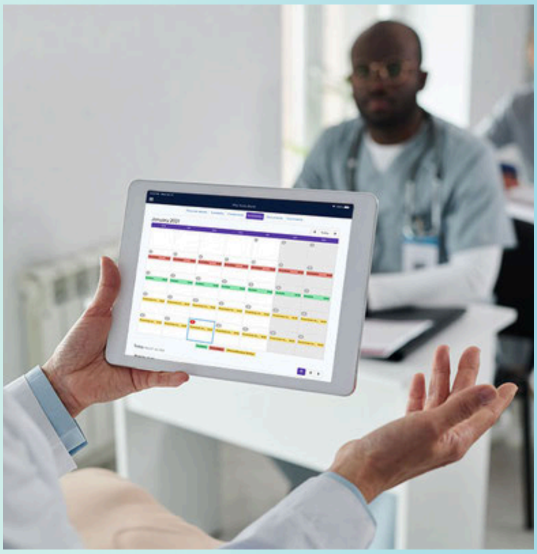
Clarity Workforce Technology

Clarity Staff Bank

Company Information



Founded in 2011, Clarity Workforce Technology delivers smarter workforce solutions that cut costs and boost efficiency - trusted by 50+ NHS Trusts, healthcare providers and local authorities.

Our solutions serve three core markets: Health and Social Care, Ambulance and Education sectors. Our product suite consists of 4 modules which can be used independently or in conjunction with one another.

In 2025, we became the ‘most advantageous’ supplier on the NHS Workforce Alliance’s Workforce Technology Systems (WTS) Framework

NHS Workforce Alliance

Bringing together people who care

Workforce Technology Systems RM6387

November 2025 - October 2026

Approved Supplier

Our Modules

Clarity Staff Bank

Clarity Bluelight

Clarity Agency/Direct Engagement

Clarity Roster

Whatever your workforce challenges, we have the solution to fit. Our integrated suite of modules is designed to solve your workforce pain points with flexibility and efficiency.

Clarity Staff Bank

Clarity Staff Bank has been designed to increase engagement and uptake of shifts by bank workers across trusts and social care settings. It ensures bank workers are always given first refusal on additional shifts before agency workers are engaged. This approach helps organisations improve staff morale while significantly reducing agency spend.

The Staff Bank module simplifies the distribution of open shifts with a single click. With notifications enabled, clients can quickly alert their temporary workforce to available vacancies. When used alongside the Clarity Agency module, any unfilled shifts can then be shared with preferred suppliers, ensuring maximum coverage at the most cost-effective rate.

At its core, the solution enables organisations to achieve substantial cost savings by making more effective use of their internal bank workforce and reducing reliance on agency staffing.

