- active supplier management to help you address demand management
- compliance through vetted suppliers and sub-contractors

Services relating to the **flexible use of resources** include:

- flexible resource pool (staff bank) set up
- operation and management of an existing flexible resource pool (managed staff bank)
- operation, management and employment or engagement of a flexible resource pool (fully outsourced managed staff bank)
- control and management of contingent labour

Services relating to the **effective use of resources** include:

- workforce analysis and advice services to help you understand demand patterns and current use of substantive and flexible workforce
- workforce optimisation services such as shift planning, absence management and forecasting and budgeting
- investment analysis to determine whether an in-house or fully outsourced flexible resource pool solution will best meet your needs

*“The health workforce team has been extremely valuable in supporting our competition for workforce management. We had a key contact from the team who we could go to for advice and guidance throughout the process.”*

**Denise Sayles**, Head of Contracting, Leeds Teaching Hospital NHS Trust





## Getting started

You can use any of the frameworks either as an individual trust, a consortium of trusts or a collaborative procurement organisation, such as a procurement hub.

Staff can be sourced on temporary or fixed term assignments and suppliers can supply you either directly or through their supply chain of sub-contractors.

If you decide you are able to make a direct award - in line with framework guidance which can be found on the website - you can liaise directly with your chosen supplier to fulfil your requirements. If you decide to run a further competition to ensure best value we have a team who can help you.

**Full details of how to access the frameworks can be found online.**



## We're here to help

To find out more about our health workforce frameworks please get in touch:

 [www.gov.uk/ccs/nhs-agency-rules](http://www.gov.uk/ccs/nhs-agency-rules)  0345 410 2222  [info@crownccommercial.gov.uk](mailto:info@crownccommercial.gov.uk)

We also share regular news and updates for NHS trusts on Twitter and LinkedIn:

 [@gov\\_procurement](https://twitter.com/gov_procurement) [#CCSHereToHelp](https://twitter.com/CCSHereToHelp)  [Crown Commercial Service](https://www.linkedin.com/company/crown-commercial-service)

