DIRECT ENGAGEMENT, VENDOR MANAGEMENT SYSTEM, BANK TECHNOLOGY

SERVICE DEFINITION

Introduction

Plus Us Workforce Services LLP ('+Us') is part of the Brookson Group; a professional services business that for the last 25 years has been providing accountancy and legal advisory services to individuals as well as Private and Public Sector organisations. We have been delivering Direct Engagement (DE), Vendor Management Systems (VMS) and Bank Technology (Bank) services to the NHS since 2012 with live solutions in 42 NHS Trusts and Health Boards, processing over 10,000 timesheets a month. Furthermore, we are not a recruitment agency which enables us to deliver a compliant DE service whilst joining the NHS on a journey to creating a better-value blend of directly sourced and agency provided contingent workers.

We built every element of our Bank and VMS system around the users, ensuring an optimised experience for the NHS, the workers and the supplying agencies. All technology is cloud-based meaning it is accessed over the internet and is optimised for mobile devices such as tablets and smartphones. Our cloud-based technology is easy to access and requires little or no training to use (although of course we do provide it where required).

The purpose of this document is to provide a high level overview of the +Us' VMS and how it fits into any broader temporary worker spend project for an NHS Trust or Health Board.

Most Trusts either manage their agencies via a traditional preferred supplier route where a series of approved framework agencies are given opportunities to fulfil vacancies or they engage a master vendor agency which gives one agency the overall responsibility to fill each role and manage tier 2 suppliers.

The +Us vendor management technology allows the Trusts/Health Boards to choose either of the above options and allows them to put a technology interface between themselves and the chosen agency structure that will deliver enhanced efficiency, risk management and cost reduction above what a traditional master vendor solution can offer.

Why +Us?

We see many NHS Trusts and Health Boards adopt a managed service / master vendor solution provided by a recruitment agency. However, we rarely see one successfully implemented in the time-frames agreed and the benefits that are sold truly realised. We believe the fundamental issue with a recruitment led master vendor service is the charging structure and the inability to provide a neutral service to tier 2 supplying agencies.

Where agencies supply the master vendor technology free of charge, this creates a commercial tension within their business as they are not remunerated any differently if they continue to just fill the shifts you offer them now after committing significant cost to putting a technology and accompanying on site presence in place. This invariably leads to the solution deadlines slipping and the functionality and scope of the system being shrunk. In many cases, the need to use people or manual processes to complete key tasks arises the agency is not prepared to commit additional cost to deliver on their original promises.

The second key factor to success is that any agency who provides a master vendor solution requires tier 2 agencies to upload their doctors' details onto a competitor's system. This creates a lot of unease and results in many tier 2 suppliers refusing to engage with (or more commonly work around) the system. Therefore, you receive no additional benefit.

We believe our solution eliminates both of these challenges as we are not competing with recruitment businesses to supply labour, nor are we trying to offer something outside of our core business expertise.

Depriving you of having sight of every booking you make enables non-compliant agencies to circumvent due processes to retain their status quo. This means we have a vested interest in controlling your booking process to ensure we can increase our DE throughput, and of course, our fee. The increase in throughput is how we pay for the additional resource and software to support you. We do not have the same commercial pressures an agency has it also means we save you more on your temporary locum spend.

The +Us Vendor Management System provides you with the ability to tailor your agency supplier chain, enforcing KPIs and performance measures; ensuring that your bank workers are maximised before engaging with agencies and that the agencies are targeted with fill and time measures.

We are completely neutral to agencies. We are not a recruitment business and have no desire to be. Our portal gives all supplying agencies reassurance that their data is safe and protected and as a result no need to work around the systems in place to ensure that you realise maximum efficiencies. The +Us vendor management solution gives you the ability to measure, monitor and control your costs at a granular level providing rate cap compliance functionality, escalation and approval procedures for all costs.

The +Us VMS brings all parties together enabling Trusts and Health Boards to manage a complete end to end temporary labour project.

Our Direct Engagement Model

+Us' DE service has been live in the NHS since 2012. In our model, the agencies continue to find the workers for each shift. However, unlike traditional agency supply, that agency does not pay the worker but does receive their commission for finding and introducing them.

There are two approaches within our model. One option is that the medical worker will be employed by our Medical Services Business (+Us Medical Care Services Limited). This business only engages medical workers; has its own medical malpractice insurance and acts as a payroll vehicle for medical workers where they fall within the scope of IR35. As such, by providing the service to the NHS in this way, appropriate income tax and National Insurance Contributions are collected and paid to HMRC as required.

Alternatively, we also offer an on NHS employment off-payroll model. Therein +Us would provide outsourced payroll and back office support to NHS Trusts and Health Boards. NHS and Health Boards would use +Us' back office support to engage with medical staff under fixed term contract of employment, whereby the worker is directly employed by the Trust/Health Board. +Us will facilitate the weekly payroll of these temporary employees and will assist the Trusts and Health Boards in managing the pension requirements for these individuals.

Since the public sector changes to the Intermediaries Legislation ('IR35') in April 2017, most public sector end clients, such as the NHS Trusts and Health Boards, will not engage with medical staff via a Personal Service Company (PSC). However, where they do so, Brookson Legal Services (part of the Brookson Group) can assist the client with understanding their IR35 obligations as required. Inclusive in our price is an IR35 compliance check for each engagement upon request. Regardless of any work already undertaken by the worker, Brookson Legal will undertake a comprehensive review of the worker's working practices and provide a full report to the Trust stating their advice on whether the worker is inside or outside of the IR35 legislation. Brookson Legal Services has 19 years' experience of providing advice in this area and have experience of dealing with HMRC IR35 investigations.

VMS Overview

Our VMS in entirely owned by +Us. We developed it from scratch after analysing other similar offerings in the market and sitting with current users from the NHS to understand how we can deliver the most user friendly, efficient and practical system. Owning the system and code means we can update and enhance the system based on user feedback very straightforwardly (and never at any cost to the NHS) and currently we apply such enhancements around every eight weeks.