How we manage Bank

Operational team structure

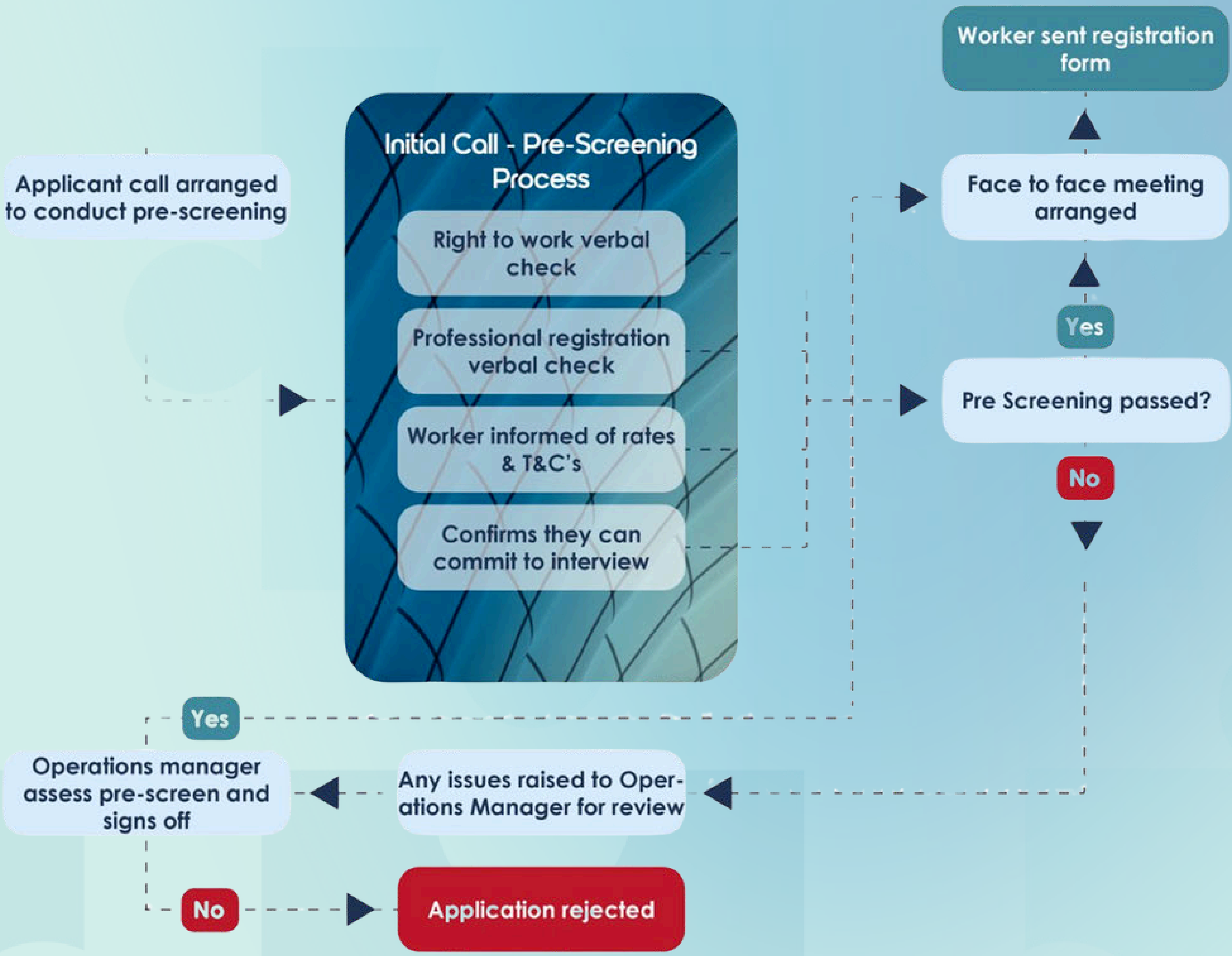
Booking Officer:
SupportsWorkers into getting booked for shifts and increase fill rate

Compliance Leads:
Help drive compliance for both substantive and non substantive workers

Technical support:
dedicated person to help pick up queries from Trusts and workers to ensure quality experience.

