

12 August 2025

Our Ref: FOI 1275

Dear

**Freedom of Information Act 2000
Information in Relation to Temporary and Permanent Agency Labour Spend**

I am writing to confirm that the South Eastern Health & Social Care Trust (the Trust) has now completed its search for information relating to above which you requested on 15 July 2025.

A response to questions 1, 3 and 4 has been provided by the Finance and Estates Directorate and is attached in Appendix A.

The information requested in question 2, in relation to a breakdown of spend by suppliers, is exempt from release under Section 43 (2) of the Freedom of Information Act 2000.

This is a qualified exemption and so a Public Interest Test was carried out to decide if the information should be released or not. Having weighed up the factors for and against release, it was decided to withhold this information because:

Section 43 (2) - (Prejudice to Commercial Interests, of the Freedom of Information Act 2000). The disclosure of such information would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it).

In accordance with the Freedom of Information Act 2000 this statement acts as a Refusal Notice in respect of question 2 in relation to a breakdown of spend by suppliers.

If you are unhappy as to how this request has been handled, you have the right to seek a review within the Trust in the first instance. You should write to the Information Governance Department, Lough House, Ards Community Hospital (informationgovernance@setrust.hscni.net) within two months of the date of this response and your complaint will be considered and a response provided, within 20 working days of receipt.

If, after receiving a response, you remain unhappy, you can refer your complaint to the Information Commissioner at The Information Commissioner's Office –Northern Ireland, 3rd Floor, 14 Cromac Place, Belfast, BT7 2JB. It is important to note that if you refer any matter to the Information Commissioner, you will need to show

evidence of having gone through the Trust's internal review procedure to try to resolve the matter with the Trust in the first instance.

If you have any queries about this letter, please do not hesitate to contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely

Olivia Robinson
Information Governance Officer

Q1. What is the agency spend for temporary and permanent Specialist and Support Services staff in the last 12 months?

A1. The agency spend for temporary and permanent Specialist and Support Services staff in the Trust from 1st July 2024 to 30th June 2025 is £1,323,271.

Please note that 'Specialist' is defined as Band 5 & above roles within Administration & Clerical. Additionally, 'Support Services' relate to Patient Experience roles such as Domestic, Catering & Portering.

Q2. Can you provide a breakdown of spend by suppliers used for temporary and permanent Specialist and support agency staff in the last 12 months?

The details of spend per agency is exempt from release, however, please see Table 1 and Table 2 below for a list of agencies that were used by the Trust for temporary and permanent specialist and support agency staff from 1st July 2024 to 30th June 2025.

Table 1

Lot 4 Specialists
Apple Recruitment Services
MPA Recruitment Ltd
North West Care & Support Ltd
First Choice Selection Services Ltd
Staffline Recruitment (NI) Ltd
Keenan Healthcare Ltd
Kennedy Recruitment Ltd
Premiere Employment Group Ltd
Bond Search and Selection Ltd
TTM Healthcare Holdings Ltd
Vanrath

Table 2

Lot 6 Support Services
Premiere Employment Group Ltd
First Choice Selection Services Ltd
Apple Recruitment Services
MPA Recruitment Ltd
North West Care & Support Ltd
Staffline Recruitment (NI) Ltd
Bond Search and Selection Ltd
Randstad Solutions Ltd
Jark (Belfast) Healthcare Services Ltd
Kennedy Recruitment Ltd
TTM Healthcare Holdings Ltd
Your World Recruitment Ltd
Lydian Care Ltd

Q3. Can you provide a confirmation of the Framework you use for NMNC agency staff? (eg PALS or NICS)

A3. The framework used for non medical, non clinical (NMNC) agency staff is BSO PALS – Agency Workers – Non Medical.

Q4. What is the name of the Procurement manager and their email address?

A4. The information requested is held by the Business Service Organisation (BSO). If you wish to pursue your request, please refer to the BSO via foi.bso@hscni.net.