



Resolution

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October 2019
FOI_4014

The following information was requested on 23 September 2019:

1. *How you resource non-permanent staff i.e. Contractors, Consultants, Agency staff*
2. *A list of frameworks used to secure these resources*

Our Response

1. We recruit non-permanent staff via recruitment agencies.
2. We use:
 - Non Clinical Temporary and Fixed Term Staff RM6160
 - Management Consultancy Framework Two (MCF2) RM6008
 - Management Consultancy Framework (MCF) RM3745

If you would like to know how data is categorised in our Claims database please see the following link: [Glossary](#)

This concludes our response to your request.

If you are not satisfied with the service that you have received in response to your information request, it is open to you to make a complaint and request a formal review of our decisions. If you choose to do this, you should write to [Tinku Mitra](#), Head of Corporate and Information Governance for NHS Resolution, within 28 days of your receipt of this reply. Reviews of decisions made in relation to information requests are carried out by a person who was not involved in the original decision-making about the request.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a review of the decision. Generally, the Information Commissioner will not make a decision unless you have exhausted the local complaints procedure. The address of the Information Commissioner's Office is:

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF