



Workforce Alliance

Our service

Helping the NHS deliver innovative workforce solutions



**Bringing together
people who care**

workforcealliance.nhs.uk

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Who we are

The NHS Workforce Alliance is a partnership between the four NHS owned collaborative procurement hubs and the largest public sector buying organisation in the UK. We are:

- NHS North of England Commercial Procurement Collaborative
- East of England NHS Collaborative Procurement Hub
- NHS Commercial Solutions
- NHS London Procurement Partnership
- Government Commercial Agency

All five partners have decades of experience in providing a wide range of commercial services and operational support to the NHS. We started building our Alliance in 2018, and formalised our partnership agreement in 2020.

Our Alliance delivers services in all aspects of NHS workforce planning and management aligned with national workforce priorities. We provide strategic commercial support and solutions which add value to the NHS by reducing costs or improve productivity and efficiency.

We provide support to NHS leaders and operational teams in individual trusts, regional clusters and across trust boundaries. We work with over 200 NHS trusts and all Integrated Care Systems/Boards as well as NHS policy departments – nationally and regionally.

An NHS resource

We are entirely public sector owned. We are an NHS resource so do not charge the NHS for our services. We are self-funded and any surplus generated by our Alliance is reinvested in our service to the NHS.



Why we work together



We built our partnership to benefit the NHS by:



Combining our strengths by operating on a national scale while providing flexible, dedicated service delivery to the NHS at local and regional levels.



Reducing confusion and complexity in the market by working to a common strategy, procuring once and focusing on improving the quality and value delivered to the NHS by our awarded suppliers.



Enabling effective collaboration across NHS trust boundaries and supporting national workforce policy aims for improved commercial outcomes.

Our service

Our service is driven by our workforce expertise, our knowledge of supply markets and of the typical workforce challenges faced by the NHS. By working closely with both the supply market and NHS policy teams, we develop new and innovative workforce solutions to evolving and current challenges, which we can help you deploy locally and quickly. Whether these are focused on service improvement, transformation or workforce utilisation, we are proud of our ability to be responsive, and our national scope means that we can quickly identify and share insights and good practice across our NHS networks. Our advice is based on data and evidence, and we can support your implementation.

We are a not-for-profit organisation.

Our seven key support services

This brochure outlines our seven key support services. All are available to you and you can use them in whichever combination you like – from just one standalone service to the full range. You can also “self-serve” by accessing our framework agreements on our website: workforcealliance.nhs.uk. Our website also includes more information on each of our support services and how to access them.



1. Consultation – advice and solutions

While the NHS faces some shared workforce challenges, we recognise that specific needs and priorities differ by NHS trust and region. Whether your trust is working on an independent initiative or partnering with colleagues through an ICB or an alternative regional collaboration, we are available to offer advice and support on all aspects of workforce planning and management such as:

- Designing and building your workforce strategy and developing an implementation plan – at trust level, across NHS trust boundaries or system-wide
 - Flexible solutions for managing agency staffing cost pressures as well as sustainable alternatives to traditional agency staffing models
 - Sourcing the most appropriate workforce technology supplier to modernise your HR and people management systems
 - Discussing how insourced services could support your organisation by contracting a supplier to provide a service line, utilising spare, out-of-hours capacity
 - Achieving optimal balance across permanent, fixed-term, bank and agency staff – bringing down costs, and improving staffing levels
 - Bringing innovation to fix long-term problems – such as using data insights and analytics to optimise rostering
 - Developing or renewing procurement agreements with the supply market
 - Offering insight and assistance into specific problems, from local supply constraints to the application of national policy to local practice, from quality concerns to rate-card compliance.
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2. Managing agency supply

Agency markets are under intense scrutiny in the NHS, with national targets creating significant operational and financial pressure. Not all challenges have quick or easy solutions, and some require changes at both the NHS trust and the supplier base.

We can work with you to:

- Transition to alternatives to traditional agency supply or use data insights to help improve the management of your agency costs
- Develop an approved list of suppliers for your trust, including technical supply chain solutions such as master or neutral vendor provider agreements (MVPs and NVPs) where a lead supplier coordinates supply from other agency providers, giving you a single point of contact
- Ensure that your selected suppliers consistently meet local and national quality requirements
- Streamline and digitise your temporary staffing processes to free up staff time
- Help you to manage your demand for agency workers by identifying root causes, department by department, across your hospital
- Support workforce leads with e-rostering and job planning activities, to develop agency forecasting and provide strategic oversight to temporary staffing strategies
- Protect you against patient safety risks by having processes and procedures in place to confirm all agency staff are supplied through an approved provider.

