



**Workforce  
Alliance**

Collaborating for a sustainable workforce

# Collaborating for a Sustainable Workforce



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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# Introduction

## The Workforce Alliance

The 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 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 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 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 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 Workforce Alliance in the future

### The future

In order to deliver our vision the 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 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

## Workforce Alliance 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 Interim People Plan.

This is the first framework launched by the 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



## Workforce Alliance 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 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)



## Workforce Alliance National Framework for the Provision of Clinical and Healthcare Staffing

### What is the framework?

National Framework for the Provision of Clinical and Healthcare Staffing is anticipated to 'Go Live' in the first financial quarter of the year. We are currently in the process of tendering for this framework which will replace the NHS CPP National Framework for the Provision of Clinical and Healthcare Staffing and the CCS Multidisciplinary Temporary Healthcare Personnel framework.

### Benefits

The framework provides high quality, temporary, permanent, and fixed-term clinical and healthcare staffing services.

### Lots

This new framework is divided into 7 lots as follows:

- 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
- Lot 5: Social care staffing
- Lot 6: Neutral vendor
- Lot 7: Clinical permanent and fixed term contract recruitment (UK Only)

## Workforce Support Portfolio

The Workforce Support portfolio brings together four separate framework agreements that are freely available across the 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.

### 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.



## Workforce Support Portfolio (continued)

### 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.

### 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.

## Workforce Support Portfolio (continued)

### 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

### 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



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## Contact the 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>

### **NHS Commercial Solutions (NHSCS)**

NHSCS.agency@nhs.net

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