

Our ref: IG/FOI/FOI.443.25

23 September 2025

Sent via email to: [REDACTED]

Dear [REDACTED]

Request under the Freedom of Information Act 2000

I write further to your request for information which was received on 01 August 2025, to confirm, in accordance with S.1(1)(a) of the Freedom of Information Act 2000, that Powys Teaching Health Board (PTHB) partially holds the information that you require but have applied an exemption to elements of this request. For ease of reference your request is set out below and my response follows each question individually.

Your Freedom of Information (FOI) Request and Powys Response (Bold):

Under the Freedom of Information Act 2000, I would like to request the following information relating to temporary staffing within the health board, covering the following staff groups:

- Community Psychiatric Nurses (CPNs)
- Registered Mental Health Nurses (RMNs)
- Registered General Nurses (RGNs)
- Occupational Therapists (OTs)
- Pharmacists

Q1. Agency Spend

a. Please provide the total agency spend for the last full financial year (or the most recent available 12-month period) for each of the above staff groups.

- Community Psychiatric Nurses (CPNs)
- Registered Mental Health Nurses (RMNs)
- Registered General Nurses (RGNs)

Please Note:

• We are unable to identify any Community Psychiatric Nurses (CPNs) from the finance ledger. Powys Teaching Health Board (PTHB) only has one generic Subjective Code for Agency Nursing, so we can only provide a split between Registered General Nurses (RGNs) and Registered Mental Health Nurses (RMNs) using the associated Cost Centres to identify Mental Health Services.

- We are unable to specifically provide information on Occupational Therapists (OTs) as agency spend is charged against a generic Allied Health Professional (AHP) Subjective Code and there are no Cost Centres solely for Occupational Therapy.

Please see the table below for the total agency spend broken down by the requested staff groups, Note: The figures below exclude suppliers paid less than £1,000:

Staff Group	2024-2025 (£)
Registered General Nurses	1,620,619
Registered Nurses charged to Mental Health Services	2,746,852
Pharmacists	12,597

Q2. Agency hourly charge rates for each staff group: please provide the following:

a. The average hourly charge rate paid to agencies

- Community Psychiatric Nurses (CPNs)
- Occupational Therapists (OTs)
- Pharmacists

I can confirm that Powys Teaching Health Board (PTHB) is withholding the off-contract rates as this information as it is considered exempt under Section 43 Commercial Interests of the Freedom of Information Act. This section of the Act sets out an exemption from the right to know if releasing the information is likely to prejudice the commercial interests of any person (a person maybe an individual, company, the public authority itself or any other legal entity).

This exemption was considered by the Health Board when deciding whether to release this information because it was felt that, in doing so, it could create a significant risk in prejudicing the commercial interests of the Health Board and third parties we work with.

As this is a qualified exemption the Health Board must consider the public interest in deciding whether to withhold or disclose the information. The Health Board accepts that there is a public interest in ensuring openness and transparency. However, the Health Board believes that disclosure of information in a manner which fails to protect the interests and relationships arising in a commercial context could discourage third parties from dealing with the Health Board because of fears that the disclosure of information could damage them commercially. In turn, this could jeopardise the Health Board's ability to compete fairly and pursue its function to bring forward development in the area and obtain value for money. As a result, exemption Section 43 is engaged as it is not considered in the public interest to disclose this.

- Registered Mental Health Nurses (RMNs) & Registered General Nurses (RGNs)
On contract rates: Please note that these are the agreed standard rates for all on contract agencies on the All-Wales Framework.