How we manage Bank

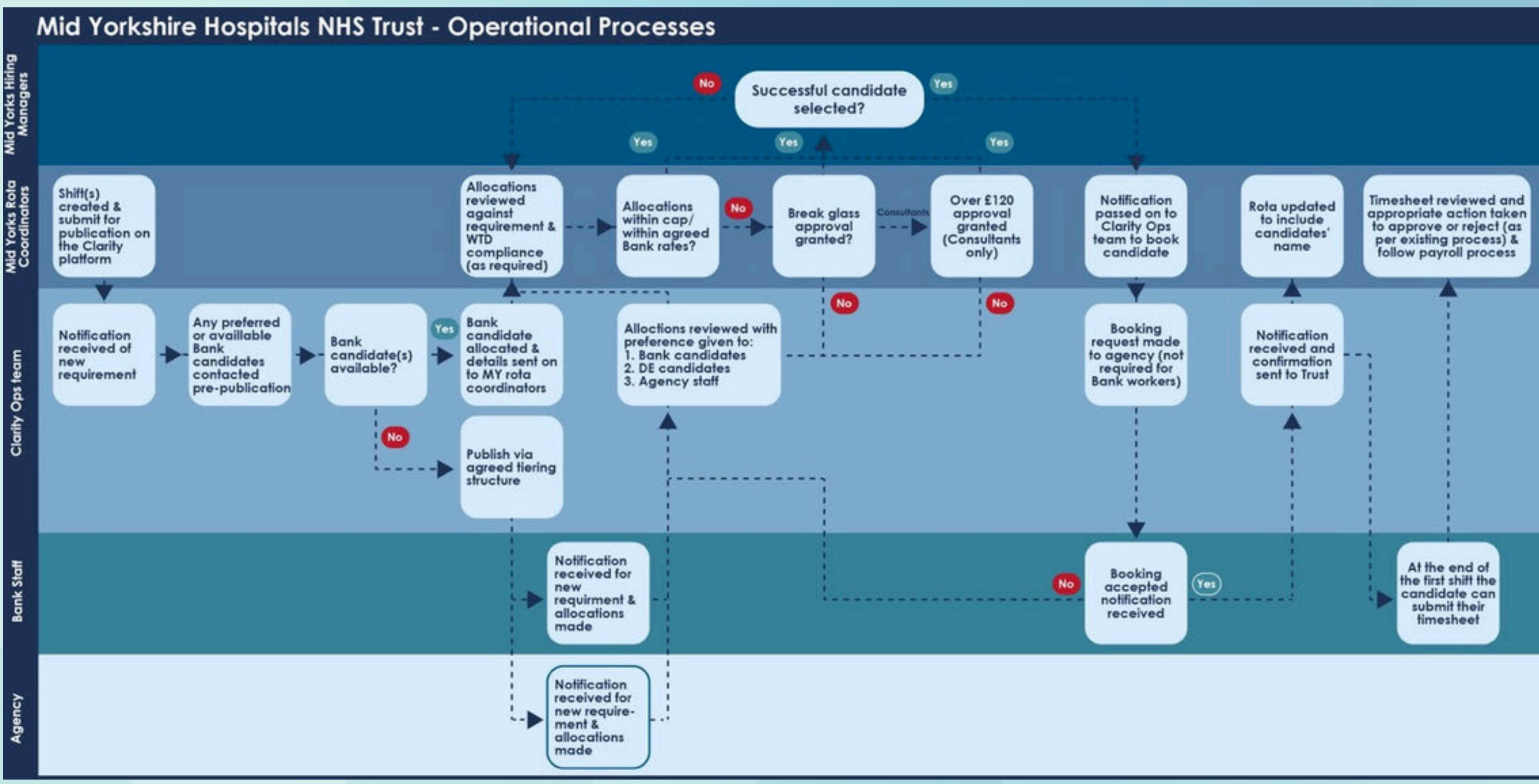
Recruitment



How we manage Bank

Operational processes - Managed Service Provider

Example: Mid Yorkshire Teaching Trust



How we manage Bank

Operational processes

1. Shift Creation & Requirements
The process begins when a shift or requirement is created on the Clarity platform. The system then checks for availability of pre-identified candidates, assesses bank worker availability, and ensures allocations can be agreed between Workforce and departmental teams.

2. Candidate Selection
At this central decision point, the system determines whether a suitable candidate has been selected. Depending on the outcome, the workflow branches to either Clarity-only workers, bank workers, or agency workers, ensuring the right resource is allocated efficiently.

3. Escalation Logic
If no internal or bank candidate is available, the process escalates automatically. This may include break-glass approval for urgent requirements, consultant rate approvals for £120+ assignments, or allocation to external agencies to meet demand.

4. Booking & Notifications
Once a candidate is confirmed, booking requests are sent, and notifications are issued to both the Trust and the worker. Candidate details are updated in the system in real time, ensuring accurate records and seamless communication.

5. Timesheets & Final Approval
At the end of the shift, timesheets are reviewed and validated according to system checks and compliance rules. The process then follows standard payroll workflows, ensuring timely and accurate payment while closing the shift efficiently.

