



**Workforce Alliance**

# Bringing together people who care



**NHS Workforce Alliance**

**Delivered by:**

Crown Commercial Service

NHS Commercial Solutions

NHS East of England Collaborative Procurement Hub

NHS London Procurement Partnership

NHS North of England Commercial Procurement Collaborative

[workforcealliance.nhs.uk](https://workforcealliance.nhs.uk)

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# People procurement without the sales pitch

Nobody is better placed to help you meet the challenges of NHS staffing than the NHS Workforce Alliance.

As a team of health workforce experts, we are motivated by a genuine desire to make the NHS better. You can trust us to act in the best interests of the NHS – always putting patient care first.

That's why we take the time to personalise our service, offer bespoke workforce solutions and use our influence to shape policy on your behalf. It's why we insist on the highest quality and compliance in every contract, and why we always demand the best value for the public purse.

Not because it's the commercial thing to do, but because it's the right thing to do.

So we promise you won't get a sales pitch from us, and we won't tie you into costly long-term contracts. Instead, you'll get to work alongside a team of experts – your own peers – who understand the NHS inside out and share your values.

Together we will help you develop a workforce strategy fit for today and tomorrow.

Together we will get the right people placed in the right jobs, quickly and safely.

Together we will get it right for our NHS.



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# Work with people who care



Partnership is at the heart of everything we do. When you choose to work with us, you can be sure that you're working alongside a team of experts who share your values. Why? Because we're part of the NHS too, so you can trust that we always work in the best interest of our health service.

We are the partner you can rely on. Whether you're looking for help with your workforce strategy or a specific procurement solution, we'll give you open and honest advice, with expert support and guidance every step of the way.

But we're not just about the here and now – we look to the future. Our expertise and influence can help shape the NHS for the better. Our collaborative relationships with the Department of Health and Social Care (DHSC), NHS England and Improvement (NHSEI), NHS Employers, Health Education England and other government bodies means we can help influence policy and implementation for the benefit of the NHS, and ultimately the patients we serve.

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What was really helpful for us was the support. We felt the team was like an extension of our own team, bolstering our knowledge, understanding and experience with theirs. We now have a preferred supplier list which we are managing for ourselves with the continued support of Steph and the team.

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KELLY WILLOUGHBY,  
DEPUTY DIRECTOR OF PROCUREMENT,  
GREAT WESTERN HOSPITALS NHS FOUNDATION TRUST

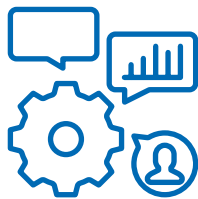
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# Together, let's find the right solution

Finding the right people couldn't be more important for the health service. That's why our motivation is always to find the very best solutions for all NHS organisations, because when we get it right for you, it benefits the NHS as a whole.

When you come to us, the first thing we do is listen. Once we understand your requirements, we'll work closely with you to create the right solution for your needs.



## **WORKFORCE ADVISORY SERVICES**

With our extensive knowledge of the health sector, we can ensure you have best in class procurement strategies, rate card alignment and resource stability. Our market-leading workforce advisory services will help you develop a robust workforce model, which means you can provide excellent patient care, reduce waiting times and increase capacity.



## **COLLABORATIVE WORKFORCE SOLUTIONS**

We believe a strong NHS is a collaborative one. That's why we encourage our customers to collaborate to gain greater insights. We'll help you work together to get the best from your recruitment and staff bank strategies. Our joined-up approach means our experts will share learnings from other projects and can connect you with others with similar needs. This kind of collaboration is key to making the NHS run more efficiently, because the more we work together, the better patient care will be.

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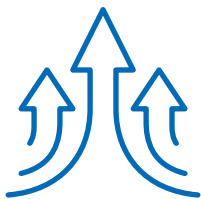
### **SUPPLY MARKET EXPERTISE**

With access to over 100 specialist colleagues across the NHS Workforce Alliance, we offer unmatched category expertise in every area of workforce – from clinical to non-clinical, international to permanent recruitment, from bank to agency staff. And to ensure our expert support is never out of reach, we've assigned dedicated teams to work with every Integrated Care System and its member organisations, right across the country.



### **BUILDING AND RETAINING TALENT**

We're committed to helping future proof the NHS and build talent and resources for the long term. We can help you engage with local communities to share the benefits of a career in the NHS, encourage people to retrain in clinical support roles and develop strategies to attract new staff, as well as retain and develop your existing workforce. We can also provide support to engage with former NHS staff and recent returners.



### **SOLUTIONS THAT GROW WITH YOU**

Just like the NHS, our solutions never stand still. As Integrated Care Systems develop and the structure of our healthcare changes, the solutions we provide evolve to ensure we can always meet your needs.