	On contract rates by role (£)	
	Registered / Operating Department Practitioner	Registered Staff / Specialist
Days (Monday - Friday)	25.38	31.38
Nights (Monday - Friday)	33.00	40.80
Saturday	33.00	40.80
Sunday	40.61	50.21
Bank Holidays	40.61	50.21

b. The highest hourly charge rate paid

- Community Psychiatric Nurses (CPNs)
- Occupational Therapists (OTs)
- Pharmacists
- Registered Mental Health Nurses (RMNs) and Registered General Nurses (RGNs)

Please see Q2a. There is no highest hourly charge rate for on contract as All-Wales Framework standard rates are used. Please see Section 43 exemption above regarding off contract rates.

c. The lowest hourly charge rate paid

- Community Psychiatric Nurses (CPNs)
- Occupational Therapists (OTs)
- Pharmacists
- Registered Mental Health Nurses (RMNs) & Registered General Nurses (RGNs)

Please see Q2a. There is no lowest hourly charge rate for on contract as All-Wales Framework standard rates are used. Please see Section 43 exemption above regarding off contract rates.

Q3. Agency Supply and PSL Structure

a. Please list the recruitment agencies currently supplying the Trust for these staff groups - **Please see the table below for PTHB's list of recruitment agencies currently supplying for the requested staff groups:**

Recruitment Agencies		
11th hour	Firstpoint	NC Health
7angels	GKH	NL
Ability RG	Globe	Presto
Acacium	HanGrey	PRO Nursing
Anytime	HCP	Pulse
ACR	HCL	Pure
ASA	IMS	Randstad
Blackstone	Infermiera	Red Sector
Bluestones	IDMED	RICH
Carepro	Just Nurses	RMR
Concept	Liquid	Seven
Cromwell	Medacs	Staffing Plus
CSP	Medicpp	Swiis
DAY Webster	MedicsPro	Team Support

DirectMedics	MedPure	TNS
DRC	Minerva	Total Assist
Enferm	MPS	TXM
Evergood	My Locum	Vetro
Express		

b. Please confirm which agencies are on your Preferred Supplier List (PSL).

- RMNs and RGNs

The preferred suppliers list for RGN/ RMN shifts is All-Wales on contract framework.

- CPN/OT/Pharmacy

PTHB use the Crown Commercial Service (CCS) frameworks to source agency staff.

c. Please outline how your PSL operates:

- RMNs/RGNs

PTHB use the All-Wales framework approved agencies list to send available shifts. The shifts are sent through the Allocate Portal to the agencies. Please Note: The off-contract agency is only used when no cover has been sourced and there is a need for the shift to be filled.

- CPN/OT/Pharmacy

PTHB use the CCS framework and send any requests to the agencies who will then send in CVs to be reviewed by the service areas before any engagement is confirmed.

i. Whether it is tiered - **Please see above.**

ii. Which agencies are on which tiers - **Please see above.**

Q4. Breakdown of Agency Spend and Hours Worked

For each recruitment agency supplying staff, please provide:

a. The total spend with that agency in the last full financial year (or most recent 12-month period)

b. The total number of hours worked by agency staff from that supplier during the same period.

Please note: A few agencies could not be located on the roster. This may be because their respective service areas were not using the roster to record hours at the time. The process for entering hours into the roster began in 2024, and all service areas are now actively using it. However, some entries may have been missed during the transition period.

NOTE: The recorded hours worked will encompass work carried out during daytime, nighttime, bank holiday and weekend periods.

Agency	Spend 2024-2025 (£)	Hours Worked
Ability Recruitment Group Ltd	12,360	2954.5
Allied & Clinical Recruitment Ltd	4,081	141.42
ASA Medical Solutions Ltd	43,420	936.00