The cloud-based (i.e. accessed via the internet) system enables the Trust to make temporary staff requisitions and gain approvals (financial and/or headcount based) before releasing to a defined set of suppliers and then reviewing CVs and making a booking. The last step is for workers to complete an electronic timesheet before receiving authorisation and then payment. By keeping this all in one system, our clients can feel confident that the entire request-to-pay cycle has been managed safely with a full audit trail available should that be needed at any point in the future.

Our VMS handles Locums, AHP and Nurse temporary recruitment as well as non-medical/clinical requirements via DE or non-DE. Our clients tell us they achieve savings beyond any VAT efficiencies by using our VMS to make more informed decisions about the costs of each worker taken on. This is achieved at both the levels where the bookings are made (typically Medical Staffing) and by providing reports to Finance and Procurement Leaders who can quickly see where lower cost options for workers are continuously being ignored to then later to support their colleagues in a better value strategy.

This section of the document describes each phase managed through the system and below is a summary of VMS features and benefits.

Figure 1 – VMS features and benefits

VMS Feature	**VMS Benefit**
Written in the latest .net technology	Fast and efficient to develop and readily allows system interfaces and integrations.
Fully owned by Plus Us	Total flexibility to evolve with our clients at a pace that suits our partnerships with the NHS.
Supports medical (nurse / doctor / AHPs etc) and non-medical/clinical temporary staffing (DE and non-DE)	One system supports all your needs and produces all your reporting.
Built with the NHS, for the NHS	Ensuring the specific NHS Locum and AHP request to pay process is supported whilst delivering a great user experience.
Quick and simple agency portal	Ensuring supplier buy-in and uptake, further supporting savings.
Drop-down menu driven request process with only specific free-text entry	Delivering a fast process and no room for manual error; ultimately providing accurate Management Information due to the use of coded, rather than free-text data.
Flexible shift pattern configuration via a simple interface	Quick and easy to set-up short-term and long term shift patterns, even where hours can vary day to day.

Configurable approval process at any point in the process – delivered via one-click in the system via a computer or smartphone	Ensuring you can include your financial and head-count based approval process.
Supports every agency supply chain model	Your exact supply chain strategy can be supported. This can be easily changed over time to work in line with your evolving agency strategy.
Provides total visibility of worker charge and agency commission rates, including comparisons to framework caps.	This ensures decisions are made based on candidate cost as well as experience.
Direct access to candidate compliance data, as provided by agencies.	Ensuring the Trust can check the worker is up to date as safe to work.
Online timesheets that are only available after a shift has been completed and work on a laptop, PC, tablet, iPhone or Android.	Quick for the worker and approver with no need to go to a computer. Provides protection around accidental errors or fraudulent completion.
Automated payment cycle, ensuring no manual intervention	Ensures total confidence in accuracy and enables the quickest payment process.
Powerful Management Information and Data Analytics from Tableau providing all Trust users from different departments and levels with visual outputs of the data	Shows where performance is positive as well as identifying any worrying trends allowing them to be addressed quickly.

Working with Agencies

Our VMS is independent from your supply chain and facilitates all supply chain options including master vendor, primary supplier, multiple tier one (then tier two, three etc.), tiered supply and any layers below those. We can set-up different supply chain structures for Nurse, Locums, AHPs and non-Medical/Clinical roles and all other worker categories that you choose to manage via the VMS. We have total flexibility and will set this up to mirror your own supplier strategy. This structure is also quick and simple to change in line with your evolving strategy. Put simply, the technology will never stop you managing your supplying agencies in the way you choose.

Creating, Approving and Releasing Vacancies

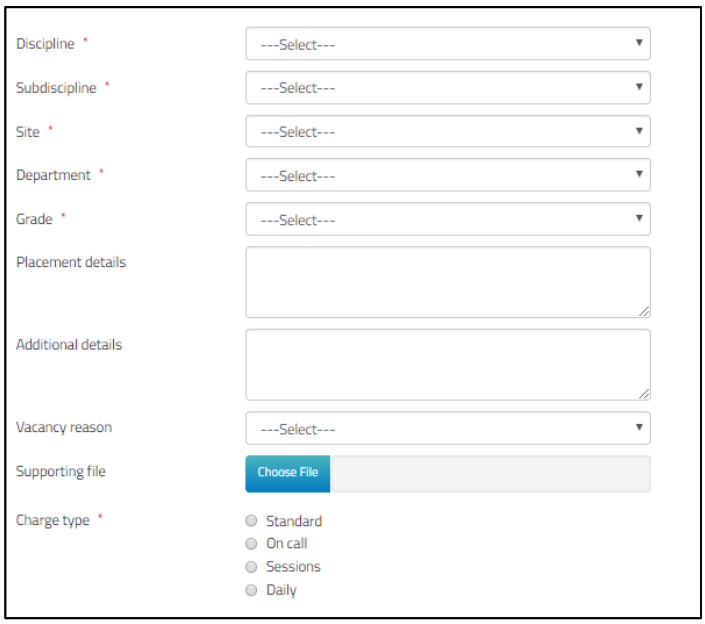
At the point that the NHS wish to engage an agency Locum or AHP (we understand normally at the point that is has been confirmed that neither a substantive or Bank staff member can fulfil the need) the requester simply logs into our system and completes a simple set of drop-down menu driven fields to define the skills and experience needed (or we can investigate an integration with your rostering system). The drop-down menus are pre-loaded with your specific data during requisition and typically include Grade, Discipline, Department etc. as well as a reason for requesting the contract worker. In addition to the drop-down menus there are two free-text fields that allows the requester to provide specific instructions to the agency and to the Locum/AHP that is booked into the role (the latter cannot see the comments meant for the agency). Documents can also be attached here (a job specification for example).

Once the details of the vacancy are populated, the requester needs to send for approval. We can set-up approval in any way that suits the Trust's internal process. Typically, we align approvers to departments or cost codes and people from HR or Finance normally hold that responsibility. Approval (or rejection) takes one click and can be completed on a smart phone (iPhone or Android).

If roles are rejected, the requester is informed along with any reason/s included from the approver. If approvers are not available (at night for example), the Trust can set-up a process where approval can be temporarily bypassed to ensure continuity of care. However, the approver is informed by email that process was bypassed and approval must be provided further down the line. Whether the Trust take this option is down to each Trust's policies.

