Lothian NHS Board

Waverley Court
4 East Market Street
Edinburgh
EH8 8BG

Telephone: 0131 536 9000
www.nhslothian.scot.nhs.uk

Date: 16/11/2026
Our Ref: 12070
Enquiries to loth.freedomofinfomation@nhs.scot

Dear

FREEDOM OF INFORMATION – TEMPORARY STAFFING

I write in response to your request for information in relation to temporary staff in NHS Lothian.

Question:

1a. Do you have a master vendor (MV) or neutral vendor (NV) arrangement in place for sourcing agency staff? If so, please state which arrangement is in place.

1b. What is the name of the MV/NV provider(s) and what staffing groups do they source? e.g. medical, nursing etc.

1c. As part of the arrangement, is any NV technology provided by the supplier to help manage the procurement of agency staff?

1d. Please provide the contract start and end date for the supplier (dd/mm/yy)

Answer:

NHS Lothian do not have a master vendor or neutral vendor arrangement in place, we operate an internal supplementary staffing service.

Question:

2a. Does the organisation use a third party to provide a Direct Engagement/Outsourced Employment Solution?

2b. What is the name of the Direct Engagement (DE)/Outsourced Employment supplier

Answer:

NHS Lothian has its own direct engagement model. We do not use a third party to provide direct engagement.

Question:

2c. Under the DE/Outsourced Employment arrangement, which staffing groups are managed? For example; Medical, Admin, Scientific staff. Please list all applicable.

Answer:
Medical and Allied Health Professional Staff.

Question:
2d. Please provide the contract start and end date for the DE supplier (dd/mm/yy)

2e. How much did the organisation pay the supplier in 25/26 (April 2025 to March 2026) for the provision of the direct engagement service?

Answer:
These are not applicable, as NHS Lothian does not use a third party supplier for direct engagement.

Question:
2f. What type of Direct Engagement contract is in place between the trust and the worker? E.g. Fixed term, casual, zero hours etc.

Answer:
Provision of Services agreement.

Question:
2g. Are workers issued a P45 at the end of their assignment?

Answer:
Yes.

Question:
2h. Does your DE provider process DE payroll?

2i. If not, who is responsible for processing DE payroll?

2j. Who is responsible for inputting timesheet data into your DE solution?

2k. Who is responsible for inputting workers' bank details into the DE solution?

Answer:
NHS Lothian payroll processes payments and inputs timesheet data and workers' bank details.

Question:
3a. Please name the technology provider used to manage the supply of your bank staff, inclusive of any outsourced or managed arrangements. If more than one supplier is used, please name all suppliers.

Answer:
RL Datix is the software provider used.

Question:
3b. Please name the staffing group each provider is used for e.g. medical, nursing, AHPs, admin and clerical

Answer:
Nursing and Midwifery, Allied Health Professionals, Medical and Dental, Admin and Clerical, Healthcare Sciences, Support Services.

Question:
3c. Please provide the contract start and end date for each bank supplier (dd/mm/yy)

Answer:
Start date: 18 November 2021. End date: 17 November 2028.

Question:
3d. How much did the organisation pay the supplier(s) in 25/26 for the provision of the bank service?

Answer:
Disclosure of this information would be likely to prejudice the commercial interests of the suppliers, as it could provide competitors and prospective customers with insight into their pricing strategy which could weaken their position in future procurement and contract renewal exercises, reducing their ability to compete freely in the market. This information is therefore exempt under section 33(1)(b) of the Freedom of Information (Scotland) Act 2002, which exempts information if its disclosure would, or would be likely to, prejudice substantially the commercial interests of any organisation.

I hope the information provided helps with your request.

If you are unhappy with our response to your request, you do have the right to request us to review it. Your request should be made within 40 working days of receipt of this letter, and we will reply within 20 working days of receipt. If our decision is unchanged following a review and you remain dissatisfied with this, you then have the right to make a formal complaint to the Scottish Information Commissioner within 6 months of receipt of our review response. You can do this by using the Scottish Information Commissioner's Office online appeals service at https://www.foi.scot/appeal. If you remain dissatisfied with the Commissioner's response you then have the option to appeal to the Court of Session on a point of law.

If you require a review of our decision to be carried out, please write to the reviewer at the address at the top of this letter. The review will be undertaken by a Reviewer who was not involved in the original decision-making process.

FOI responses (subject to redaction of personal information) may appear on NHS Lothian's Freedom of Information website at: https://org.nhslothian.scot/FOI

Yours sincerely

ALISON MACDONALD
Executive Director of Nursing Midwifery and AHPs
Cc: Chief Executive