3. Supplier relationship management

Working effectively and collaboratively with suppliers is fundamental to the success of any service delivery that depends on their participation. We have extensive market knowledge and contacts with our supplier base – ranging from large, multi-divisional companies, to SMEs and specialists. Our relationships and knowledge can help you:

- Select the suppliers with a proven track record in your area
 - Develop the growth of small, local and specialist suppliers
 - Implement and monitor agreements with your supply base to improve efficiency
 - Support you in developing and monitoring service level agreements with your supplier base, including issue resolution.
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4. Data and insights

We collect a vast quantity of data each month from suppliers and – on a voluntary basis – from NHS trusts. This enables us to identify key trends at a local, regional, and national level on everything from fill-rate to demand patterns which means our advice to you is underpinned by evidence.

- Using our access to data, we can customise reports to help develop a strategy (e.g. use of agency staff by department) and to monitor effective implementation (e.g. performance reports, trend analysis)
- We can show how you compare with your peer group and with national trends
- We can help you identify and achieve realistic targets and outcomes.



5. Operational procurement support

Our partnership brings together unrivalled procurement expertise on a national scale, enabling us to support you with:

- All procurement queries, from a compliance enquiry to a major new initiative
 - Developing new supply agreements through our Call-off service or Further Competition, whereby we help you use our frameworks in a way that meets your local needs
 - Develop effective specifications to drive efficiency and digitisation of services to save NHS staff time and reduce time to hire
 - Building plans and strategies to ensure all suppliers supporting your workforce are working in a coordinated way.
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6. Contract management

Once a contract is in place, it's essential to monitor its performance to ensure it is delivered as agreed and continues to meet your evolving needs. We can support with:

- Developing KPIs and a reporting dashboard (e.g. fill-rates and cost management)
- Assisting with dispute resolution, including senior management escalation when required
- Technical advice and support on complex supply chains, such as international recruitment.

7. Staff bank implementation

An internal staff bank is a vital resource for the NHS. Some trusts operate an “in-house” model operating the service internally, while others prefer to use specialist suppliers that can bring experience and potentially access to a wider worker base through an “outsourced” model. Both options can be effective depending on circumstance, and NHS trusts will sometimes change their strategy in response to local needs. We can:

- Help you identify the best solutions for your particular bank staff needs, based on data and evidence
 - Project manage the implementation of an outsourced bank service
 - Provide advice on all aspects of staff bank management, including options for shared banks.
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Our commercial agreements

We have established a complete portfolio of commercial agreements with suppliers across all aspects of workforce.



Our agreements deliver:

- Solutions that meet the NHS 10 Year Health Plan
 - Evolving NHS workforce requirements
 - Services that drive increased productivity and efficiency
 - Patient safety requirements as specified by NHS Employers
 - Compliance with NHS England's national workforce policies
 - Value for money.
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Services to help you meet the government's 10 Year Health Plan

In a dynamic and changing landscape, we are ideally-placed to support you in delivering the 10 Year Health Plan. We work closely with NHS colleagues at provider, system, regional and national levels, supporting collaboration and innovation to help deliver quality patient care. Through our wide and varied suite of frameworks, we can support the NHS to achieve the government's 10 year plan through:

- **Workforce planning:** Having the right workers with the right skills in the right place at the right time
- **Digital transformation and productivity:** Achieving the shift from analogue to digital
- **Training and upskilling:** Developing skills and expanding capabilities
- **Workforce wellbeing:** Taking care of the people who care
- **Quicker patient care:** Reducing waiting lists, referral to treatments, discharge to access and ED waiting times.



Bringing people together who care

As a national partnership with customers from across the UK, the Alliance is ideally positioned to bring people together to discuss challenges and share best practice and learnings. We understand the workforce challenges which colleagues are facing so throughout the year we run forums and webinars on topical themes which aim to support you in your job. Find out more: workforcealliance.nhs.uk/events

2026 NHS Workforce Alliance customer satisfaction survey



The team are super helpful and responsive and I value their advice and support.



All of the team that I am in regular contact with are incredibly knowledgeable, supportive and friendly.



Support is always available as and when we need it and our contact is very reliable.



Always accessible and very supportive.

- 84% rated our knowledge and experience as excellent
 - 97% were either very satisfied or satisfied with the support received
 - 89% said our support helped meet government policy targets
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Contact us

If you're interested in finding out more or would like to discuss any workforce challenge, please get in touch using the contact form on our website and your local dedicated regional support team will be in touch.



[linkedin.com/NHSWorkforceAlliance](https://www.linkedin.com/company/NHSWorkforceAlliance)



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