

Plus Us Service Definition

Plus Us delivers a comprehensive, technology-enabled workforce management and Direct Engagement solution designed to support NHS and public sector organisations in achieving cost efficiency, compliance, and operational resilience. Our model combines robust workforce technology, deep sector expertise, and proactive service delivery to ensure that Participating Authorities retain full visibility and control over their temporary workforce throughout the contract lifecycle.

At the core of our offering is Workforce Manager, a secure, cloud-based platform that is continually enhanced to reflect technological advancements, evolving workforce requirements, and user feedback. The platform integrates seamlessly with existing NHS systems, including rostering, HR, payroll, and compliance platforms, ensuring interoperability, minimising duplication, and reducing administrative burden. Regular system updates introduce new functionality such as enhanced reporting dashboards, improved shift matching, and expanded API integrations, all underpinned by ISO-certified security standards and compliance with NHS Digital requirements.

Financial governance is embedded within the solution through configurable rate controls aligned to Participating Authority policies. Rate caps are monitored in real time, with any potential breaches flagged immediately prior to shift approval. This enables early intervention, root-cause analysis, and where applicable, the application of service credits. Detailed breach reporting and trend analysis are shared with client stakeholders, supporting continuous improvement and transparent audit processes. Plus Us also provides comprehensive reporting to national bodies, including NHS England and NHS Scotland, ensuring full oversight and compliance.

Workforce fulfilment is managed through a structured cascade model that prioritises substantive and internal bank staff before engaging agency suppliers. This approach ensures cost efficiency while maintaining service continuity and patient safety. Cascade rules are fully configurable to reflect local policies, protected times, and supplier tiering arrangements. Our specialist Agency Engagement Managers work closely with Participating Authorities to optimise cascade design, improve fill rates, and strengthen supplier performance. This collaborative approach has consistently delivered measurable improvements in workforce utilisation and availability across our NHS client base.

Direct Engagement is a core component of the Plus Us service, enabling Participating Authorities to realise significant VAT savings while maintaining compliant, efficient worker engagement. Our solution streamlines onboarding through digital processes, including contracts, compliance checks, and worker documentation, supported by expert client and agency engagement. Client Managers work proactively with stakeholders, agencies, and workers to maximise Direct Engagement uptake, address objections, and ensure sustained utilisation. This model has delivered consistently high Direct Engagement adoption across multiple NHS Trusts, driving both financial and compliance benefits.

Operational transparency is further enhanced through advanced management information and reporting. Workforce Manager integrates with tools such as Power BI to provide real-time insight into workforce performance, spend, compliance, and trends. Reports are fully configurable, enabling Participating Authorities to support operational planning, performance monitoring, and audit requirements with confidence.

Compliance is embedded throughout the service model via automated and manual validation of key worker credentials, including right-to-work checks, DBS verification, professional registrations, and tax status. This hybrid approach ensures both efficiency and robustness, reducing compliance risk while retaining flexibility to meet local requirements. Sustainability

and social value considerations are also integral to our delivery, with digital-first processes reducing paper usage and a strong focus on local engagement, skills development, and workforce inclusion.

Dedicated Client Managers act as a single point of accountability for each Participating Authority, ensuring open communication, regular service reviews, and continuous alignment with organisational priorities. These structured governance arrangements support collaborative problem-solving, performance optimisation, and long-term value generation throughout the contract term.

In summary, Plus Us provides an agile, fully integrated workforce management solution that combines technology, service excellence, and sector expertise. By embedding compliance, cost control, transparency, and innovation into every stage of delivery, we enable Participating Authorities to optimise their temporary workforce, achieve measurable efficiencies, and maintain high standards of care and governance.