Athona Ltd	50,342	1750.50
Biggs Beit Ltd t/a Biggs Healthcare	8,441	117.33
Bluestones Medical	61,411	1491.50
Carepro Ltd	24,444	5892.92
Chester Healthcare Ltd/ Jane Lewis Nursing Agency	1,336	No hours recorded*
Concept Care Solutions Ltd	24,924	787.67
Direct Medics Ltd	106,853	1912.00
Direct Nursing Services Ltd	53,034	1253.50
Eleventh Hour Group Ltd	73,507	2303.78
Enferm Medical Ltd	65,070	2021.75
Frontline Health Professionals Ltd	1,896	No hours recorded*
Globe Locums Ltd	2,607	3846.18
Hanson Grey Ltd	71,158	2117.17
ID medical	11,522	203.75
Independent Clinical Services Ltd T/A Thornbury nursing services	675,350	13709.72
Med Pure Ltd	1,057	496.67
Medacs Healthcare PLC	22,468	6804.08
Medical Professional Personnel Ltd t/a Nursing Personnel & MPP Locums	9,394	202.08
MedicsPro Ltd	32,565	6702.50
MPS Healthcare Ltd	216,104	5251.70
My Locum Ltd	31,737	8259.50
National Locums	23,811	2557.50
NC Healthcare Ltd	8,026	348.00
Pertemps medical professionals Ltd	12,199	1643.75
Presto Nursing Ltd	91,841	1975.00
Pro Nursing Healthcare Ltd	51,403	8487.95
Pulse Healthcare Ltd	39,424	2690.67
Pure Healthcare Group Ltd	801,470	16902.27
Randstad Solutions Ltd	232,215	4554.55
Red Sector Recruitment Ltd	977,121	16285.25
Richmond Nursing Agency Ltd	30,688	810.25
Seven Resourcing Ltd	6,022	966.08
Severn Angels Health Care Ltd	239,469	16573.00
Staffing Plus Ltd	56,602	1416.92
The Placement Group Nursing Ltd	23,655	651.00
Total Assist Recruitment Ltd	17,291	919.25
TXM Healthcare Ltd	102,021	3418.75
Vetro Health Ltd	35,712	1007.50
Your Nurse Ltd	1,027	36.00
Your World Nursing Ltd	6,246	182.50
Blackstone Recruitment Agency	7,852	423.83

Day Webster Ltd	2,233	6.00
Your World Ltd	2,512	No hours recorded*

Q5. Bank Staffing

a. Please provide the total spend on internal bank staff for the last full financial year, broken down by the above staff groups. - **The table below highlights the total spend on internal bank staff for the staff groups requested. Please note that we are unable to identify any CPN's from the finance ledger and we were unable to specifically provide information on OT's as agency spend is charged against a generic AHP's Subjective Code and there are no Cost Centres solely for Occupational Therapy:**

Staffing Group	2024-2025 (£)
Registered General Nurses	909,389
Registered Nurses charged to Mental Health Services	407,648
Pharmacists	9,359

b. Please provide the average hourly rate paid to bank workers in each group.

Area	Average Hourly Rate (£)
Community Psychiatric Nurses	22.65
Registered General Nurses	19.16
Registered Mental Health Nurses	22.06
Pharmacist	25.80
Occupational Therapists	23.71

Q6. Internal Temporary Staffing Team

a. Please confirm the annual cost of running the internal temporary staffing/recruitment team, including salaries, overheads, and any relevant platform/technology costs. - **I can confirm that the total spend is £172,412.**

Q7. Staff Bank Contact Details

a. Please confirm the email address and name of the individual responsible for onboarding framework agencies providing cost saving solutions.

Temporary Staffing Unit

Telephone number: 01874 712557

Email address: powys.workforce@wales.nhs.uk

Under the terms of the Health Board's Freedom of Information procedure, individuals seeking access to recorded information held by the Health Board are entitled to request an internal review of the handling of their requests. If you would like to complain about the Health Board's handling of your request, please contact us directly at the address below or register your complaint via Powys.FOI@wales.nhs.uk

If after Internal Review you remain dissatisfied you are also entitled to refer the matter to the information commissioner at the Information Commissioner's Office (Wales), 2nd Floor, Churchill House, Churchill Way, Cardiff, CF10 2HH. Telephone Number: 0330 414 6421.

Yours sincerely



Mark McIntyre
Deputy Director for People and Culture



Hywel Pullen
Deputy Director of Finance

Rydym yn croesawu derbyn gohebiaeth yng Nghymraeg. Byddwn yn ateb y fath ohebiaeth yng Nghymraeg ac ni fydd hyn yn arwain at oedi.

We welcome receiving correspondence in Welsh. We will reply to such correspondence in Welsh and this will not lead to a delay.