Our benefits

Bespoke

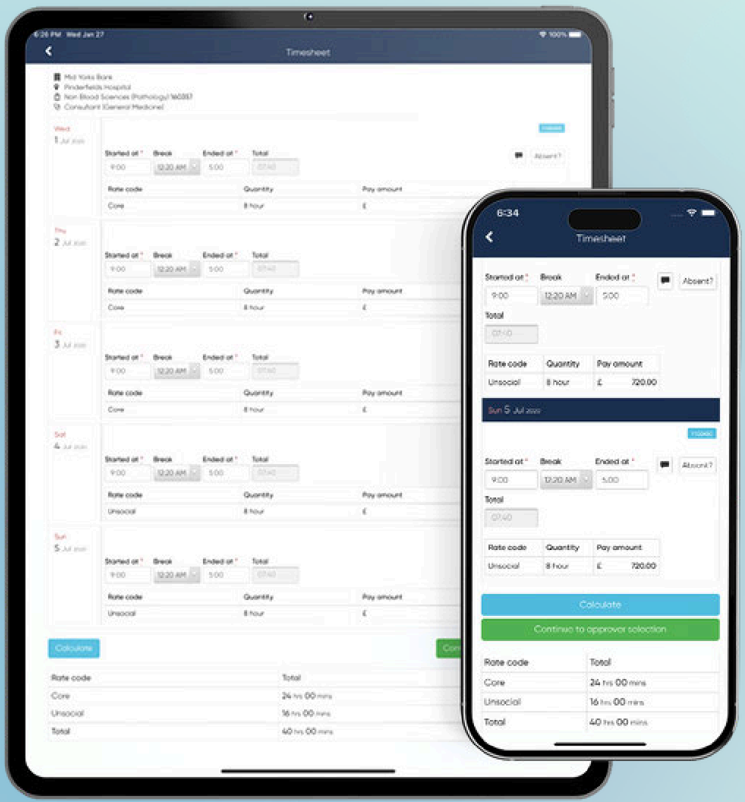
Mobile enabled

Streamlined

Compliance

Accurate invoicing

Real time reporting



Mobile-first workforce management

All Clarity modules are fully mobile and tablet enabled, ensuring your teams can manage workforce tasks anytime, anywhere. Whether it's approving shifts, viewing rosters, or tracking agency engagement, everything is accessible on the go.

A dedicated mobile app

Our dedicated mobile app takes convenience to the next level. Designed for speed and simplicity, it allows staff and managers to stay connected, receive real-time updates, and complete essential actions from their smartphone or tablet—empowering a truly agile workforce.

Product functionality

Clarity Staff Bank is built around three integrated portals that provide seamless access to the system, enabling users to manage the entire staffing lifecycle in one place. From creating shifts and requisitioning candidates to approving timesheets and generating invoices, Staff Bank supports every stage of workforce management. Below is an overview of the different permission levels and the range of capabilities available within the system, designed to give each user the right level of control and visibility.

Hiring manager

- Reviewing CVs from the recruitment desk and shortlist suitable candidates for relevant vacancies; search and retrieve historical CVs, timesheets, and candidate records.
- Organise and respond to interview request, conduct candidate profile reviews, and provide interview feedback
- View confirmed assignments and manage candidate offers
- Approve, deny, or adjust timesheets as required.

Bank desk

- View candidate allocations, manage candidate compliance, and shortlist/send relevant CVs to hiring managers; search and retrieve historical CVs, timesheets and candidate records.
- Search and view confirmed candidate assignments, organise and respond to interview requests, and provide/view interview feedback.
- Create and view candidate offers
- Approve, deny, or adjust timesheets as required
- View permission-based reports and generate invoices and payroll files.

Candidate

- Search historical timesheets and manage candidate profile
- Set availability
- Benefit from automatic on-boarding and contract generation.

Back office functionality

Clarity StaffBank is designed to boost engagement and shift uptake among bank workers in trusts and social care settings. By giving bank staff first refusal on available shifts before agencies are engaged, our solution helps trusts raise staff morale while reducing agency spend. The StaffBank module streamlines shift distribution at the click of a button. With integrated SMS and push notifications, temporary staff can be notified instantly about available shifts, ensuring maximum uptake. When paired with the Clarity Agency module, any remaining shifts can be automatically filtered to preferred suppliers, securing coverage at the most cost-effective rates.

Our mobile app empowers bank workers to manage every aspect of their engagement with the trust—from setting preferred availability and requesting annual leave to accepting shifts and submitting timesheets. This creates a fast, intuitive, and fully digital experience for your workforce.
At its core, Clarity StaffBank enables trusts to optimise their internal workforce, reduce reliance on expensive agency staff, and achieve significant cost savings, all while maintaining high levels of staff satisfaction.

