

Reference:	FOI.15795.24
Subject:	Financial and HR performance management systems
Date of Request:	22 October 2024

Requested:

Could you let me know if you use any particular software to support the financial and HR activities/tasks in the table provided below.

Response:

Hywel Dda University Health Board has considered applying a Section 43 exemption of the Freedom of Information Act 2000 (FoIA), as some of the HR system costs requested relate to third parties and this information would be Prejudicial to their 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.

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; 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's 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 cause substantial harm to the suppliers, as it would disclose their pricing, and it would be likely that this would damage their ability to work within a highly competitive sector. The information being requested is likely to be used by their competitors to gain a competitive advantage.

Decision:- It has therefore been decided that releasing the information under the FoIA, to which the UHB is subject, will give an unfair advantage to the supplier's competitors. The UHB believes that there is wider established public interest in companies not being prejudiced merely because they have contracted with a public sector body, and that there is a public interest in ensuring that there is competition for public sector contracts.

The UHB considers that the public interest in withholding the costs for its HR case management and Rostering systems, is greater than the interests in disclosing it.

Additionally, as some of the systems are procured and managed by NHS Wales Shared Services Partnership (NWSSP) on an All-NHS Wales basis, we recommend that you redirect these parts of your request to the Freedom of Information (Fol) Team in NWSSP, who may be able to help you with your enquiry. Contact details for NWSSP are as follows:-

shared.services@wales.nhs.uk or alternatively, you can contact: Information Governance Manager, 4-5 Charnwood Court, Heol Billingsley, Parc Nantgarw, Cardiff, CF15 7QZ.

However, the UHB has provided the requested information it holds within the table overleaf.

Category	Activities	Tasks	What software/tools do you use to support this task?	How much did you spend in FY 23/24 on this software/tool?	If not currently using software/tools, do you plan to adopt specific software/tools to support these activities in FY 25/26?
Finance performance and management	Enterprise planning and budgeting	Budgeting and financial planning	Oracle Microsoft O365	All Wales system – contact NWSSP	Not applicable
		Workforce planning	Microsoft O365	All Wales system – NWSSP	Not applicable
		Strategic modelling	Microsoft O365	All Wales system – contact NWSSP	Not applicable
	Account reconciliation	Reconciliation compliance and transaction matching	Oracle Blackline Microsoft O365	All Wales system – contact NWSSP	Not applicable
	Financial Consolidation and Close	Financial consolidation	Oracle QlikSense Microsoft O365	All Wales system – contact NWSSP	Not applicable
		Close process and management	Oracle QlikSense Microsoft O365	All Wales system – contact NWSSP	Not applicable
		Custom calculations	Oracle Microsoft O365	All Wales system – contact NWSSP	Not applicable
	Reporting	Management reporting and dashboards	Oracle QlikSense Microsoft O365	All Wales system – contact NWSSP	Not applicable
		Financial reporting	Oracle Microsoft O365	All Wales system –	Not applicable

				contact NWSSP	
	Profitability and Cost management	Profitability and Cost management	Oracle Microsoft O365	All Wales system – contact NWSSP	Not applicable
	Tax reporting	Tax reporting	Oracle Microsoft O365	All Wales system – contact NWSSP	Not applicable
	Enterprise Data Management	Enterprise Data Management	Oracle Microsoft O365	All Wales system – contact NWSSP	Not applicable
HR	Case Management	Recording employee relations case work and anonymised reporting	Microsoft Excel Conformity Software – case management system	Section 43 exemption applied	Not applicable
	Workforce planning	Workforce planning	We use a variety of tools from the Microsoft Office Suite to demonstrate with a focus on Excel and PowerBI. Our HR Management System : ESR (Electronic Staff Record) for data extraction.	All Wales system – contact NWSSP	There will be no change to the tools the UHB uses during the 2025/26 financial year
	Rostering	Rostering	Allocate (RL Datix)	Section 43 exemption applied	Not applicable
	Recruitment	Recruitment	LinkedIn ESR Trac	All Wales system – contact NWSSP	Not applicable
	Expenses	Expenses	Assure Expenses (RL Datix)	All Wales system – contact NWSSP	Not applicable