Once approved, the role is ready for release to the defined supply chain (Bank can be used ahead of agency). Release is made at the touch of one button and all agencies that should be working the role are informed via email. They access the vacancy details via their agency portal within VMS and submit candidates against the relevant shifts. They only see the vacancies released to them and as soon as a vacancy is filled, any agency working on it is informed.

Figure 2: Our simple requisition form comprised of mostly drop-down menus



Reviewing Candidates

When an agency submits a candidate to a released role, the NHS user managing the role is notified. The candidate is then available for assessment against that specific vacancy. Here you can see all the candidate's details, along with the agency costs, including:

1. Qualifications and experience
2. Compliance data
3. CV
4. Rate of pay (including differences for unsocial hours)
5. Rate of commission due to agency (including differences for unsocial hours)
6. Total charge to the Trust

For the Pay and Commission information the text is shown in different colours, depending on adherence to the framework rates as follows:

7. Black text = on framework rate
8. Red text = over framework rate (hover-over to see by how much)
9. Green text = under framework rate (hover-over to see by how much).

Candidate CVs can be easily emailed outside of the system to a clinician should clinical review and approval be required.

Candidates can be rejected and, if so, a rejection reason is given. If this is the case the agency is notified. Or a candidate can be booked, and the agency is again notified. The agency then needs to confirm once more their side and the booking is confirmed. At this point all other agencies working the role are notified in order they do not waste their time working a filled vacancy (the agencies see this a real benefit to the efficiencies).

Figure 3: Viewing a candidate's cost information, split by pay and commission with framework comparisons

Online Timesheets

Each worker is asked to complete an online timesheet for every shift they work. Each timesheet only becomes available once the shift has been worked and only one timesheet can be submitted against each shift. This provides protection against accidental error and fraudulent timesheet submissions.

Each timesheet is set-up against the shift details, displaying the hours as detailed when the requester completed the details of the vacancy. The worker can amend these (if they worked more or fewer hours for example) but any changes are flagged to the approver. Otherwise they simply confirm the time they worked and click submit.

As soon as an approver has a timesheet to approve, they are notified by email. They then login (via computer, iPhone or Android) and view all unapproved timesheets that sit with them for approval. They can approve based on total hours worked or delve deeper into each timesheet. If they reject, they must state a reason and the rejections and reason are sent to the worker who can resubmit accordingly. If they approve, the worker is notified as that shift and timesheet is complete.

Figure 4: A timesheet to be completed by the worker

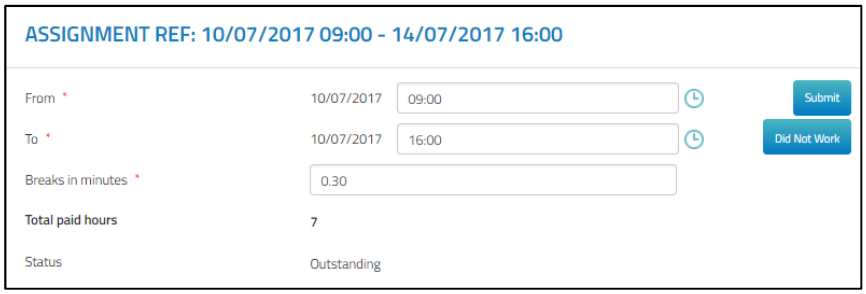


Figure 5: A set of timesheets that require approval as seen by the approver

The Payment Cycle

When we are selected to work with a new NHS client we define the timeframes for the weekly payment process with the finance team. Within that weekly timeframe, the following process runs:

1. VMS collects the cost of the assignment during the requisition process
2. VMS collects the cost approval
3. VMS collects the worker pay rate and agency commission rate
4. VMS timesheets collects the actual hours worked and the approval
5. +Us send a file to the NHS that provides a breakdown of the worker pay, +Us's fees and the consolidated (by agency) agency commission owed to each agency
6. For DE, the NHS pay +Us the total pay and +Us's fees
7. +Us pay the worker their net pay (within 24 hours of receiving the funds)
8. the NHS make one payment to each agency for their owed commission and pay for non-DE workers.

NB: +Us can directly pay agency commissions and non-DE worker pay if required by the NHS.

Roster and Rota Interfaces

The +Us VMS systems is built in the latest .Net technology with Application Programme Interfaces (APIs) available in every module. This means we can very easily link to other systems.

One of the areas of benefit for this is simple integrations and interfaces with third party roster and rota systems such as Allocate, Skills for Health (DRS), Kronos and Medirota.

Linking to your rostering system allows the automatic passing of vacant shift details to our VMS and then the passing back of the successful candidate to rota. This significantly reduces the admin and 'keying' burden as well as removing the risk of input errors.

By applying our reporting tool, Tableau, over the two systems you also get the benefit of a single set of MI that reports on your end to end shift management process.

Management Information (MI) and Analytics

At +Us we believe MI and Analytics provide critical visibility and therefore control of your Locum and AHP process. Using VMS and Bank in conjunction with DE provides the ultimate platform for this.

Every single action in VMS is stored along with its time and date stamp. This means every action can be reported on. Furthermore, we take that data and overlay it the market-leading online business analytics tool called Tableau which provides unrivalled flexibility in the production of management information to ensure all of the Trust's requirements can be catered for.

We use this to meet every reporting need for the NHS including automated and compliant NHSI reports for both DE and non-DE workers from all categories of workers.

The reports are available for different Trust users, at different levels. For example, Finance and Procurement Leaders may wish to view spend and savings graphs, whilst medical staffing may focus on specific agency performance or unfilled shifts. Whatever the user type, they will be looking at live (up to the second) data.

These reports are also used by your +Us Account Manager who will analyse them and highlight any positive or worrying trends that need to be brought to your attention.

