

Reference:	FOI.6456.21
Subject:	Business intelligence companies
Date of Request:	13 July 2021

Requested:

1. I'd be grateful if you could confirm if you have entered into any agreements with analytics or business intelligence companies such Lightfoot Solutions for example. I'm interested in any company or consultancy where you share large patient data sets in order to gain insight.
2. If so, can you confirm the payments made to the company in this (2021/2), last (2020/1) and the previous (2019/20) financial years? Could you also confirm the contract term and which other analytics providers were evaluated during the procurement process.
3. Could you describe the benefits and outputs to date? For example have you seen a service improvement due to their analytical work.

Response:

As the information requested relates to costs paid to a third party, Hywel Dda University Health Board (UHB) considers that Section 43 of the Freedom of Information Act 2000 (FoIA) applies, as answering could be prejudicial to its commercial interests. Section 43(2) exempts information, disclosure of which would or would be likely to prejudice the commercial interests of any person; in this case, the provider listed above. Commercial interests may be prejudiced where disclosure would, or would be likely to:

- Weaken a company's position in a competitive environment by revealing market sensitive information or information of potential usefulness to its competitors
- Damage a company's business reputation or the confidence that customers/users, suppliers or investors may have in it.

This exemption is qualified and therefore, even if information falls within Section 43, public authorities must then apply the public interest test set out in Section 2(2)(b).

The information can only be withheld if the public interest in maintaining the exemption outweighs the public interest in disclosure.

The UHB has therefore considered the following:

In favour of disclosure: There is a public interest in transparency and in the accountability of public funds. Furthermore, it is in the public interest that public funds be used effectively and that public sector bodies obtain the best value for money when contracting for the provision of services. Private sector bodies engaging in commercial activities with the public sector must expect some information about those activities to be disclosed.

Against Disclosure: Disclosure of this information would have a direct impact and may cause substantial harm to the contractor. It would disclose its costs and products/services provided to the UHB, and it is likely that this would damage its ability to work within a highly competitive sector. The information being requested is likely to be used by competitors to gain a competitive advantage.

Decision: - The UHB considers that the public interest in withholding the annual costs is not greater than the interest in disclosing them, demonstrating the UHB's commitment to openness and transparency. Therefore, the UHB provides the information requested below:

1. The UHB confirms that it has entered into an agreement with the business intelligence company Lightfoot Solutions UK Ltd.
2. The UHB provides, within the table below, the payments made to Lightfoot Solutions UK Ltd, during the financial years 2019/20, 20/20/21 and 20/21/22 to the date of your request.

Company	2019/20	2020/21	2021/22
Lightfoot	£0.00	£748,262.00	£108,463.00

As some of the information is already within the public domain, the UHB has applied an Exemption under Section 21 of the FOIA, as the information is accessible by another means. A Strategic Business Intelligence paper was presented at the Board meeting on the 29 July 2021, that provides further details of the information requested.

For ease of reference, please click on the attached link, which will take you directly to the UHB's Board paper:

<https://hduhb.nhs.wales/about-us/your-health-board/board-meetings-2021/board-agenda-and-papers-29th-july-2021/agenda-and-papers-29th-july-2021/item-4-12-strategic-business-intelligence/>

3. The UHB confirms that the services provided by Lightfoot have delivered the following benefits:
 - Time series analysis is an advanced area of data analysis using time-ordered datasets.
 - It allows organisations to leverage the routine data to predict the future and deliver better outcomes for the population.
 - It addresses the challenges inherent in health data, which is generated by capturing activity.
 - The true patient journey through the health and social care system is revealed by linking diverse datasets.

Additionally, the support received has enabled the improved use of real time information in operational decision making and the achievement of the key strategic objectives.