Implementation

Our structured implementation plan ensures all necessary data is captured while minimising disruption to your organisation. Using robust project management methodologies, we carefully manage every stage of system integration. Each phase is closely monitored and documented, providing clear visibility of timelines, responsibilities, and potential issues for all stakeholders. Our detailed documentation ensures a smooth, transparent transition and keeps your team fully informed throughout the entire process.

Mobilisation phase

Committee needs analysis meetings to define user system requirements
Project initiation meetings to outline implementation process
Assignment of project resources and identification of project team members
Project kick-off meeting to present aims and objectives

Discovery phase

Introduction of subject matter experts (SMEs)
Project team meetings to define roles and responsibilities
Documentation of current 'as-is' processes (Visio process maps)

Analysis phase

Gather and review business/system requirements
Document and validate 'to-be' processes (Visio process maps)
Confirm system integration, workflows, and future user stories
Agree development timescales and milestones

Implementation

Design phase

Development of the system based on agreed user stories

Ongoing communications and updates to the project team

Highlight any requirement changes (change management)

Conduct internal (QAT) and client (UAT) testing

Implementation phase

Supply of training documentation, user manuals, and release notes

Train users to ensure smooth adoption

Upload data to live site and deploy system into production

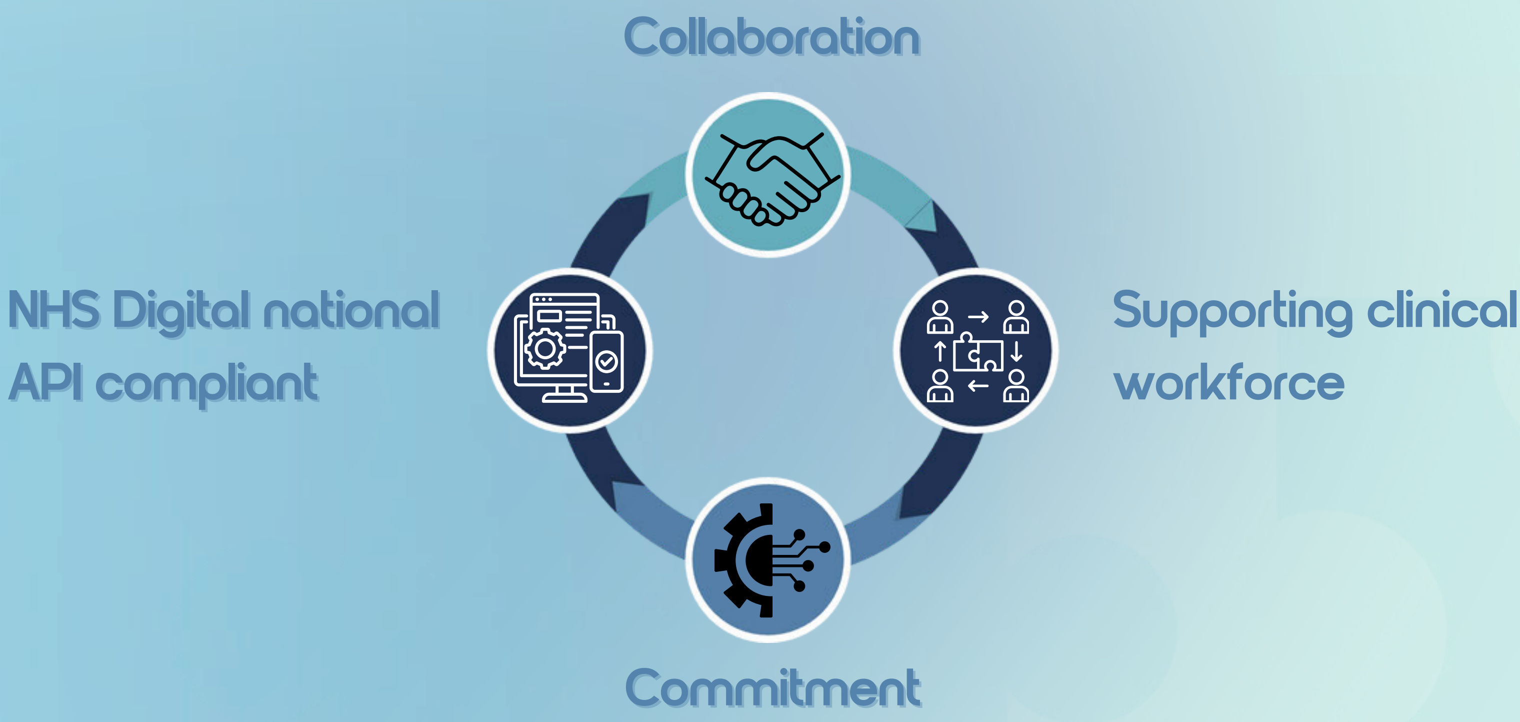
Managed service phase

Post-deployment support activities

End-of-project reporting

Project sign-off and formal closure

Genuine Interoperability



We collaborate with existing suppliers and can slot in neatly with existing up and downstream systems

Through collaboration and integration, we support Trusts in achieving their levels of attainment for their workforce deployment systems.

We are committed to integration with new or legacy systems, supporting organisations in deliverinf best fit and best value

Compliant to NHS Digital Supplier Reference Group National API Standards.

Service management

Clarity provides end-to-end cloud services, from solution design through to deployment and ongoing support. We work in partnership with our clients to maximise value, supported by clear communication, regular reviews, and structured transition management.

Account manager

The Account Manager is responsible for the overall success of the client relationship, ensuring smooth delivery and ongoing optimisation of the solution. This includes regular client engagement, feedback reviews, continuous improvement, and strategic planning for future enhancements.

Project manager