Figure 6 – Example spend vs efficiency gain report from +Us using Tableau

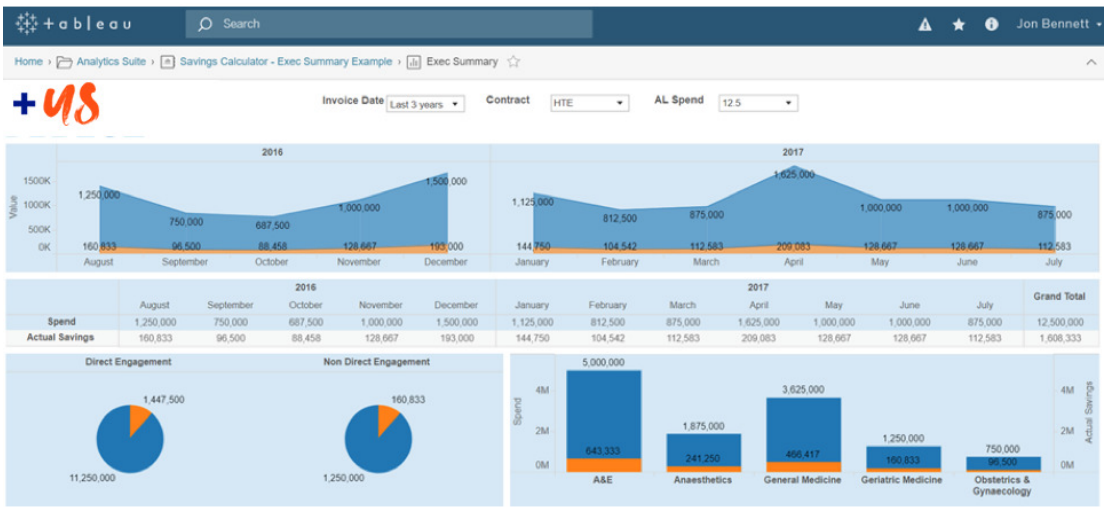
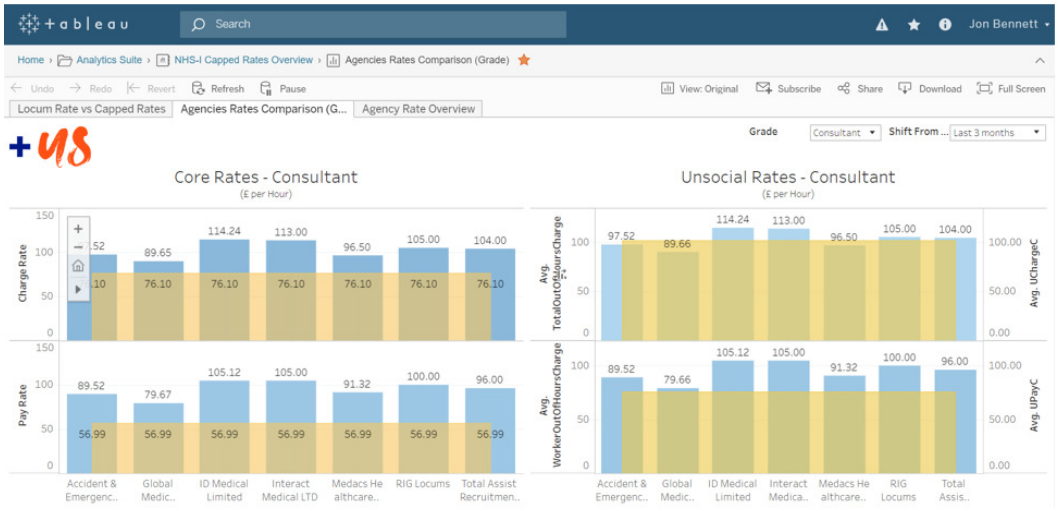
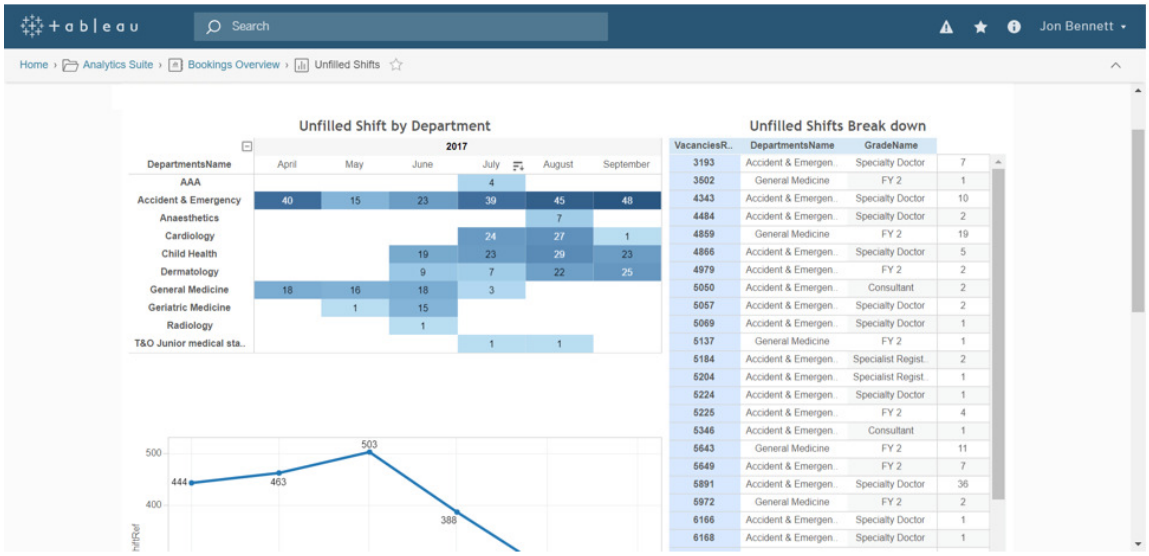


Figure 7 – Example agency performance against spend caps using Tableau



NB: This is dummy data and does not represent actual agency performance

Figure 8 – Example unfilled shift by department report using Tableau



Invoicing and Payment

Once tested, our clients automate the invoicing and payment process and it requires little manual intervention. On a weekly basis, +Us will send electronic files to the NHS that will contain the hours worked, worker rates, total pay for each worker and agency commissioned owed. The files will also detail the total weekly fees owed to +Us in order we pay the workers and the total weekly fees you owe to each agency to cover the commissions.
In the Trusts we currently work with, we integrate with financial systems such as Integra and can replicate those integrations with all NHS Trusts / Boards.
DE Model Market Differentiators

As described below, we provide a DE solution to the NHS with the diversity to provide benefits over and above other models offered.

