

NHS Trust
Date:

Birmingham and Solihull Mental Health NHS Foundation Trust
15/01/2026

To avoid any doubt or misinterpretation when responding to this request, please refer to the following definitions:
"Workforce Management Solutions" refers to all tools, systems, processes, or platforms used by Trust to plan, deploy, manage, record, analyse, or support the workforce, including both clinical and non-clinical staff

"Digital Workforce Management Solutions" refers specifically to software-based systems used by the Trust to manage any part of the above workforce lifecycle

"Substantive staff" are defined by NHS Digital as: Employees who hold a permanent contract of employment with the NHS organisation, or who are employed on a fixed-term contract directly by the organisation, and are recorded in the Electronic Staff Record

Bank staff: employees working via the Trust's internal staff bank

Locum staff: temporary medical or AHP workers directly engaged by the Trust

Agency staff: temporary workers supplied via external agencies

For the purpose of this request, 'shift fill rate (%)' refers to the percentage of shifts filled out of the total number of shifts requested (i.e., number of shifts filled ÷ number of shifts requested × 100).

1. Please could you supply the name, email address and telephone number of the commissioner responsible for commissioning digital workforce solutions within the Trust **Clarification: asking who commissions our 'Workforce Management Solutions'	Name	Job title	Telephone No.	Email Address
	The Trust is unable to provide the requested information, this is because we do not routinely release staff members personal information for those below a band 8c role. We therefore rely on exemption Section 40 of the Freedom of Information Act 2000, to deny this aspect of your request. However, we can confirm that the People Partner for Resourcing and Temporary Staffing is responsible for temporary staffing, and they can be contacted on the following generic email: bsmhft.temporarystaffing@nhs.net			

2. Please provide details of all digital workforce management systems currently used by the Trust For each system, complete the table with all relevant information. Please provide the requested information in the columns as fully as possible. If a field is not applicable, please indicate 'N/A'	Solution (Product or System Name)	Supplier	Procurement Route and Framework Name (if applicable)	Contract start date	Contract end date	Renewal Status
Guidance for completion: - Solution: e.g., E-rostering, Staff Bank, Locum Management, Agency Management, Compliance, Payments, Integrated Platform - Supplier: Name of the company or provider of the system - Procurement Route: e.g., direct award, framework call-off, open tender, G-Cloud, SBS, HSSF, other. Name of framework if the system was procured through one - Contract Start: Enter the official contract commencement date for the system - Contract End: Please enter the official contract end date for the current agreement. If the contract includes automatic extensions, option years, or	Allocate	RLDatix Allocate Software		December 24	December 27	TBC near contract end date

3. Across each of these staff groups, HCHS Doctors, Nurses & Health Visitors, AHPs and Others, please provide the average shift fill rate (as a percentage), attributable to	2020/21	2021/2022	2022/23	2023/24	2024/25	2025/26 (projected)
a) Bank staff	Please refer to the table below and note that we are unable to provide the requested breakdown. . This is because we do not routinely collate the data in the requested detail.					
b) Agency staff						
c) Locum staff						
d) Other temporary staff						
e) Permanent staff						

Year	Total Shifts	Total Filled	Bank Filled	Agency Filled	Unfilled	Overall Fill Rate %	Bank Fill Rate %	Agency Fill Rate %	Unfilled Rate %
2000	147053	125622	115218	10405	21431	85.43%	78.35%	7.08%	14.57%
2021	162927	137804	130289	7516	25123	84.58%	79.97%	4.61%	15.42%
2022	208117	161911	154245	7667	46206	77.80%	74.11%	3.68%	22.20%
2023	222319	183642	172885	10758	38677	82.60%	77.76%	4.84%	17.40%
2024	216589	182257	176100	6158	34332	84.15%	81.31%	2.84%	15.85%
2025	166471	151631	148830	2802	14840	91.09%	89.40%	1.68%	8.91%

4. Please provide the number of temporary staffing requests made by the Trust, broken down by staff group:	2020/21	2021/2022	2022/23	2023/24	2024/25	2025/26 (projected)
Bank staff	Please refer to the table below and note that we are unable to provide the requested breakdown. . This is because we do not routinely collate the data in the requested detail.					
Locum staff						
Agency staff						

Year	Bank Requests	Agency Requests
2000	115218	10405
2021	130289	7516
2022	154245	7667
2023	172885	10758
2024	176100	6158
2025	148830	2802

5. Please provide the Trust's total allocated annual budget for digital and technology services (If a formal digital budget is not held as a single line, please provide the closest available equivalent recorded internally) **Clarification: total digital spend" refers to the Trust's total annual spend on all digital and IT services, not just workforce systems. This should include (if available as a single figure): •All digital / IT systems and software •Digital infrastructure •Licences and subscriptions •IT-related service contracts	2020/21	2021/2022	2022/23	2023/24	2024/25	2025/26 (projected)
	2,368,598.0	2,253,114.0	3,019,278.0	3,193,683.0	1,031,041.0	840,336.0

6. Of this overall digital/technology expenditure, please provide the Trust's annual spend specifically on workforce management solutions (including both digital systems and non digital/operational workforce management services)	2020/21	2021/2022	2022/23	2023/24	2024/25	2025/26 (projected)
	NIL	£392,106.00	£305,456.40	£24,637.40	£776,074.00	£55,090.90

7. Within that workforce management expenditure, please provide the annual spend on digital workforce management systems, including (but not limited to) e-rostering, bank systems, agency management systems, job planning, locum management, compliance systems, payments platforms, and integrated workforce platforms If reported across multiple contracts or cost centres, aggregated totals are acceptable	2020/21	2021/2022	2022/23	2023/24	2024/25	2025/26 (projected)
	NIL	£392,106.00	£305,456.40	£24,637.40	£776,074.00	£55,090.90

8. What is the Trust's total spend on temporary workforce, by type?	2020/21	2021/2022	2022/23	2023/24	2024/25	2025/26 (projected)
Staff bank shifts	£22,309,506.25	£26,347,783.77	£31,120,504.22	£34,829,916.87	£33,907,912.30	£20,226,227.90
Locum shifts	£975,008.71	£813,497.25	£791,715.43	£613,548.26	£684,767.16	£888,302.11
Agency shifts	£5,331,194.60	£6,403,060.83	£8,715,937.47	£10,274,712.96	£4,950,160.10	£3,064,160.31

9. Please provide the total number of vacancies (FTE) within the Trust, broken down by staff group	2020/21	2021/2022	2022/23	2023/24	2024/25	2025/26 (projected)
HCHS Doctors	39.7	47.0	46.9	20.0	(1.0)	71.2
Nurses & Health Visitors	230.6	244.2	366.4	379.1	224.7	196.6
AHPs	7.7	0.6	32.1	25.8	19.5	12.8
Others	56.9	52.2	79.1	133.5	180.7	133.4

* Vacancies from PWR Report for clinical groups(Others from monthly vacancy report) and at 31 Mar & 2025/26 is Nov 25 figures