



Dear Colleague

**SUPPLEMENTARY STAFFING – HEALTH CARE SUPPORT
WORKER (HCSW) AGENCY CONTROLS**

1. This Directors' Letter (DL) follows [DL \(2023\) 14 dated 22 May 2023](#), which requests that Boards ensure all agency shifts are filled by agency workers from an agency which appears on the relevant National Procurement Framework NP510, using a framework contract.
2. Building on the above, this DL requests that from 1 April 2024 Health Boards no longer use agency workers to fill Healthcare Support Worker (HCSW) / unregistered staff shifts.
3. Any HCSW agency use going forward should be approved by the relevant responsible Executive Director within the Board.
4. Similar to DL (2023) 14, these arrangements must be adhered to in all situations except where it is clear that not accessing staff via an agency will result in either a clinical safety breach or suspension of a service or, otherwise, a breach of a Board's legal obligations.
5. To support the consistent implementation of the above arrangements, the current reporting mechanism used to monitor off-framework agency use will be amended to allow Boards to report on their HCSW agency use. Thank you in advance for supporting the operation of these new arrangements.

Yours sincerely

Gillian Russell
Director of Health Workforce

Professor Alex McMahon
Chief Nursing Officer

DL (2024) 04

12 March 2024

Addresses

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