- Reduced cost and burden on the Trust as there is no need to have an outsourced payroll solution and/or no need to increase the size of your internal payroll team.

- Total confidence that you are not at risk of the “corporate criminal offences of failure to prevent tax evasion” that came in effect in September 2017 as all workers have deductions made at source.

- Total confidence that you are not at risk of the financial or reputational impact of the IR35 changes that came into operation in April 2017 as we provide indemnified IR35 reviews and make deductions at source for all those working inside IR35.

- No burden or associated overhead of contractor contracts to manage for the Trust as we do it all. +Us manage the contracts and engagements to ensure the Direct Engagement model is implemented appropriately for all engagements.

- In-house IR35 assessment for every DE worked provided via Brookson Legal Services (if requested) and included in our DE fees.

- Unlimited onsite training (during implementation and ‘steady state’) creating happy users, optimised utilisation and maximised saving opportunity.

- We are the only provider that has a dedicated UK based help-desk for each different user group, ensuring support is always provided by a person with deep expertise. There is a team for NHS users, the workers and the agencies.

- The Brookson Group provides a range of professional services to the temporary labour and staffing marketplace, but we are not subject to the restrictions imposed by the Conduct of Employment Agencies and Employment Business Regulations 2003 as we do not undertake any recruitment and selection processes to introduce locums to Trusts. This is not always the case for DE services delivered by a Recruitment Business.

- A team that comprises professionals in the fields of medical recruitment, technology, accountancy and legal; meaning you always have access to experts.

- We charge a simple DE throughput fee. There are no other charges or internal costs for our DE services Bank and Managed services are charged separately.

Service Overview & Technical Operation

+Us’ Cloud Solution is modulated and is split into three primary segments:

- Client benefits
- Agency benefits
- Worker benefits

Client Benefits

+Us’ Cloud Solution allows individual clients to govern their temporary workforce and provides a centralised repository of valuable information. Tailored to the user’s requirements, typically features within the Clients Management module include:

- Cloud based integrated time-sheet and payment system including the ability to extract payment files and approve payments

- Real time cost and time reporting on workforce
- Facility to view and document the Information Management application
- Cloud based contracts review system

Agency Benefits

VMS manages the initial placement of temporary workers, creating any relevant assignments and contracts required for the temporary worker. Agency benefits include:

- Removal of paper processes through cloud based technologies
- Improved agency cash flow
- Cloud based placement & assignments management
- Comprehensive cloud based commission reporting

Typically, assignments within VMS hold the following information:

- Public sector clients
- Location of placement
- Worker specialisms
- Dates & rates
- Worker personal details
- Contractual terms and conditions

Worker Benefits

+Us' Cloud Solution allows the individual temporary workers to manage their own accounts, controlling various aspects of their placements and payments. This allows the temporary workers to:

- View electronic timesheet management to create timesheets and view status
- Access cloud based self-billed invoice facility including payment notifications
- Work on the go via smartphone and tablets
- Access a cloud based workforce management system, including the ability to view and accept terms and conditions and view assignment confirmations

Implementation and Migration

All our implementations and migrations (where a previous supplier of DE, VMS and/or Bank is being switched out for our solution) are managed by our in-house Implementation and Change Team. The team comprises PRINCE2 qualified professionals, many of which have previously worked within the NHS, and have delivered numerous VMS, Banks and DE implementations/migrations for +Us with other Trusts. During the implementation process you will be provided with a dedicated Project Manager that will have a regular onsite presence as required; we typically find our Project Managers are onsite most days throughout the implementation process where the Trust can accommodate this. The Project Manager will be supported by our Project Coordinators (also available to be onsite) and a dedicated Account Manager (see Account Manager section) who will join the Project Manager onsite as required.

Implementations and reinvigorations take 4-8 weeks depending on complexity and availability of Trust / Board personnel and resources.

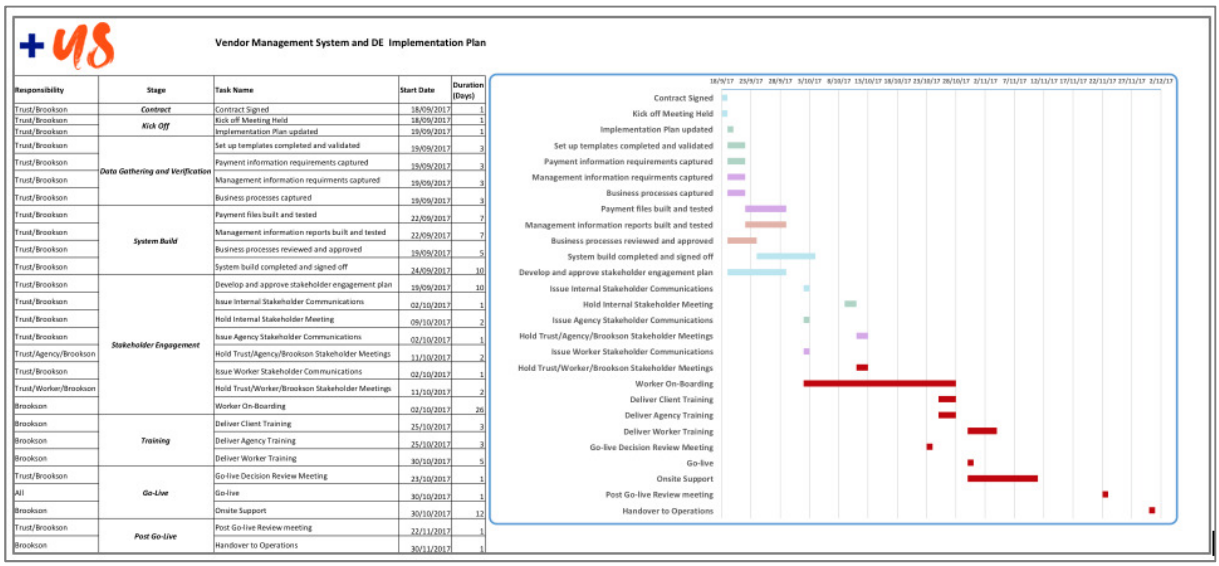
Key to the success of our reinvigoration projects are the following project elements:

- Project workstream design and kick off
- Communications strategy for all stakeholders (Trust, locums, agencies)
- Senior clinical engagement within the Trust
- Medical Staffing Training
- Agency engagement
- Onboarding of locums
- Locum drop-in clinics

The Implementation and Change team use four key documents to support the process:

1) Project Implementation Document (PID) – which describes our project together and includes the joint team, escalation processes, key decisions made and milestones.
2) Risks, Actions, Issues, Decision (RAID) logs – documenting all along with owners and timeframes
3) Project Schedule – that highlights all work streams, their timings and interdependencies
4) Process Maps – produced in Visio a full log of all agreed processes along with signatures from both parties.