The Project Manager acts as the primary point of contact for implementations and change initiatives. They work closely with clients to define requirements and ensure the controlled, efficient delivery of new functionality and system enhancements.

Development team

Our Development Team translates business requirements into robust, scalable solutions. Highly experienced and commercially focused, they actively challenge and refine requirements to deliver streamlined, cost-effective outcomes.

Service management

Service desk

Our Service Desk provides responsive, SLA-driven support to resolve the majority of user issues promptly. Where required, issues are escalated efficiently to development, operations, or account management—ensuring system reliability and minimal disruption.

Service level agreement

Clarity Staff Bank operates to clearly defined Service Level Agreement (SLA) standards. All system support issues are managed by our dedicated in-house support team, ensuring consistent, high-quality service delivery.

We proactively monitor system performance and security, with real-time alerts identifying any service degradation or potential vulnerabilities. Monitoring is delivered through Quest Big Brother, alongside native operating system security and performance tools.

Priority	Impact	Response Time	Resolution Target
P1 – Critical	System down or major components non-operational, halting business-critical work.	**Within 1 business hour**	**4 business hours*** – continuous effort with client cooperation
P2 – High	Severe degradation or non-critical components unavailable, limiting work.	**Within 2 business hours**	**1 business day*** after initial response
P3 – Medium	Non-essential features impaired, core functionality remains.	**Within 8 business hours**	**5 business days*** after initial response
P4 – Low	Minor or cosmetic issues with little operational impact.	**Within 24 business hours**	**Next software release**

System Security

Accessibility

Clarity Staff Bank is a bespoke, web-based workforce demand management system that supports all aspects of the workforce lifecycle. Designed for ease of access, the platform is available from any internet-enabled computer, enabling secure global access at any time.

Built on a Java-based interface, Clarity offers full cross-platform compatibility and retrieves data from a robust Oracle database to ensure reliability and scalability. Access is controlled via individual usernames and passwords through a secure browser connection protected by up to 256-bit SSL/TLS encryption. Each client environment is hosted on dedicated Intel-based servers within a certified and accredited hosting facility, ensuring consistent performance and high availability.

Information assurance

Clarity is classified at Impact Level IL0, reflecting the nature of the data held and the platform on which it operates. Information security is further assured through our technology partner, Skillstream, which is ISO 27001 certified, ensuring adherence to industry best practices for information security management.