

Reference:	FOI.7518.21
Subject:	Staffing systems
Date of Request:	25 November 2021

Requested:

Under the provision of the Freedom of Information Act 2000 please can you answer the following questions relating to the staffing system(s) you currently use.

System: Rostering

1. Does you Trust use an E-Rostering provider? (Yes/No - if No, have you previously tried to implement an E-Rostering provider? Please name the provider).
2. What is the name of your E-Rostering provider?
3. When was the contract for the software you currently use for E-Rostering signed? (dd/mm/yyyy)
4. When does the contract for the software you currently use for E-Rostering expire? (dd/mm/yyyy)
5. Was the E-Rostering software procured through a framework?
6. What is the name of the framework the E-Rostering software was procured using?
7. What was the Trust's total spend on E-Rostering fees in 2020 - not incl. Implementation?
8. How many workers were actively E-Rostered at your Trust in 2020?
9. Does the rostering system integrate to ESR?
10. Does the rostering system integrate to PAS?
11. What system do you use for rota planning? E.g. eRota
12. Who is the Senior Responsible Officer for E-Rostering?

System: Bank

13. Do you have a staff bank provider? (Yes/No - if No, please provide more details).
14. What is the name of your staff bank provider?
15. Was the bank software procured through a framework?
16. What is the name of the framework the bank provider was procured using?
17. What was the contract signed date for the provider you currently use for your staff bank? (dd/mm/yyyy)
18. What was the contract expiry date for the provider you currently use for your staff bank? (dd/mm/yyyy)

19. What was the Trust's spend on bank staff wages in 2020?

20. What was the Trust's spend on agency staff wages in 2020?

21. What was the Trust's spend on its Staff Bank provider fees in 2020?

System: Collaborative Bank

22. Is your Trust part of a collaborative Bank? (Yes/No)

23. Who is the technology provider for the collaborative bank?

24. What was the contract signed date of Trust joining the Collaborative Bank? (dd/mm/yyyy)

25. When does the contract for the Collaborative Bank expire? (dd/mm/yyyy)

System: Managed Service

26. Do you use a third-party managed service provider to manage your temporary staff bank?
(yes/no)

27. What is the name of your third-party Managed Service provider?

28. What was the contract signed date for the provider you currently use for your managed service?
(dd/mm/yyyy)

29. What was the contract expiry date for the provider you currently use for your managed service?
(dd/mm/yyyy)

30. What was the Trust's spend on its Managed Service provider fees in 2020?

System: Vendor Management Solution (VMS)

31. Do you use a VMS provider? (Yes/No/Not Applicable)

32. What is the name of your VMS Provider?

33. What was the contract signed date for the provider you currently use? (dd/mm/yyyy)

34. What is the contract expiry date for the provider you currently use? (dd/mm/yyyy)

35. What was the Trust's spend on its VMS provider fees in 2020?

System: Direct Engagement (DE)

36. Do you use an On Payroll Service Provider (Direct Engagement)? (Yes/No)

37. What is the name of your DE Provider?

38. What was the contract signed date for the provider you currently use? (dd/mm/yyyy)

39. What is the contract expiry date for the provider you currently use? (dd/mm/yyyy)

40. What was the Trust's spend on its DE provider fees in 2020?

Our preference is that - so far as reasonably possible - the response is supplied in the form of an excel table and not as a pdf, word document or other word processing application. Please see the attached excel table as a template and look at the dropdowns for providers within the excel.

Response:

Hywel Dda University Health Board (UHB) provides the information within the attached spreadsheet as requested, at Attachment 1. However, the following exemptions have also been applied.

Section 43 - As the fee for the service requested from the UHB relates to third parties, the UHB considers that Section 43 of the Freedom of Information Act 2000 (FoIA) applies, as answering 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 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; 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 products/services provided to the UHB, 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 suppliers' 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 fee for the service is greater than the interests in disclosing it and thereby giving unfair commercial advantage to competitors of the company to which this information concerns.

Additionally, as some of the requested 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. The UHB has answered similar Freedom of Information requests, which are available on our disclosure log. The FOI requests that can provide the information you require are as follows:

- FOI.4397.20
- FOI.5063.20
- FOI.6147.21
- FOI.6268.21
- FOI.6339.21
- FOI.7430.21

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

<https://hduhb.nhs.wales/about-us/governance-arrangements/freedom-of-information/disclosure-log/>