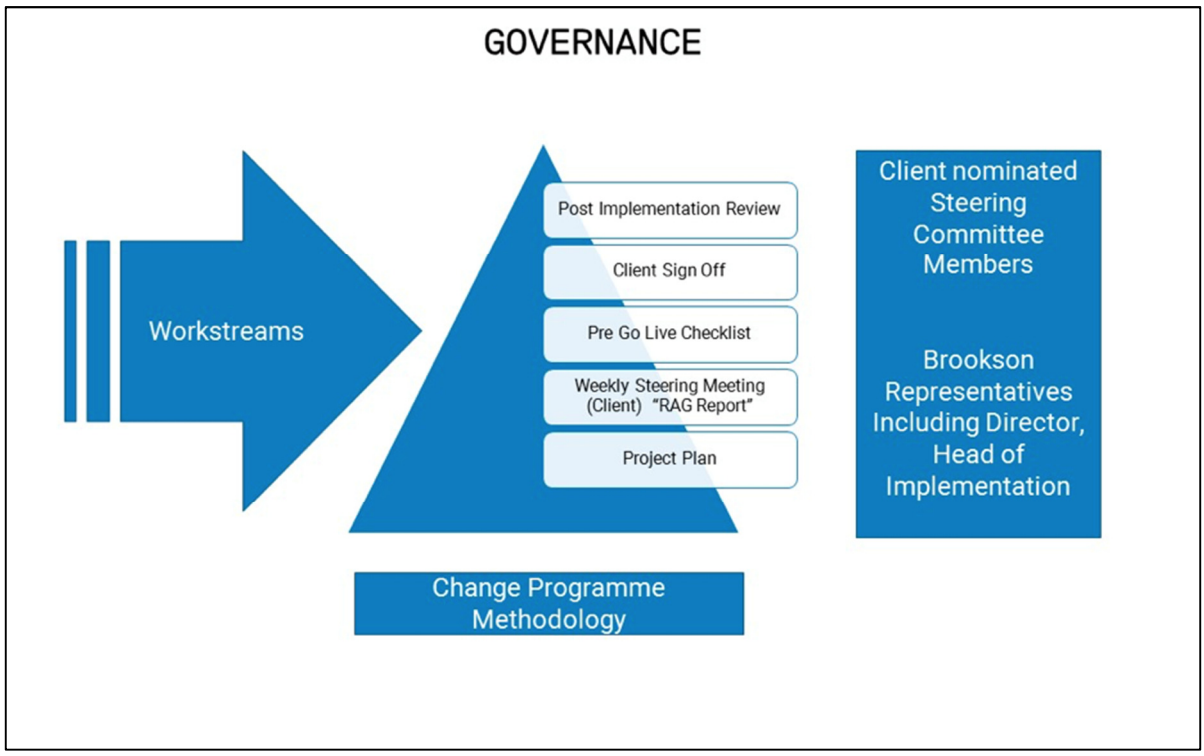
Figure 9 – Example Implementation Plan for DE and VMS



Vendor Management System and DE Implementation Plan

Responsibility	Stage	Task Name	Start Date	Duration (Days)
Trust/Brookson	Contract	Contract Signed	18/09/2017	1
Trust/Brookson	Kick Off	Kick off Meeting Held	18/09/2017	1
Trust/Brookson		Implementation Plan updated	19/09/2017	1
Trust/Brookson	Data Gathering and Verification	Set up templates completed and validated	19/09/2017	3
Trust/Brookson		Payment information requirements captured	19/09/2017	3
Trust/Brookson		Management information requirments captured	19/09/2017	3
Trust/Brookson		Business processes captured	19/09/2017	3
Trust/Brookson	System Build	Payment files built and tested	22/09/2017	7
Trust/Brookson		Management information reports built and tested	22/09/2017	7
Trust/Brookson		Business processes reviewed and approved	19/09/2017	5
Trust/Brookson		System build completed and signed off	24/09/2017	10
Trust/Brookson	Stakeholder Engagement	Develop and approve stakeholder engagement plan	19/09/2017	10
Trust/Brookson		Issue Internal Stakeholder Communications	02/10/2017	1
Trust/Brookson		Hold Internal Stakeholder Meeting	09/10/2017	2
Trust/Brookson		Issue Agency Stakeholder Communications	02/10/2017	1
Trust/Agency/Brookson		Hold Trust/Agency/Brookson Stakeholder Meetings	11/10/2017	2
Trust/Brookson		Issue Worker Stakeholder Communications	02/10/2017	1
Trust/Worker/Brookson		Hold Trust/Worker/Brookson Stakeholder Meetings	11/10/2017	2
Brookson		Worker On-Boarding	02/10/2017	26
Brookson	Training	Deliver Client Training	25/10/2017	3
Brookson		Deliver Agency Training	25/10/2017	3
Brookson		Deliver Worker Training	30/10/2017	5
Trust/Brookson	Go-Live	Go-live Decision Review Meeting	23/10/2017	1
All		Go-live	30/10/2017	1
Brookson		Onsite Support	30/10/2017	12
Trust/Brookson	Post Go-Live	Post Go-live Review meeting	22/11/2017	1
Brookson		Handover to Operations	30/11/2017	1