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# The very best value for all

Helping you achieve savings is an important part of what we do, because all the savings we help you make are invested straight back into the NHS. As an NHS organisation ourselves, our motivation is to demand the very best value for the public purse – putting patient care before profit at every turn.

## Helping you find ways to save

To help you achieve your workforce goals at the best price, we can carry out a full review of your existing workforce strategy – this allows us to identify areas where you could be making savings.

A key area to achieve cost efficiencies is to manage your use of agency staff. By increasing the use of substantive and bank staff and reducing the reliance on agency staff, we can create substantial savings – and eliminate your off-framework spend.

Using regional and national benchmarking, we can help you identify where other efficiencies can be made, allowing you to develop a competitive and reliable supply base.



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## A healthy workforce

A healthy workforce is a happy, hard-working one. That's why we're committed to wellness and promoting a healthy workforce that provides high quality patient care. This is an important priority within our own team, as we want all staff working in the NHS to lead happy, healthy lives. We look to prioritise health and wellbeing when supporting NHS organisations with their own workforce solutions, which is why we have a dedicated occupational health solution in our portfolio.

## Social value

It's not just financial value that's important to us – achieving social value is a central part to our strategy. We offer access to a diverse pool of suppliers from nationally recognised providers, to smaller regional and niche suppliers. Value for money is paramount, but we also want to support local economies, the health and wellbeing of communities, as well as create more opportunities for SMEs and social enterprises.

Examples of our social value work include ensuring our framework agreements create employment opportunities and help retrain individuals. It's important to us that our suppliers are fair and inclusive, with ethical employment practices that promote skills development for people living with disabilities, BAME communities, ex-offenders and veterans – and that everyone is supported with apprenticeships, flexible working, coaching and more.

Our commitment to social value goes beyond creating a fairer health service; we want to help create a greener health service too. That's why we're also committed to helping the NHS achieve its ambition of becoming the world's first carbon net zero health system.



“As a collaborative team in partnership with the NHS Workforce Alliance, the trust has been able to standardise charge rates and reduce off-framework spend. This has created a supply of partner agencies working towards the common goal of cost reduction and improved quality of service.”

ANTHONY MCCOURT,  
WORKFORCE RECOVERY,  
THE QUEEN ELIZABETH HOSPITAL  
KING'S LYNN NHS FOUNDATION TRUST

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# Confidence built in

When you choose to work with us, we want you to feel confident at every stage of the process. That's why we put such importance on quality. From the highest level of compliance to meticulous ethical practices, everything we do is designed with your confidence in mind.

## Patient safety

Patient safety is paramount. That's why we have a dedicated supplier relationship management programme and robust audit process, allowing us to nurture our relationships with suppliers and put patient safety at the forefront of our work.

So many people across all departments in the NHS play a vital role in patient safety. From the IT teams that keep systems running, to the facilities management teams who keep the hospital clean. From the HR teams who recruit clinical and non-clinical staff, to the finance teams who manage the budgets – all of these people play their part in keeping the NHS running and providing excellent patient care. That's why it's so important to us to help you find the right people for the job.

## Access a world-class supply chain

Our NHSEI approved frameworks provide legal and compliant ways to access supply chains that have been through a rigorous due diligence process. This makes it easy to source substantive/bank, temporary and permanent workers for hard-to-fill, specialist roles – locally and internationally.

Together, we'll help you get the right people placed in the right job, quickly and safely.

## Ethical workforce strategies

When looking for people to join the health service, it's vital that the workforce reflects the diverse communities they care for. We can help you recruit a workforce that's reflective of the modern NHS, with diversity and inclusion strategies built into your workforce plans.

We work closely with DHSC and NHS Employers to ensure we're using the highest level of ethical recruitment practices. Our framework suppliers of bank and agency staff will carry out effective risk assessments of staff, helping you to manage your own individual risks and requirements. To encourage further positive change, we can help you identify opportunities to embed social value in the call-off process and into workforce recruitment as a whole.



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# Together we will get it right for our NHS

Here's how to get in touch with us



You will find more information and full details of our framework portfolio on our website at [workforcealliance.nhs.uk](https://workforcealliance.nhs.uk)

Or get in touch with one of the five alliance partners

Crown Commercial Service

[info@crowncommercial.gov.uk](mailto:info@crowncommercial.gov.uk)

NHS Commercial Solutions

[NHSCS.agency@nhs.net](mailto:NHSCS.agency@nhs.net)

East of England NHS Collaborative Procurement Hub

[workforce@eoecph.nhs.uk](mailto:workforce@eoecph.nhs.uk)

NHS London Procurement Partnership

[lppworkforcesupport@lpp.nhs.uk](mailto:lppworkforcesupport@lpp.nhs.uk)

NHS North of England Commercial Procurement Collaborative

[enquiries@noecpc.nhs.uk](mailto:enquiries@noecpc.nhs.uk)

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