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WALES

Bwrdd Iechyd Prifysgol  
Bae Abertawe  
Swansea Bay University  
Health Board

Cadeirydd/Chair: **Emma Woollett**  
Prif Weithredwr/Chief Executive: **Tracy Myhill**

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Rydym yn croesawu gohebiaeth yn y Gymraeg ac yn y Saesneg. We welcome correspondence in Welsh or English.

Dyddiad/Date: 2<sup>nd</sup> October 2020  
Ein Cyf / Our Ref: 20-G-031

01639 648363



FOIA.Requests@wales.nhs.uk

Corporate Services  
Headquarters  
1 Talbot Gateway  
Baglan  
Port Talbot, SA12 7BR

Dear

I refer to your Freedom of Information Act Request acknowledged by ourselves on 24<sup>th</sup> July 2020. Your request sought information relating to zero hour contracts.

**1. What is your policy on zero hours contracts? By zero hours contract, I mean a contract where no work is guaranteed and the employee/worker has the right to turn down work**

The Health Board has a requirement to ensure that we can provide safe services and therefore we make extensive use of staff who volunteer to work additional hours to cover gaps in staffing for a variety of reasons e.g. sick absence, seasonal variations in cover, annual leave, training etc. This type of cover is commonly referred to as "bank" in a healthcare setting and covers a range of staff groups but is predominantly used in nursing. Medical staff in the same role are referred to as Locum. Existing staff can apply to hold bank contracts or can be held by what are termed "bank only" employees meaning they don't hold a substantive contract with our Health Board (although they may hold a contract in another Health Board/Trust). Bank contracts are designed to give staff flexibility in managing their own hours and place no onus whatsoever on the individual to work any particular number or pattern of hours over any period, nor do they contain guaranteed hours for the individual. The arrangements are entirely voluntary from the employee's perspective.

**2. How many workers/employees do you currently directly employ on zero hours contracts? What is the breakdown of these figure according to (a) sex, (b) race and (c) age?**

Please see attached Appendix



**3. How many workers/employees do you currently indirectly employ on zero hours contracts via agencies, contractors or sub-contractors? If this data is not available, please provide the names of the agencies, contractors or sub-contractors that you use to employ workers indirectly.**

Not applicable - please see question 1 for the Health Board's stance on zero hour contracts.

See below a list of agencies that we use for Nurses, Locums and Allied Health Professionals.

Allied and Clinical Recruitments	Medacs - Locums
Arcadia Recruitment Ltd	Medacs AHP
ASA Medical	Medi Link Consulting
Biggs Healthcare	MedicsPro
Bluestones Medical	Medlocums
Capital Staffing Services	Medsol Healthcare Services LTD
CarePro	MedTeam Primary Care
CastleRock Care Services Ltd	MPS Healthcare
Concept Care Solutions	National Locums
Coyle Personnel	Next Step Nursing
Cromwell Medical Staffing	Randstad Care Limited
Direct Nursing Services	Remedy Medical
Eleventh Hour Medical Ltd	Richmond
Enferm Medical Ltd	Sanctuary Personnel
Evergood Nursing	Thornbury
ID Medical Group Limited	Total Assist
Imperial Medical Staffing	Trinity Nursing Services
Just Nurses	WNA Healthcare
Liquid Personal	Your Nurse
Mbands LTD Healthcare	Your World Nursing Ltd
Medacs	YourWorld

**4. How many workers/employees do you currently directly employ on minimum hours contracts (By minimum hours contract, I mean a contract where the employer guarantees a small number of hours work, say 1 to 10 hours a week) or via agencies, contractors or sub-contractors?**



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Page 2

**5. How many workers/employees in total do you currently employ? What is the breakdown of these figure according to (a) sex, (b) race and (c) age?**

Please see attached Appendix

I hope this information is helpful. If you require anything further please contact us at [FOIA.Requests@wales.nhs.uk](mailto:FOIA.Requests@wales.nhs.uk).

Under the terms of the Health Board's Freedom of Information policy, individuals seeking access to recorded information held by the Health Board are entitled to request 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 me directly at the address below or register your complaint via [FOIA.Requests@wales.nhs.uk](mailto:FOIA.Requests@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), 2<sup>nd</sup> Floor, Churchill House, Churchill Way, Cardiff, CF10 2HH. Telephone Number: 029 2067 8400.

Yours sincerely

Kathryn Jones  
**Director of Workforce & OD (Interim)**

On Behalf Of

Pam Wenger  
**Director of Corporate Governance**



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