Figure 10 – Our Implementation Framework



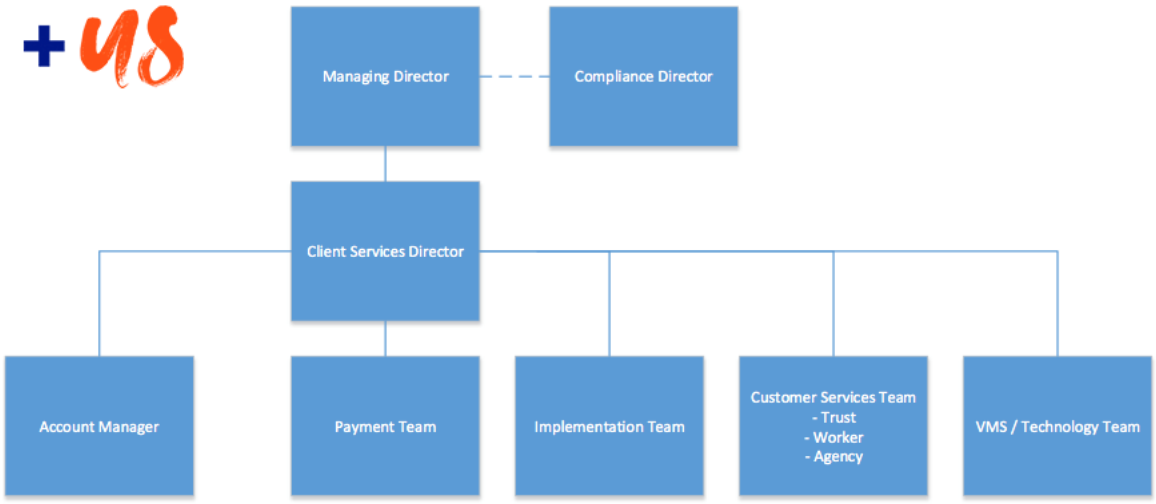
Training

We provide comprehensive training for all parties that interact with our technology and services including Trust/Board staff, agency staff and workers (nurses, doctors, NMNC etc). This is delivered by our inhouse teams using various methods such as one-to-one sessions, classroom style training for groups, telephone calls and web conferences.

Account Management, Governance and Contract Management

Every NHS client is supported by a Senior Account Manager (SAM). An experienced +Us employee with previous NHS experience, the SAM is responsible for ensuring total satisfaction for every stakeholder at the Trust and will achieve this through regular stakeholder reviews, the prevision of annotated Management Information and attendance of meetings with other stakeholder parties such as workers and agencies.

Figure 11 – High-level contract organisation chart and roles played for the NHS



To provide further assurance to the NHS, we have an in-house compliance and risk function responsible for internal audit and governance; this team is led by our Group Compliance Director. The team consists of Chartered Tax Advisors, Chartered Payroll professionals, ACCA qualified accountants and qualified solicitors.

This internal governance structure is supported by a group wide information protection forum which ensures that our systems and processes are robust in the protection of data and information security. Our Information Protection Forum supports our in-house IT team who ensure data, systems and technology are protected against external threats and have rehearsed back up, data and client protection processes in place in the event of an attack on our technology. As our DE model is hosted away from the Trust, it is not affected by attacks on the NHS' computer systems, nor is the Trust's technology affected by attacks on our systems.

Our security and governance processes are regularly penetration tested by external experts and externally audited and accredited by BSI in the form of our ISO 27001 certification. We also undergo annual employment law, tax law and compliance audits undertaken by the Freelancer and Contractor Service Provider Association (underpinning our payroll and IR35 compliance). Copies of our compliance certificates are available upon request.

Regarding GDPR:

- We have undertaken group wide GDPR training for all 350 staff across, 6 offices, having specifically trained 6 legal advisors to GDPR Practitioner standard.
- Our group wide GDPR strategy is overseen by our Data Protection Officer who is also our Group Compliance and Risk director.

Our approach to GDPR is that, where the worker is employed by +Us Medical Care Services Limited, the Trust and +Us are joint Data Controllers under GDPR and we will both therefore need to establish our legal basis for processing Data. However, where the worker is employed by the Trust, the Trust is the Data Controller and +Us is the Data Processor.

Financial Management

The +Us Financial Management App implements efficient electronic timesheet and invoicing as standard. Different approval tiers, determined from the client's internal control/audit requirements, can be implemented.

Payments via self-billed arrangement can be facilitated, together with feeds into the client's finance system to generate payments. Clients with Bank and other PAYE workers can receive feeds into ESR and alternative payroll solutions.

Key features:

- Direct Engagement Administration
- Electronic Timesheets
- Electronic Invoices
- Control & Approval Tiers
- Payment Direct to Workers & Agencies

Financial Assurance

The +Us Financial Assurance App provides the client with comfort that each temporary worker is financially checked and compliant.

HM Treasury and IR35 checks are facilitated as standard, with links into Brookson Legal Services as required.

Key features:

- HM Treasury off-payroll worker compliance
- IR35 management
- Contract advice

Reporting & Dashboards

The +Us Reporting & Dashboard App provides real time reporting and management information.

Dashboards offer immediate visual information bespoke to the user, highlighting key information that is important.

The reporting suite offers a comprehensive reporting function, allowing you to report vital statistics. Custom reports can be built to fit each customer s needs and requirements at no extra cost.

Management Information is provided to each client based on their own specific requirements.

Key features:

- Dashboards
- Reporting
- Management Information

Additional Services

Managed Bank

Our Managed Bank solution sees Plus Us provide dedicated, onsite people that take the responsibility of operating the Bank technology.

+Us Managed Service Provision (MSP)

Put simply, a Managed Service sees us provide experts to support the management of temporary staffing in the NHS.

Whilst we build all MSP services bespoke for each client's situation, for the NHS, this typically creates the following activities:

1) An agency re-procurement exercise that drives the creation of a best-fit and best-size tiered agency PSL that achieves the right blend of supply and price.
2) The implementation of our leading Vendor Management System (VMS).
3) The implementation of our leading Staff Bank Technology.
4) Dedicated onsite people that support the technology and process
5) Critical design and service wraparound support from the +Us leadership team.

Jon Bennett – Managing Director. 20 years' experience of commercial strategic recruitment, mostly in the healthcare sector. Jon can use his agency network to ensure the major providers are on-board with the service.

Jason Palmer – Regional Head of Client Partnerships. 28 years of experience of delivering partnership solutions to organisations all over the world. Jason is one of the most experienced people in the market regarding driving agency supply and best practise.

Rachel Rennison – Regional Head of Client Partnerships

Matt Fryer – Compliance Director. A charted tax advisor with 18 years' experience at organisations such as KPMG and PwC. Matt will ensure our solution is compliant to HMRC requirements and will be key in protecting the Trust regarding IR35 and Criminal Finances Act 2017.

Carl Henning – Senior Solicitor. 10 years with Brookson, Carl specialises in employment and commercial law. Carl sits on the board for IR35 and will be a crucial factor in the design and development of our Managed Service.

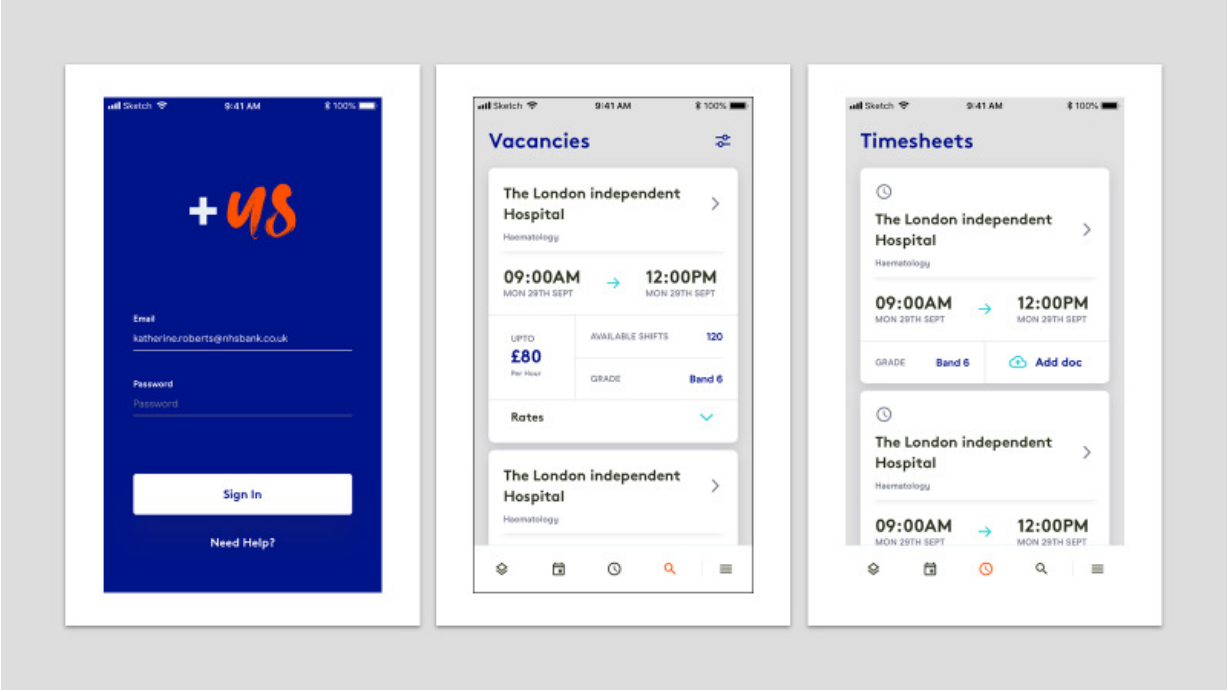
Staff Bank Solution

+Us recognise that the most cost-effective means of sourcing non-permanent workers is direct to the candidate market; avoiding the use of recruitment agencies and therefore agency commission.

To support Trusts in the creation of their own Banks of directly sourced candidates, +Us has created a new version of our Bank technology that comes integrated with our VMS.

To truly compete with agencies for the 'ownership' of a flexible workforce, Trusts needs to have access to an agile database of candidates that enables fast and efficient matching of candidates to vacant shifts and simple, two-way, candidate communications that quickly help determine which candidates can and will cover those shifts. Our Bank solution is designed to deliver exactly that and as the system also stores compliance data and checks, our Bank is the perfect solution for competing with agencies whilst remaining risk free.

Furthermore, our Bank solution works on PC/Mac as well as iPhone and Android via our native mobile App, ensuring the workers can update their profile, flag times they can cover shifts, accept shifts and complete timesheets wherever they happen to be. Notifications regarding shifts can use SMS (text message) notifications meaning the candidate is not reliant on a Wi-Fi or 3G/4G connection.



We envisage medical staffing teams will release shifts that cannot be covered by substantive staff to the Bank ahead of releasing to agencies which will help reduce costs by removing agency commission charges. As with all elements of our system, we provide unlimited training.

Figure 12 - Features and Benefits of +Us Bank

Bank Feature	**Bank Benefit**
Integrated with +Us VMS	In a single system, you can release vacant shifts to Bank ahead of agency; giving you the

	best chance of avoiding agency commission on placements
Full candidate self-profile management	Allowing best matching of shits against their skills and experience
Live compliance module	All compliance data is held centrally, along with expiring dates ensuring the checks are in place that protect patient safety.
Candidates can flag the hospitals they want to work at (if multiple options available) and the times they can cover shifts	Means medical staffing can match skills, experience AND availability enabling even faster and more accurate shift filling without going to
The Bank is available on PC/Mac, iPhone and Android via an App available on the Apple and Play Stores.	Candidates can update their profile, schedule and accept shifts anywhere via their mobile device.
Smart-match finds candidates that meet your shift criteria	As soon as you save a shift, the system automatically flags compliant Bank candidates that have the skills and availability to work.
Available shifts are sent to matching candidates via SMS (text message)	Potential workers check SMS more often than email and can receive SMS even where there is no 3G or Wi-Fi – this ensures best and quickest access to those candidates
Timesheets are integrated with Bank and VMS	The candidate has one single system to log in to for all actions from accepting a shift to completing their timesheet/s
Optimised for regional collaborations	All our Trust Banks are automatically linked in the back end of our system. If a Trust wants to keep the Bank for that Trust only, everything is entirely ring-fenced and no one else can access it. If you wish to collaborate, we simply join the access and you instantly have a collaborative Bank.
Employed Bank workers	Plus Us Medical Care Services can employ the workers ensuring they are treated as a separate worker population to NHS substantive staff. There is no impact on NHS payroll or contractors to manage. Additionally, NHS level pensions do not have to be paid.